

AGENDA

Community Overview and Scrutiny Panel

**Thursday, 21 July 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 meetings

5 - 20

To approve and sign the Minutes of the meetings held on 30 March 2016 and 9 June 2016.

[Copy in Minute Book 41(3) and 9 June 2016 attached].

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 21 - 28

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.14 /16 herewith]

A.3 ANNUAL EQUALITY REPORT 2015/16 AND EQUALITY ACTION PLAN 2016/17 29 - 50

(Communities, Health and Wellbeing Portfolio)

The Policy and Communications Manager to submit a report on monitoring of Equality activity and consideration of Equality Action Plan for 2016/17.

[Copy report PC.13/16 herewith]

A.4 HOUSING AND PLANNING BILL 51 - 72

(Economy, Enterprise and Housing Portfolio)

The Housing Development Officer to deliver a presentation of the impact of the Housing and Planning Bill on the delivery of Carlisle's housing needs.

[Copy presentation herewith]

A.5 INTERAGENCY HOMELESSNESS STRATEGY FOR CARLISLE 73 - 80
2015-20 - YEAR ONE KEY ACHIEVEMENTS

(Economy, Enterprise and Housing Portfolio)

The Director of Economic Development to submit a report on the progress made in year one of the Interagency Homelessness Strategy for Carlisle 2015-20 in relation to the priority actions.
[Copy report ED.27/16 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 9 JUNE 2016 AT 10.07AM

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

ALSO

PRESENT: Councillor Glover (Leader)
Councillor Mrs Bradley (Economy, Enterprise and Housing Portfolio Holder)

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

COSP.30/16 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Layden and Paton; Councillor Ms Quilter (Culture, Heritage and Leisure Portfolio Holder) and Councillor Southward (Environment and Transport Portfolio Holder).

COSP.31/16 DECLARATIONS OF INTEREST

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

COSP.32/16 PUBLIC AND PRESS

RESOLVED – That the Agenda be agreed as circulated.

COSP.33/16 MINUTES OF PREVIOUS MEETINGS

RESOLVED – That the minutes of the meeting held on 18 February 2016 be agreed as a correct record of the meeting and signed by the Chairman; and that the minutes of the meeting held on 31 March 2016 be noted.

COSP.34/16 CALL-IN OF DECISIONS

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

COSP.35/16 FLOOD UPDATE REPORT

The Deputy Chief Executive submitted report SD.08/16 which formed part of a series of update reports prepared for Overview and Scrutiny Panels on flood recovery activities and future programmed work. For the benefit of new Members, he explained that the reports contained a generic section designed to give all Panels an overview of flood recovery work, together with a more specific section tailored to the work areas of each Panel.

The Deputy Chief Executive outlined, in some detail, the background position, together with specific updates relative to the Panel namely: Customer Services (including web, phone and face to face); housing support; sport, play and leisure facilities and partnership activity; arts activity (focused on the Old Fire Station); parks and open spaces; community centres; and resident support via the Carlisle Flood Partnership (led by Cumbria County Council), details of which were set out at Section 2.

Key points of note included:

- Background- the City Council continued to play a key role in supporting district and county wide groups who were focused on different aspects of flood recovery (transport infrastructure, housing, grants and community support);
- Flood grants and household payments – updated figures were set out at Section 2.3;
- £5,000 flood resilience grant – available to assist householders and businesses to make their properties more resilient in future. The Council was also now working in partnership with JBA consulting who were able to provide independent Property Protection reports.

The Council had received 374 grant applications and granted funded measures to 277 properties (5 were not eligible and 92 were incomplete), totalling £1,230,544. Of those the Council had paid out - 77 totalling £262,642.61;

- The Chief Accountant had submitted the Council's Bellwin claim on 1 June 2016. The total eligible expenditure was £404,398 of which the authority had to meet the first £26,486 (that had been included in the 2015/16 outturn). The claim also included £14,984 submitted on behalf of Greystone Community Centre for costs they incurred during the response to the flood.

Along with the claim 257 copy invoices and spreadsheets of overtime claims and additional fuel costs were submitted. DCLG would examine the claim and supporting information and would hopefully settle the claim quickly;

- Sport and leisure facilities and partnership activity – at Bitts Park four full size tennis courts and 4 mini courts were open to the public and for coaching sessions. Progress was also being made on the provision of a new canopy over those facilities.

Security at the Sheepmount site had been a particular challenge and the Green Spaces and Bereavement Services Manager was working on an assessment of related costs;

- Further information on progress regarding the reinstatement of Community Centres would be provided in the next update report;
- Members could be assured that Officers remained actively engaged in the County structure; on site flood events / resilience.

Views were again requested from Scrutiny Members on the future format and content of recovery programme updates.

As the programme developed it was clear that key areas such as costs of recovery, community issues, facility reinstatement would all be of interest to Members. However, in order to avoid unnecessary work, a guide to future areas of interest would assist Officers to prepare a useful set of updates.

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

- *A Member commented that he had been in attendance at the two very successful public forums held in Carlisle during May 2016, but noted that there was no City Council Officer representation on those occasions.*

The Member added that concerns had been raised regarding riverbanks, riverbeds and a bridge which was in a poor state and questioned whether those points had been taken on board. In his view little was being done.

In response the Deputy Chief Executive clarified that, whilst not publicly announced, the City Council was represented (at the Carlisle Flood Forum held on 11 May 2016 at the University of Cumbria, Fusehill Street Campus, Carlisle) by the Green Spaces and Bereavement Services Manager and two other Officers. He further undertook to provide a written response on the issues of concern alluded to, and assured the Member that the Green Spaces and Bereavement Services Manager, and the Grounds Maintenance and Green Spaces Manager were in discussions to gain a full understanding of costs involved in remediation works.

The Leader added that he had also been in attendance at the event held on 9 May 2016 at Holy Trinity Church, Wigton Road, Carlisle.

The Member stated that some very important issues had been raised at the above mentions Flood Forums to which City Council Officers could have contributed had they announced their presence.

Whilst acknowledging that point, the Deputy Chief Executive emphasised that liaison between the County and City Councils was clear and sharp. Discussions also took place with a variety of bodies, including GLL, the railways, etc.

- *Section 1.3 recorded that in March the Chancellor had announced that £25m capital would be made available for improving defence systems in Carlisle once the Environment Agency had concluded a review of the needs of the District. When would that review be concluded; and could information be provided on the implications for this Panel?*

A Member commented that he had spoken to the Environment Agency who were doing their part. It was therefore incumbent upon the County and City Councils to do likewise.

The Deputy Chief Executive indicated that he would clarify that aspect as part of his written response to Members. Following completion of the review Information would be provided to Members.

The Leader reported that the Director of Economic Development met with the Environment Agency on a fortnightly basis, but acknowledged that communication was not as good as it could be in terms of letting people know.

Problems associated with flooding included emotional problems / concern as to whether flooding may happen again in the future. It was unclear whether the £25m capital available for improving defence systems in Carlisle would be adequate. Both he and John Stevenson MP would do all that they could to ensure that the City was as resilient to flooding as possible.

In conclusion, the Leader assured Members that discussions were ongoing on a continuous basis.

- *A Member considered the use of an independent third party (JBA consulting) to provide independent Property Protection reports to be an excellent idea, but questioned the methodology by which that would be conveyed to applicants.*

The Deputy Chief Executive explained that applicants were asked whether they wished to engage via the website. He would, however, need to check whether more targeted and explicit advice was available.

- *The Council had received 374 grant applications. Was that considered to be good or bad?*

The Deputy Chief Executive commented that forming a judgement on that aspect was challenging. Clearly the situation was difficult for those who had suffered flooding and one may question how far the £500 allowance would alleviate the problems caused by 6/8' of flood water within a property. The City Council was being supportive via the provision of Officer time and was doing the best it could. In addition, the Director of Economic Development had been in discussion with central Government and had appraised them of the difficulties and nature of the flooding event in Carlisle and across the County.

The Economy, Enterprise and Housing Portfolio Holder indicated that the level of grant take up was reflective of the position across the country and entirely understandable given that flood victims were coming to terms with what was a great loss. The City Council was helping fund accommodation.

The application forms provided/required by Government were detailed and all necessary criteria must be met before money would be allocated. It was therefore important that people received appropriate advice and to that end the Council was working in partnership with JBA consulting. She added that the Council and members of staff were doing a great job assisting people as far as possible.

- *Was the City Council required to pay money out prior to making its Bellwin Claim?*

The Deputy Chief Executive affirmed that was indeed the case.

- *A Member commented upon issues regarding the reinstatement of football pitches and questioned what was being done with regard to future insurance thereof. One option may be self-insurance.*

Another Member recalled that questions had been asked at full Council regarding insurance / rebuild costs for the Old Fire Station following the December 2015 flooding event. He asked whether the authority could be confident that the building could be insured in future.

A Member recognised that people paid money to access certain facilities, but took the view that parks were just as important. She sought clarification regarding the timescale for reopening Bitts Park.

Had consideration been given to utilising the Sainsbury's Section 106 money to improve the park?

The Deputy Chief Executive replied that negotiations were ongoing with the Insurers and the final position was as yet unknown. The Council could be confident on the issue of future insurance of the Old Fire Station.

The Deputy Chief Executive gave a brief overview of the next phase of the recovery plan. He advised that work required to be undertaken over the coming fortnight, in consultation with Portfolio Holders, to form a view. Bitts Park would re-open in stages as facilities became available. Effective communication was key.

On the latter point, the Director of Economic Development confirmed that the Section 106 monies were already allocated and were not therefore available.

➤ *Who was responsible for prioritising the various recovery works?*

In response, the Deputy Chief Executive commented that priority had been given to the provision of services (Hostel / community services). Some facilities were easier to reinstate than others; and the programme was dependent upon the availability of contractors. Completion of recovery works was not therefore entirely within the Council's gift.

➤ *The Council had gone through a Voluntary Redundancy / Early Release process as a result of which a number of Officers were about to or had already left the authority. Had flood recovery activities been delayed as a result?*

The Deputy Chief Executive said that there had been no delay to date. However, a key member of staff would be leaving in the next few weeks and work was being done to ensure that the necessary skills remained in place.

➤ *Six months had passed since the floods. The initial intention was that the Old Fire Station would be open for business by now. Explain the reasons for that delay.*

The Deputy Chief Executive indicated that the delay could, in the main, be attributed to the time spent in detailed negotiations with the Insurer's Loss Adjuster who was extremely busy and also required to work in other areas.

➤ *Botcherby Community Centre was severely damaged by flood waters, remained closed and was currently sharing accommodation and delivering services from Petteril Bank Community Centre. Could anything be done to link the Community Centre with the local community at this time?*

A Member sought clarification regarding the City Council's involvement in Downagate Community Centre.

The Deputy Chief Executive summarised the current position, commenting that the Community Centre Manager was meeting with Officers, issues under discussion including how best to communicate with residents.

The situation regarding Downagate Community Centre differed in that whilst the Council owned the land, the building did not belong to the authority. The City Council had sought to provide advice and guidance. Downagate Community Centre Management Committee was in discussion on how to take issues forward.

The Chairman thanked the Deputy Chief Executive for his most informative and useful update.

RESOLVED – (1) That the Community Overview and Scrutiny Panel had reviewed Report SD.08/16 and given consideration to the progress made to date and the recovery plans going forward.

(2) That the Deputy Chief Executive arrange to provide a written response to the concerns / questions raised by Members regarding riverbanks, riverbeds and a bridge; together with the Environment Agency's review into the needs of the Carlisle District in terms of flood defence systems and the implications for the Community Overview and Scrutiny Panel.

COSP.36/16 HOMELESS ACCOMMODATION SERVICE RESTRUCTURE (SUPPORTING PEOPLE)

During consideration of this item, Councillor Betton declared an interest in accordance with the Council's Code of Conduct. The interest related to any reference to Cumbria County Council of which he was also a Member. Councillor Betton took part in discussion.

The Director of Economic Development began by introducing the Homelessness Prevention and Accommodation Manager and explaining the purpose of report ED.24/16 which was to brief Members on the local changes to Supporting People contracting.

The Chairman felt that it would be beneficial if the Panel was provided with more detail on the changes to the Supporting People contract.

In response, the Homelessness Prevention and Accommodation Manager gave an overview of the Council's emergency homeless accommodation portfolio which comprised 50 units of accommodation; 10 flexible family units at Water Street, which could be split if required to take up to 16 households. She added that the John Street temporary accommodation for single men (comprising 29 units) remained closed temporarily pending reinstatement as a result of flooding in December 2015. Males experiencing homelessness, who the City Council had a statutory responsibility to accommodate, were residing within dispersed units within the temporary accommodation portfolio. Additional units were currently being sourced to increase capacity and minimise risks. No single males were accommodated within the women and families accommodation.

The Homelessness Prevention and Accommodation Manager explained that the authority delivered intensive housing management. She then outlined in some detail the background to and tendering process in relation to the Supporting People Contract, commenting that up until 31 March 2016 Carlisle City Council Homeless Accommodation Service was a commissioned provider of Supporting People funded Housing Related Support for women and families experiencing homelessness; with a contract value of £126,000.

The County Council at its Cabinet meeting on 24 September approved a 25% reduction to the current county wide budget of £2.36m PA to £1.76m PA for Housing Related Support linked to Supported Temporary Accommodation effective from 1st April 2016. Carlisle was allocated 20% of the county wide budget resulting in a reduction of 85 units for people experiencing homelessness; and a reduction of 10 units for young people across Carlisle and Eden.

Consideration was given whether to retender, however due to changes in re-contracting terms (from block contracting to spot purchasing); the potential high risks posed as a result including TUPE; and the limited availability of local provision, it was decided not to do so.

The Homelessness Prevention and Accommodation Manager further highlighted the service restructure undertaken following that decision to ensure that the City Council continued to meet its statutory obligations in relation to homelessness; the agreement of the formal offer of an annual grant of £75,712 from the County Council (available for four years); the update from Louise Elsworth-Barnes (Cumbria Advice and Support Team Leader, Cumbria County Council); and the explanation of how issues identified were being addressed, as detailed at Section 1 of the report.

It was proposed that the Supporting People grant funding would 100% fund 2 x FTE additional staff on fixed term contracts from 2016 – 2020 to provide housing related support services in line with the grant requirements.

The grant funding would also be utilised to cover a management contribution and an exit strategy.

Discussion arose, during which the following issues were raised:

- *As stated above, Carlisle had been allocated 20% of a county wide budget resulting in a reduction of 85 units for people experiencing homelessness. What action had been taken to address that gap in provision?*

In response, the Homelessness Prevention and Accommodation Manager summarised the many hours of hard work which had gone into ensuring that people were rehoused, which had been effective.

- *Table 1 (Section 1.16) profiled the current providers and number of current Supporting People funded units in Carlisle. A Member questioned whether the generic client group diminished the service.*

The Homelessness Prevention and Accommodation Manager stated that the concern that specialist support may be lost in terms of future commissioning was raised in 2015. Her view was that different people required different support. Discussion had taken place at that time, which included Turning Point and Impact Housing Association. The position would be monitored.

The Director of Economic Development added that those concerns had been raised by the City Council.

- *A Member asked whether demand outweighed capacity and, if so, what could be done to address that.*

The Homelessness Prevention and Accommodation Manager clarified that demand did not outweigh capacity. Following the procurement exercise Officers had worked extremely hard to pre-empt increased demand and minimise risk. Clearly the flooding of John Street Hostel had not helped matters, but that would be reinstated and work had already been undertaken to source additional units in conjunction with other partners.

- *A Member considered the word 'Hostel' to be outmoded and suggested that it should not be used in future reports. That aside he congratulated the Homelessness Prevention and Accommodation Manager and her team upon all that they had achieved.*

The Member further considered that when a number of high profile providers decided not to re-tender warning bells should ring.

In his view the update from the Cumbria Advice and Support Team Leader (Section 1.11) was not sufficiently detailed and meant little. The Member recalled that in years gone by frequent meetings took place to discuss supporting people going forward. He questioned whether that was no longer the case.

The Leader replied that at that time funding stemmed from central Government, the budget being ring fenced. Cumbria County Council distributed block grants to the districts to provide support within the community. The position subsequently changed, the effect being that relationships were now more informal. Money now went directly to individuals, the downside being that providers were nervous of tendering for contracts due to the risks involved which was problematic.

The Director of Economic Development commented that, had the Commissioning Board remained in place, it would have been most helpful as a vehicle by which to raise concerns. Various conversations had taken place with a view to influencing the approach to support services, however, the end decision was one for Cumbria County Council's Cabinet.

The Economy, Enterprise and Housing Portfolio Holder added that the reduction in the county wide budget had given cause for concern. It should be noted that other areas had ceased to provide housing related support, but the County Council was still doing so. The attempt to equalise the distribution of grant across districts had affected Carlisle as the Council was seen as a provider across the county.

- *A Member expressed concern regarding funding levels, emphasising that need was not generic e.g. children went to special schools due to their individual needs. She was further concerned at future support for those suffering from domestic abuse and mental health issues.*

The Director of Economic Development explained that those were county wide matters. Officers were working to try to understand associated issues / pressures and be able to feed back to the County Council. Further discussions would need to take place prior to the identification of a date for inclusion of the matter in the Panel's Work Programme.

- *The authority had always worked very hard on the preventative aspect of homelessness.*

In response, the Director of Economic Development confirmed that prevention was indeed key to the City Council's mantra.

- *At the last Panel meeting concern had been expressed regarding the closure of the Women's Refuge and how that would impact the provision of future support for victims. A Member sought clarification of the current position and whether women were aware thereof.*

The Director of Economic Development advised that women were aware, a number being accommodated at Water Street. One lady had been particularly impressed with the accommodation, security and the fact that children up to and in some cases over the age of 16 years could be accommodated.

The Homelessness Prevention and Accommodation Manager reiterated that the City Council had a statutory responsibility to accommodate anyone presenting as homeless, and that anyone feeling violence or the threat of violence would be in priority need under the homeless legislation. Importantly, staff (trained in a variety of skills) were on site 24 hours a day meaning that the service was always in a position to respond quickly and effectively to anyone in an emergency situation.

The Director of Economic Development added that it may be useful for Panel Members to visit the Water Street site to see the accommodation for themselves.

A Member concurred with the Director's suggestion, with the proviso that any visit was undertaken at the invitation of those housed there.

- *A Member referred to the £75,712 annual grant from the County Council and questioned whether there had been a change in the criteria associated thereto.*

The Director of Economic Development replied that the grant allocation was to support households who were homeless or at serious risk of homelessness in Carlisle District; to access appropriate housing related support linked to accommodation which equated to the three categories detailed at Section 1.8. The only change was that the number of households linked to domestic violence placements had been increased from 4 to 5.

- Referring to Sections 1.2 and 1.3, a Member asked whether the authority was no longer spot buying to anticipate demand.

The Homelessness Prevention and Accommodation Manager indicated that was not the case, and summarised once again the decision making process for the Member's benefit. Data was monitored on a quarterly basis; and prevention formed a significant part of the Section's work.

The Economy, Enterprise and Housing Portfolio Holder informed Members that the City Council's Homeless and Hostel Services had been awarded the Bronze Standard Award by the National Practitioner Service as part of the Government Gold Standard for Homelessness Services. It was anticipated that achievement of the Gold Standard, which was a key action within the Homelessness Strategy for Carlisle, would be attained within 18 months.

The Chairman recognised the difficult and often emotive nature of the subject. He added that Members were very pleased with the service provided and congratulated those Officers involved.

RESOLVED – (1) That, subject to the issues detailed above, the Community Overview and Scrutiny Panel noted the amended structure / ways of working within Carlisle City Council's Homeless Accommodation service following the end of the Supporting People contract on 31 March 2016; and acceptance of a grant from Supporting People on 7 April 2016.

(2) That arrangements be made for Panel Members to undertake a site visit to the Women and Families accommodation at Water Street, Carlisle, subject to the agreement of residents.

The meeting adjourned at 12 noon and reconvened at 12.05 pm

COSP.37/16 FOOD LAW ENFORCEMENT SERVICE PLAN

The Environmental Health and Housing Manager introduced himself and also the Principal Health and Housing Officer, and outlined their respective roles / responsibilities. Members' attention was drawn to the Chart at page 50 of the Agenda document pack which set out the Environmental Health and Housing structure 2016/17.

The Environmental Health and Housing Manager reported (LE.09/16) on the Food Law Enforcement Service Plan covering the period 1 April 2016 to 31 March 2017.

He explained that the Plan set out how the Environmental Health Service would deploy its resources in 2016 to 2017 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It sought to target intervention to tackle local issues whilst ensuring that Carlisle City Council achieved its national statutory responsibilities.

In improving food standards the Environmental Health Service was contributing towards ensuring a safe, healthy and sustainable food chain for the benefit of consumers. Service Plans were an important part of the process to ensure that national priorities and standards were addressed and delivered locally.

Details of the Food Standard Agency's expectations in terms of the delivery of official controls on feed and food law; the Service's contribution to the Council's Carlisle Plan; the requirements of The Food Law Codes of Practice (2015); and the Food Standards Agency's (FSA) Strategy for 2015-2020 were provided. The FSA recognised that they could not achieve their strategic goals in isolation and acknowledged the important role played by local government officers in ensuring food safety. This authority would be mindful of any regulatory and code of practice changes proposed by the FSA during the forthcoming year and would, where necessary, adjust planned priorities accordingly.

The Executive had considered the matter at their meeting on 6 June 2016 (EX.37/16) and had referred the Plan to Overview and Scrutiny for consideration and comment in accordance with the Council's Budget and Policy Framework.

Members raised the following comments and questions during their scrutiny of the report:

- *A Member made reference to the 'Scores on the Doors' food hygiene ratings scheme and questioned whether one could expect to see the scores displayed in fast food outlets.*

The Principal Health and Housing Officer advised that the scheme was applicable to any premises recognised by the public as providing meals/drink. Such premises (including take-aways, restaurants, Bed and Breakfast establishments, etc) were awarded a rating as part of the Section's inspection work.

- *Was the authority responsible for the inspection of Churches, Village Halls, etc where meals were provided?*

In response, the Principal Health and Housing Officer confirmed that by law food businesses required to be registered. He explained that the issue was around frequency e.g. a Village Hall whereby food was provided once a year at Christmas time may not need to be formally registered with the local authority. The premises would, however, need to comply with food hygiene standards.

The Environmental Health and Housing Manager explained that Category E premises were defined in the Food Law Code of Practice as low risk food establishments. Local authorities were allowed to adopt an alternative enforcement strategy to ensure that resources were prioritised accordingly towards higher risk premises, but must ensure that low risk premises were subject to an alternative enforcement intervention every three years. The current strategy adopted by the City Council was set out on page 45 of the Agenda document pack.

- *Certain organisations prepared food at home prior to transporting it to venues. How was that scenario dealt with?*

The Principal Health and Housing Officer stated that in those circumstances an analysis of the risks involved would be required prior to the identification of necessary interventions.

- *During 2015/16 Officers had issued 209 written warnings for food hygiene contraventions. What was the next stage in the process?*

The Principal Health and Housing Officer replied that Officers would determine the action to be taken, depending upon the seriousness of the contravention.

- *A Member sought clarification regarding the 2015/16 performance figure of 25% for Category E through the Alternative Enforcement Programme.*

The Principal Health and Housing Officer referenced Section 4.1, commenting that the authority alternated a visit with an enforcement questionnaire every 3 years. The intention was to review the enforcement questionnaire, together with the information obtained therefrom. A Technical Officer would be appointed in September 2016, a key action of their role being to look at Category E premises.

The Environmental Health and Housing Manager added that the City Council's performance was fed back to the FSA; comparative results were published on their website.

- *How open was the authority in terms of the provision of information to the press/public; would information be provided to the Press without submission of a Freedom of Information request?*

In response, the Principal Health and Housing Officer stated that if a specific request was received the information must be supplied (subject to data protection disclosure requirements). Businesses were aware of that.

The Environmental Health and Housing Manager added that information would be withheld if premises were still under inspection / during the appeals process. Otherwise the authority was as open and transparent as possible.

- *What percentage of premises would comply with legislation if the authority was did not undertake inspections?*

The Principal Health and Housing Officer confirmed that compliance in Carlisle was 98%.

The Environmental Health and Housing Manager added that currently pressure was being brought to bear on the FSA to reduce the burden on businesses and to reduce inspection rates. Wales had been quite active and determined that inspections did drive up standards.

The Chairman thanked the Officers for their interesting and informative report.

RESOLVED – (1) That the Community Overview and Scrutiny Panel had given consideration to the key actions of the Food Law Enforcement Service Plan (appended to Report LE.09/16).

(2) That the observations of the Panel, as detailed above, be conveyed to the Executive.

COSP.38/16 END OF YEAR PERFORMANCE MONITORING REPORT

The Policy and Performance Officer began by introducing himself for the benefit of new Panel Members.

The Policy and Performance Officer then submitted report PC.08/16 providing an update on the Council's service standards that helped measure performance. Also included were updates on key actions contained within the new Carlisle Plan.

With regard to the information on the Carlisle Plan, the intention was to provide the Panel with a brief overview of the current position without duplicating the more detailed reporting that took place within the Overview and Scrutiny agendas and Portfolio Holder reports.

The report differed slightly from those presented earlier in the year as it encompassed information against the new priorities / activities contained in the new Carlisle Plan 2015-18. Freedom of Information figures for the year had been included at Section 1 as requested previously by some Members.

The undernoted questions and observations were raised in discussion:

- *Members sought clarification regarding the Service Standard of 40 missed collections per 100,000 (industry standard), and the average of 49 misses per 100,000 collections per month (2014/15: 36).*

In response the Policy and Performance Officer confirmed that the Service Standard was 40 missed collections, rather than rounds; and the reference to 36 related to the number of missed collections per 100,000 collections.

- *The Community Sport Activation Fund (CSAF) programme was coming to an end. Could any indication be given of what would replace the programme in terms of sustaining the programme of activities?*

The Deputy Chief Executive undertook to investigate the matter and respond to Members.

- *Was any evidence available that the work undertaken by the Carlisle Partnership was making a difference to Carlisle and Cumbria.*

In response, the Deputy Chief Executive explained that the constituent groups of the Carlisle Partnership had in place action plans and targets which required to be met; in addition to which the Partnership Executive undertook a monitoring role and chose a relevant topic per quarter. The Minutes of the Carlisle Partnership Executive stood as a formal record. He added that further information could be provided via the Panel's work programme.

- *A Member referred to the Service Standard concerning the percentage of household waste sent for recycling. Clearly the matter affected communities, but no information was provided on action being undertaken to achieve a better output. The Member was concerned to ensure that Overview and Scrutiny could make a difference.*

The Deputy Chief Executive replied that the issue could be addressed as part of the quarterly corporate performance reports provided to the Panel. He assured Members that the issue of Re-thinking Waste was being addressed in detail through the Executive and the Environment and Economy Overview and Scrutiny Panel.

The Deputy Chief Executive added that, since the departure of the Director of Local Environment, the Neighbourhood Services Manager met with the Team to consider relevant issues including recycling levels. Notice was therefore taken of relevant data sets.

- *Had performance levels detailed within the report been affected by the December 2015 floods?*

The Policy and Performance Officer considered it fair to say that the floods had an impact upon performance.

- A Member referred to the Priority of supporting business growth and skills development to improve opportunities and economic prospects for the people of Carlisle. He further commented upon the severity of the economic recession and the fact that it had taken a decade for the economy to recover to a stage whereby industry and commerce were willing to invest. That was a reminder of how global forces could impact upon local development.
- *Page 74 of the Agenda Document Pack recorded that the “Demonstration Project” approved by the Executive on 24 August 2016 would deliver 40 new affordable homes on a Council owned site at Beverley Rise, Harraby; and that the Executive had on 14 July 2016 approved the new Low Cost Home Ownership Policy for 300+ properties on the Council’s register.*

A Member was concerned that people could not necessarily afford to buy the new homes or alternatively may wish to pay an affordable rent, and questioned whether the above included an element of social housing.

In response, the Deputy Chief Executive indicated that the authority did try to work with Registered Social Landlords to provide a good supply of affordable housing, but the position was becoming increasingly difficult bearing in mind the potential implications of the Housing Bill. He added that, although the City Council would endeavour to provide a balanced housing stock, it must be recognised that much was out with the authority’s control.

Another Member suggested that a report on social / affordable housing should be submitted to a future meeting of the Panel.

The Chairman suggested that the issue be addressed during consideration of the Panel’s Work Programme later on the Agenda.

- *The service standard of 22 days for processing of the average number of new benefits claims appeared lengthy and processing periods could be more efficient.*

The Policy and Performance Officer confirmed that the majority of claims were processed more quickly. However, certain more complex claims took longer to process and affected the overall performance position.

The Deputy Chief Executive pointed out that the year end figure of 18 days constituted a marked improvement in performance which was positive news.

- *A Member sought further detail regarding the allocation to Carlisle under the Better Care Fund of £1.4m for the 2016/17 financial year.*

In response, the Policy and Performance Officer undertook to obtain further information on that aspect.

RESOLVED – (1) That Report PC.08/16, End of Year Performance Report 2014/15, be noted.

(2) That the Deputy Chief Executive arrange for a response to be provided to Members clarifying the action being taken to make the key programmes and activities sustainable with the support of partners following the conclusion of the Community Sport Activation Fund.

(3) That the Policy and Performance Officer arrange to provide further detail on Carlisle’s allocation of £1.4m under the Better Care Fund for the 2016/17 financial year.

COSP.39/16 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer submitted report OS.11/16 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, published on 6 May 2016, included KD.05/16 – Food Law Enforcement Service Plan 2016/17. At the Panel meeting on 31 March 2016 Members had not requested consideration of that item. It had subsequently been agreed that the matter be included on the Agenda for this meeting.

A further Notice of Executive Key Decisions, published on 3 June 2016, included the following item which fell within the remit of this Panel:

KD.11/16 – Capital Release for Play Areas and Open Space Improvement

The Executive would be asked to approve the release of the capital sums from two separate Section 106 Agreements for the purpose of improving play areas and open spaces. The decision would be taken on 4 July 2016.

Members did not raise any questions or comments on the items contained within the Notice of Executive Key Decisions.

The work programme for the Panel had been circulated for comment / amendment. The Panel needed to discuss and develop the work programme for 2016/17. Panel Members, Portfolio Holders and senior Officers were also asked to give some thought to issues to which Scrutiny could add value during the current Municipal Year and should consider adding to their work programme. Guidance on Scrutiny Agenda Planning was attached at Appendix 2, and Members were encouraged to use the prioritisation aid contained in the guidance to ensure that items placed on the work programme were those that Scrutiny could add value to.

*A Member expressed interest in the Guidance on Scrutiny Agenda Planning and, in particular, the statement that “an overarching criteria for including an item on the agenda is that the Panel must be able to **add value** or **make a difference** to the issue....” Overview and Scrutiny was an important function; there were new Members on the Council; and he felt therefore that it would be prudent for Overview and Scrutiny training to be provide for all Members via an informal Council Briefing.*

The Overview and Scrutiny Officer replied that training was provided (open to all Members), but the take up thereof had been poor.

The Chairman added that the Guidance alluded to formed part of the general overview provided to Members. New Member Induction Sessions were also provided by the Director of Governance and other Officers.

Turning to the Panel’s work programme for 2016/17, the Chairman emphasised once again the need for Members to add value / make a difference.

In discussion it was agreed that the work programme be updated to include future provision of social / affordable housing, and Community Centres.

Members also suggested that youth issues, including provision for young people in the rural areas as a potential topic for consideration.

The Chairman emphasised the need to consider what the City Council could do to take proper cognisance of young people and to make a difference. Consideration could perhaps be given to the establishment of a Task and Finish Group, and he suggested that the matter be investigated further prior to inclusion on the Panel's Work Programme.

RESOLVED – (1) That the Overview Report incorporating the Work programme and Key decision items relevant to this Panel (OS.11/16) be noted.

(2) That the future provision of social / affordable housing; and community centres be included within the Panel's Work Programme for 2016/17.

(3) That further consideration be given to youth issues as a future topic for scrutiny.

(Meeting ended at 1.00 pm)

Community Overview and Scrutiny Panel

Agenda
Item:
A.2

Meeting Date: 21 July 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 14/16

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:

- Decide whether the items on the Notice of Key Executive Decisions should be included in the Panel's Work Programme for consideration.
- 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 Notice of Key Executive Decisions was published on 1st July 2016. This was circulated to all Members. There were no items within the remit of this Panel.

2. References from the Executive

There are no references from Executive following their meeting on 4th July.

3. Work Programme

The Panel's current work programme is attached. Members are asked to note and/or amend the Panel's work programme.

The following items are scheduled for the next Panel meeting of 1st September

- Community Centres
- Community Safety Partnership Strategic Assessment and Partnership Plan
- Quarterly Performance Monitoring Report

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985

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 – 21 July 2016															
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		✓						
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.		✓						
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 Strategic Assessment that informs that Partnership Plan.			✓					
Community Safety Partnership Gavin Capstick				✓			Scrutiny of the Partnership Plan.			✓					
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			✓					

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.								
New Leisure contract procurement Gavin Capstick										?					
Community partnerships							Actions and performance of partnerships								
Domestic Violence							Issues and provision for victims of DV							?	
Flood Update Report Darren Crossley					✓		Update on flood recovery programme	✓		?					
Performance Monitoring Reports Gary Oliver	✓						Reporting of performance relevant to remit of Panel – this is the end of year performance report.	✓		✓		✓		✓	
Citizens Advice Bureau and Law Centre															
Arts Centre Gavin Capstick	✓						Performance of the Arts Centre								

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
Budget setting 2017/18-2021/22 Peter Mason		✓	✓				Consideration of service implications					✓			
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.	✓								
INFORMATION ONLY ITEMS																
Details								Date Circulated								

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 21 July 2016
Portfolio: Communities, Health and Wellbeing
Key Decision: No
Within Policy and
Budget Framework YES
Public / Private Public

Title: ANNUAL EQUALITY REPORT 2015/16 AND EQUALITY ACTION
PLAN 2016/17
Report of: Policy and Communications Manager
Report Number: PC 13/16

Purpose / Summary:

This report presents the Annual Equality Report for 2015/16 and the Equality Action Plan 2016/17.

Recommendations:

Scrutiny is asked to:

1. Consider and comment on the content of the Annual Equality Report and Equality Action Plan.

Tracking

Executive:	1 August 2016
Overview and Scrutiny:	21 July 2016
Council:	

1. BACKGROUND

- 1.1 The Equality Act (2010) replaced the previous anti-discrimination laws with a single Act. A key measure in the Act is the Public Sector Equality Duty which came into force in April 2011. This duty requires public to bodies tackle discrimination and provide equality of opportunity for all.
- 1.2 The Council's Equality Policy outlines how we meet the duties of the Equality Act. The Policy was approved by the Executive in March 2016, including the equality objectives for 2016-19.
- 1.3 The Council must provide information about how equality is considered in decision making, policy development and engagement. The Equality Policy states that this information will be published within an annual equality report and reported to the Senior Management Team, Executive and Overview and Scrutiny.

2. PROPOSALS

- 2.1 The Annual Equality Report 2015/16 (Appendix 1) provides an overview of equality work, including the workforce profile, details of equality impact assessments, customer satisfaction, complaints, consultation and engagement.
- 2.2 This report builds on the first Annual Equality Report 2014/15 by providing contextual data about the workforce and training, and an additional section on employee support. The Council has a positive approach to equality both in supporting staff and engaging with the community. This is supported by the commitment to be open and transparent, acknowledging gaps in our data and looking at how we can improve.
- 2.3 Work is already ongoing for 2016/17 to address issues highlighted within the report and continue good practice. As the authority develops its systems and collation of data, the Council can also develop the consistency and accuracy of information recorded and reported. The Equality Action Plan 2016/17 sets out actions on how the Council will continue to work towards achieving the equality objectives and address the issues identified.

3. CONSULTATION

- 3.1 The Annual Equality Report has been reported to managers and Senior Management Team.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1 This report presents the Annual Equality Report to enable the Council to fulfil the requirements of the Public Sector Equality Duty.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1 The Annual Equality Report supports the Carlisle Plan's priorities by promoting equality of opportunity for all and seeking to improve the health and wellbeing of the people of Carlisle.

Contact Officer: Steven O'Keeffe

Ext: 7258

Appendices **Appendix 1 - Annual Equality Report 2015/16 and Equality**
attached to report: **Action Plan 2016/17**

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 City Council

Annual Equality Report 2015/16 and Equality Action Plan 2016/17

Contents	Page
Key data - workforce profile	2-3
Workforce profile	4-5
Employee support	5
Training and development	6-7
Equality impact assessment, consultation and engagement	8-9
Customer satisfaction	10
Complaints	10-12
Equality objectives and Equality Action Plan 2016/17	13-17
Appendix 1 – Workforce profile as at 31 March 2016	18-19

Introduction

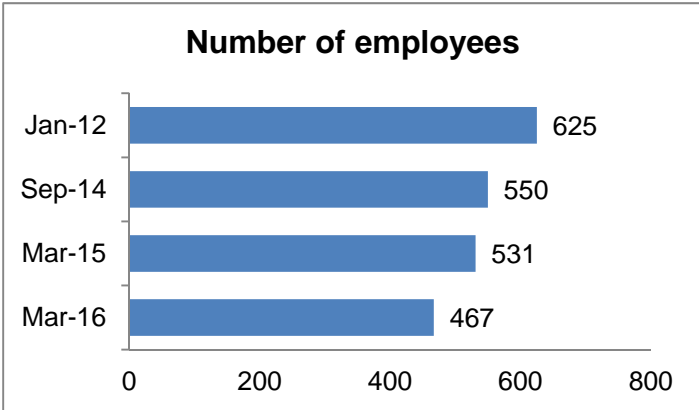
Under the Equality Act (2010), the Council must provide information about how equality is considered in decision making, policy development and engagement. This report presents our equality information from April 2015 to March 2016.

We use this information to identify equality issues and develop areas for action or improvement. We aim to publish information in an accessible format and ensure it follows the principles of our Data Quality Policy, giving confidence to the users of the information. We give details as to what we publish and why, explaining how the information is used. We also acknowledge gaps in our data and explain how we can improve this.

This document is reported to our Senior Management Team, Executive, Overview and Scrutiny, and published on our website.

Key data – workforce profile

The details below pull out some key information about the workforce to provide a quick reference and to give context by looking at details from previous years where comparisons can be made. The full workforce profile is provided in Appendix 1.

As at 31 March 2016			Context			
Number of employees ¹			<div><p>Number of employees</p></div>			
467						
Gender						
Gender	Number	%	Date	% Female Employees		
Female	248	53.1	Jan-12	53.0		
Male	219	46.9	Sep-14	57.0		
			Mar-15	55.9		
			Mar-16	53.1		
Broad ethnicity						
Ethnicity	Number	%	Date	% BME employees	% White employees	Undeclared
BME employees	3	0.6	Jan-12	0.8	91.7	7.7
White employees	404	86.5	Sep-14	0.8	86.8	12.4
Undeclared	60	12.8	Mar-15	0.6	87.6	11.9
			Mar-16	0.6	86.5	12.8
Age						
Average age of employees			Average age of employees (31.03.15)			
46.6			45.7			

¹ Number of employees based on the number of positions (not posts). Staff (12) who have multiple positions are counted twice.

As at 31 March 2016	Context																			
Age Employees aged between 45-64 59.3%	 Employees aged between 46-65 (31.03.15) 53.9%																			
Disabled employees <table><tr><th>Disability</th><th>Number</th><th>%</th></tr><tr><td>Disabled</td><td>9</td><td>1.9</td></tr><tr><td>Undeclared</td><td>102</td><td>21.8</td></tr></table>	Disability	Number	%	Disabled	9	1.9	Undeclared	102	21.8	<div><p>% of disabled employees</p><table><thead><tr><th>Date</th><th>% of disabled employees</th></tr></thead><tbody><tr><td>Jan-12</td><td>3.0%</td></tr><tr><td>Sep-14</td><td>2.4%</td></tr><tr><td>Mar-15</td><td>2.6%</td></tr><tr><td>Mar-16</td><td>1.9%</td></tr></tbody></table></div>	Date	% of disabled employees	Jan-12	3.0%	Sep-14	2.4%	Mar-15	2.6%	Mar-16	1.9%
Disability	Number	%																		
Disabled	9	1.9																		
Undeclared	102	21.8																		
Date	% of disabled employees																			
Jan-12	3.0%																			
Sep-14	2.4%																			
Mar-15	2.6%																			
Mar-16	1.9%																			
Training All employees undertaking equality related training (Apr-15 to Mar-16) 25.3 %	 All employees undertaking equality related training (Apr-14 to Mar-15) 12.6%																			

Workforce profile

The Council is continually working to improve the data in terms of how it is recorded and reported to help support and develop the workforce. This report provides contextual workforce data to show how it has changed over time and identifies weaknesses in our data. Recruitment and selection figures are being transferred into our Personnel and Payroll system, iTrent, and will be provided in future reports. We will continue to monitor how the workforce changes and look at areas for action.

The undeclared information for equality characteristics makes it difficult to analyse the workforce. For example, the number of staff with no declared ethnicity has increased since 2012. The only characteristics that are fully declared are age and gender, with all others having missing information and some areas, such as sexuality and religion, having over 80% of information undeclared. This can partly be attributed to issues with the migration of information from the previous HR system to the current system, iTrent. In addition, as peoples' circumstances change, this may not be updated in the Council's system.

Other sources also indicate that figures are under-represented. The number of employees responding to a recent disability survey and the use of Occupational Health provision suggests a greater number of employees with a disability or long-term health problem than declared in the workforce profile. Although individuals are not obliged to declare, identifying methods to encourage employees to report sensitive data is highlighted as an action in the employee support section below and in the Equality Action Plan 2016/17.

In areas where we have information declared, the data suggests that as the workforce reduces, the diversity of our employees for some of the protected characteristics also reduces. Our workforce has decreased by 25% from January 2012 to March 2016. Recruitment has also been limited over recent years as the Council implements efficiency savings, and makes it more difficult for the authority to target recruitment at specific groups. The impact of further transformation savings will be seen in 2016/17 as the workforce adjusts to the voluntary redundancy and early release programme. Employees released through this programme may have an impact on the workforce profile if, for example, age is a factor in people applying for the scheme.

The continued transformation of the Council through service reviews has identified improved strategies for recruitment and career growth opportunities for existing staff. The new apprenticeship levy should have an impact on

generating younger talent and the Council is planning to recruit more apprentices in 2016/17. The Council's Timewise accreditation enables us to enhance our recruitment campaigns using their wording and logos. This should also assist in encouraging a diverse range of applicants for our jobs.

Employee support

The Council has progressed a range of initiatives for employees during 2015/16. Recruitment information has been revised to promote employee benefits that help to support staff health and wellbeing. As part of our Timewise accreditation, we are looking at ways to develop flexible and agile working through our Agile Working Strategy. The benefits of becoming a "Timewise council" include attracting and retaining the best talent, and a more engaged and diverse workforce with enhanced performance. We will continue to raise awareness across the Council through our Intranet site and working group to progress the objectives of agile working.

Following internal surveys on support for carers and employees with disabilities in 2014/15, we have developed information on caring support available to staff. The Council's commitment to the 2 ticks disability scheme and support available has been communicated to employees. A staff disability awareness group has been formed to determine what action can be taken too improve the Council's approach to disability. The group feels that the Council is a good employer due to the support it offers to staff with disabilities through information provided to staff, flexible working arrangements, workplace adjustments and support available through the Employee Assistance Programme and Occupational Health. Actions suggested from this group include:

- identifying improvements to managing mental health issues, including training and promoting access to support available to employees.
- identifying methods to increase data regarding sensitive information of employees. The first step in this process is to give employees a set time period to access and update their personal information within iTrent. This can then be reviewed to determine the success of this action in increasing the amount of declared data for characteristics.
- amending the employee appraisal process to include a review of support required for employees with a disability.

Training and development

We provide a range of training and development for staff through courses, e-learning, briefings, information and employee development. Management training sessions for recruitment and selection, disciplinary and grievances, and attendance management all include equality briefings and discussions on the impact of these on employees. Staff are encouraged to undertake self-development through advice and guidance available on the Council's Intranet. This can be used to refresh or develop an individual's knowledge as required.

The Council has an agreement in place with its supplier that all agency workers should have an induction before working for the authority. This includes briefings on our Code of Conduct, Dignity and Respect, and Safeguarding Policies to ensure that all staff employed by the Council are aware of their equality responsibilities.

Details of the training, attendance and e-learning modules completed by staff in 2015/16 are provided in the tables below. In total, 167 staff attended an equality related training course and 64 e-learning modules were completed, with a number of staff attending or completing more than one course. Feedback is encouraged for all courses to assist the Council in developing the corporate training programme. The Essential Training Programme was also reviewed to ensure that all employees receive training relevant to their position and this is refreshed as required.

Equality training courses 2015/16			
% employees who completed an equality training course			24.4%
Course	Course description	Date(s)	Numbers attended
Dementia Friends	To give people a better understanding of dementia and the small things that can make a difference to the lives of people affected by dementia.	09/06/2015 16/06/2015	21
Dignity and Respect	To ensure that staff are aware of the Council's Encouraging Mutual Dignity and Respect Policy.	22/02/2016 23/02/2016	38
Prevent	To ensure awareness of the Counter Terrorism and Security Act 2015, that places a legal duty on specified authorities to have "due regard to the need to prevent people from being drawn in to terrorism".	21/03/2016	20

Equality training courses 2015/16			
Course	Course description	Date(s)	Numbers attended
Safeguarding Adults	To raise awareness of responsibilities to safeguard adults at risk.	15/10/2015 26/11/2015 03/12/2015 28/01/2016	44
Safeguarding Children	To raise awareness of responsibilities to safeguard children and young people at risk.	15/10/2015 26/11/2015 03/12/2015 28/01/2016	44

Equality e-learning modules 2015/16	
% employees who completed an e-learning module	4.9%
Module Name	Number completed
Autism Awareness	5
Disability Awareness	3
Drug & Alcohol Awareness	7
Equality & Diversity Module 1	12
Equality & Diversity Module 2	10
Equality Impact Assessment	5
Faith & Belief	6
Learning Disability Awareness - Housing & Homeless	7
Mental Health Awareness	9

Member training

A Doorstep Challenge course was attended by 3 members to provide an understanding of a member's role in directing, challenging and supporting the Council and its partners in the delivery of an equal quality of service to its staff and the community.

Equality is incorporated into other training and information provided to members including the employment panel and code of conduct which was delivered to 13 members in the last year.

Equality impact assessments, consultation and engagement

The Council undertakes a wide range of consultation and impact assessment to inform decision making and service delivery. The nature of these varies, depending on the proposed change and the potential impact on equality.

Examples of impact assessments and consultation undertaken include:

- **Low Cost Home Ownership Policy (July 2015)**
The most significant change in the policy was giving a priority to people in need of a particular type of property – i.e. households with children for larger family properties, and older or disabled people for bungalows or adapted accommodation. As part of the consultation on the policy, a stakeholders' event was held for external interest groups representing different equality groups who could be affected by the changes.
- **Castle Way consultation (September 2015)**
The Council undertook a public consultation exercise on the draft proposals for a toucan crossing at Castle Way to reconnect the Castle to the city centre and provide street level access for pedestrians and cyclists. The consultation involved the distribution of letters, leaflets and the invitation to participate and comment in a public exhibition on the proposals.
- **Budget Consultation 2016/17**
Members highlighted concerns with a proposal to free three hour limit parking for disabled people to designated blue badge bays in the Council's car parks. The Executive considered this feedback and agreed that this would not be introduced pending further impact assessments in 2016.
- **Carlisle District Local Plan 2015-2030 (ongoing)**
Following the conclusion of the hearing sessions phase of the examination of the Plan in January 2016, the Proposed Main Modifications that have been identified as those necessary to make the Plan sound were subject to public consultation from March to April 2016.

We also conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2015/16 is shown in the table below.

Title	Start date	End date	Internal / external use
Talkin Tarn	21/05/2014	10/08/2015	External
Food Charter	08/07/2014	25/08/2015	External
Neighbourhood Services	07/08/2014	16/08/2015	External
Discover Carlisle Events Guide	01/11/2014	15/09/2015	External
Carlisle Food City	06/02/2015	30/07/2015	External
Old Fire Station	15/08/2015	Ongoing	External
Carlisle Focus Winter Spring 2015/16 (new website)	01/11/2015	08/01/2016	External
Agile Working Survey	06/11/2015	20/11/2015	Internal
Agile Working Managers Survey	06/11/2015	20/11/2015	Internal

Customer satisfaction

Our online satisfaction survey includes optional equality monitoring questions. This provides information about the equality characteristics of people using our services in relation to their level of satisfaction. The number of respondents to the satisfaction survey and equality monitoring questions for 2015/16 was too small to provide a statistical sample. We had planned to try and boost the number of responses during the year; however our survey services were disrupted due to our new website launching at the end of September 2015 and the impact of the flood on our digital infrastructure. We have made improvements to our survey tools and re-launched our satisfaction survey on the website.

Overall satisfaction with Council services in 2014/15 was 61.25% very or fairly satisfied². This was measured through a combination of survey work undertaken through the website, Focus magazine and face to face interviews. We will measure this again in 2016/17 to identify how satisfied our customers are.

Complaints

The Council's Complaints and Feedback Policy contains details of how complaints are managed. Formal corporate complaints are received in writing and recorded through the Council's Customer Relationship Management system. The equality monitoring form attached to the complaints form is optional. The figures for January 2016 to March 2016 are provided in the table below, unfortunately, information from April 2015 to December 2015 was lost during the flood.

The figures provided are for the number of equality monitoring forms received, not the number of complaints. This makes analysis difficult given that information is voluntary and not all equality characteristics are declared. The figures indicate that people over the age of 45 and those with a disability are more likely to complete the equality monitoring form. It is unclear if this is because the complaint is related to an equality issue. The complaints equality monitoring form has been revised to include questions about if the complainant felt that the issue was related to equality. This will help us to identify if there are equality issues that need to be addressed.

² PC10/15 End of year Performance report 2014/15

Complaint equality monitoring forms

Jan- March 2016

Number of complaint equality monitoring forms

6

Gender

Gender	Number	%
Male	2	33
Female	2	33
Undeclared	2	33

Age

Age	Number	%
45-59	1	16.7
60-74	5	83.3

Ethnicity

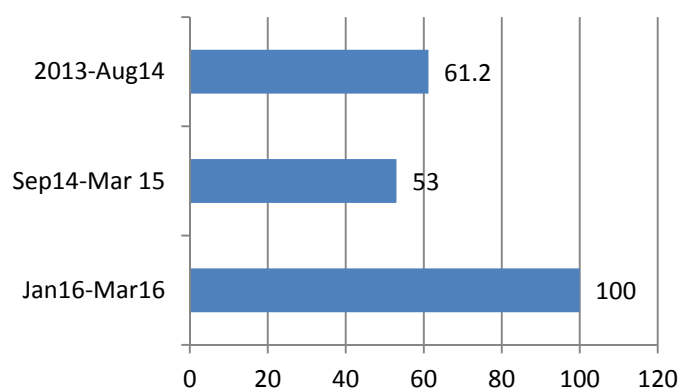
Ethnicity	Number	%
White British	6	100.0

Context

Date	Number of complaint equality monitoring forms
2013 to Aug-14	36
Sep-14 to Mar-15	15
Jan-16 to Mar-16	6

Date	% Male	% Female	% Undeclared
2013-Aug14	50	39	11
Sep14-Mar 15	47	40	13
Jan16-Mar16	33	33	33

% of equality forms form complainants aged 45-74



Date	% White British	% White Other	% Undeclared
2013-Aug14	88.9	2.8	8.3
Sep14-Mar 15	80.0	13.3	6.7
Jan16-Mar16	100.0	0.0	0.0

Complaint equality monitoring forms

Sexuality

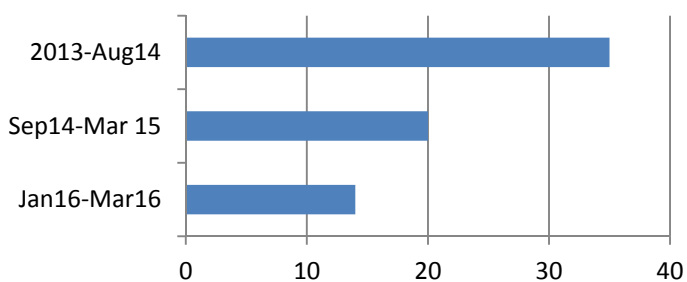
Sexuality	Number	%
Heterosexual	5	83.3
Undeclared	1	16.7

Date	% Heterosexual	% Gay	% Undeclared
2013-Aug14	69.4	0.0	30.6
Sep14-Mar 15	80.0	6.7	13.3
Jan16-Mar16	83.3	0.0	16.7

Disability

Disability	Number	%
None	3	43
Registered Disabled under DDA Definition	0	0
Disabled under DDA definition but not registered	1 ³	14
Long term limiting condition that affects health	1	14
Long term limiting condition that does not affect health	0	0
Undeclared	2	29

% of equality forms from complainants with a disability or health condition



Religion/Belief

Religion / Belief	Number	%
Christian	4	66.7
Non Religious	1	16.7
Undeclared	1	16.7

³ also answered long term limiting condition that affects health

Equality objectives 2016-19

The Council's equality objectives were agreed by the Executive in March 2016 as:

- a) Improve health, wellbeing and economic prosperity in Carlisle
- b) Improve quality of workforce profile and report recruitment and selection data
- c) Ensure people have appropriate access to the services they need
- d) Foster good relations between different people by celebrating communities

The actions have been identified to help deliver the equality objectives 2016-19 and respond to issues identified in this report. They are reviewed and developed annually.

Equality Action Plan 2016/17				
Equality objective	Action	Progress	Due date	Lead team(s)
Improve health, wellbeing and economic prosperity in Carlisle	Deliver the Carlisle Plan 2015-18 priorities and work in partnership to achieve these across the district.	2015/16 End of Year Performance Report reported to Executive 04/07/16.	Ongoing	All Council Services
Improve quality of workforce profile and report recruitment and selection data	Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment model.	iTrent recruitment module under development to include equality reporting requirements.	Ongoing	Human Resources, Policy and Communications, Personnel and Payroll
Improve quality of workforce profile and report recruitment and selection data	Promote self-declaration within iTrent for staff to increase data for all equality characteristics within the workforce profile.	Employees will be given a set time period to access and update their sensitive information within iTrent. Staff disability awareness	Ongoing	Human Resources, Personnel and Payroll

Equality Action Plan 2016/17				
Equality objective	Action	Progress	Due date	Lead team(s)
		group will monitor the progress.		
Ensure people have appropriate access to the services they need	Boost responses to the equality questions within the online satisfaction survey to provide a baseline figure.	New survey has been implemented following the launch of the new website (September 2015) and move from server based survey to cloud based survey.	March 2017	Policy and Communications
Ensure people have appropriate access to the services they need	Revise complaint equality monitoring form to screen for equality issues to help determine if action is needed to address these.	A revised complaints policy and complaint form was implemented in June 2016.	March 2017	Customer Services, Policy and Communications
Ensure people have appropriate access to the services they need	Review equality website page to include revised objectives and open data links.	Completed	n/a	Policy and Communications
Ensure people have appropriate access to the services they need	Review intranet equality information, including customer information, consultation and access to impact assessment resources. This will include information about partners that can be engaged in consultation and engagement work with communities across Carlisle.	This work will link to the action below to review the communications and accessibility policy.	March 2017	Policy and Communications
Ensure people have	Review communications and	Review to begin in Summer	March	Policy and

Equality Action Plan 2016/17				
Equality objective	Action	Progress	Due date	Lead team(s)
appropriate access to the services they need	accessibility policy, and related engagement and consultation policies.	2016	2017	Communications
Ensure people have appropriate access to the services they need	Review our suppliers' framework for equality related goods and services, ensuring that relevant and appropriate partners are consulted on the procurement process.	Review to begin in Summer 2016	December 2016	Policy and Communications
Ensure people have appropriate access to the services they need	Continue to support the development of the Smarter Service Delivery project.	Work has begun to move the Customer Relationship Management System into Salesforce. This work will enhance the delivery of excellent customer care and help to ensure customers are treated fairly and equally according to need.	Ongoing	Customer Services, Policy and Communications
Ensure people have appropriate access to the services they need	Ensure that service managers are briefed about the new policy, action plan and resources available to them to support equality work.	Management briefing 01/06/16 and equality training sessions for all managers and supervisors scheduled for 14/07/16 and 15/07/16.	June 2016	Policy and Communications
Ensure people have	Continue to engage appropriately	Evidence of continued	Ongoing	All Council Services

Equality Action Plan 2016/17				
Equality objective	Action	Progress	Due date	Lead team(s)
appropriate access to the services they need	with relevant groups and communities on policy development and service delivery, to ensure that the Council considers equality in decision making.	engagement on proposed changes and service delivery in annual report (impact assessments, consultations and engagement).		
Ensure people have appropriate access to the services they need	Review AWAZ's concerns regarding Roma, Gypsy and Travellers communities with regards to Council services.	Meeting held with AWAZ 08/04/16 – notes and actions from this meeting to be agreed.	August 2016	All Council Services
Celebrate communities to foster good relations between different people	Continue to review and develop events programme to help celebrate different communities in Carlisle. Explore the possibility of: <ul style="list-style-type: none"> a cultural bazaar/world cinema event to celebrate the art and culture of an increasingly diverse Carlisle. providing further recognition or an award, as a way of acknowledging that in times of crisis communities support each other, following the recent flooding in Carlisle. 	Cultural event to be held in the city centre being discussed with local equality group.	Ongoing	Policy and Communications
Celebrate communities to foster good relations between different	Continue to support hate crime reporting in Community Centres and measures that support the increased	The Council continues to support hate crime reporting	Ongoing	All Council Services

Equality Action Plan 2016/17				
Equality objective	Action	Progress	Due date	Lead team(s)
people	reporting of hate crime within the Carlisle and Eden Community Safety Partnership Plan. ⁴	and will feed into the development of the 2016/17 Plan.		
Celebrate communities to foster good relations between different people	Work with partners to reduce the incidence and impact of hate crime on the local community	AWAZ's article 'Turning the Spotlight on Hate Crime' featured in Carlisle Focus Summer – Autumn 2016. The Clean Neighbourhood Team continues to work with the Community Safety Partnership to develop and deliver coordinated action where emerging issues are identified.	Ongoing	All Council Services

⁴ The most significant change in crime was the increase in levels of **hate crime** (51.9%, from 54 incidents in the previous year to 82) It is worth noting that the aim of Cumbria Constabulary is to increase the reporting of hate incidents and crimes. The cause of the majority of hate crimes is racism, accounting for 69.5% across the county. Hate crime incidents tend to take place in and around town centres and are also linked to areas where there are greater proportions of black and ethnic minority groups and migrant workers. The increase in the number of hate crimes may not necessarily reflect an absolute increase in crimes as it could relate to improved reporting systems which are available online via multi agencies and organisation. Carlisle & Eden CSP Annual Plan 2015/16

<http://cmis.carlisle.gov.uk/cmis/Document.ashx?czJKcaeAi5tUFL1DTL2UE4zNRBcoShgo=PSg5dRyMAU%2bX32Z0p%2bVXGqDsk2m7niswQj268NKR6VhM%2fvdSI9S%2fGQ%3d%3d&rUzwRPf%2bZ3zd4E7lkn8Lyw%3d%3d=pwRE6AGJFLDNIh225F5QMaQWCtPHwdhUfCZ%2fLUQzgA2uL5jNRG4jdQ%3d%3d&mCTIbCubSFfXsDGW9IXnlq%3d%3d=hFfIUdN3100%3d&kCx1AnS9%2fpWZQ40DXFvdEw%3d%3d=hFfIUdN3100%3d&uJovDxwdjMPoYv%2bAJvYtyA%3d%3d=ctNJFf55vVA%3d&FgPIIEJYlotS%2bYGoBi5oIA%3d%3d=B03MzdTRKII%3d&d9Qjj0ag1Pd993jsyOJqFvmyB7X0CSQK=ctNJFf55vVA%3d&WGewmoAfeNR9xqBux0r1Q8Za60lavYmz=ctNJFf55vVA%3d&WGewmoAfeNQ16B2MHuCPMRKZMwaG1PaO=ctNJFf55vVA%3d>

Appendix 1 – Workforce profile as at 31 March 2016

Workforce profile 31 March 2016		Carlisle Census 2011	
Number of staff 467		Population of Carlisle 107,524	
Age Range	%	Age Range (years)	%
16-24	2.8	0-15	17.2
25-34	13.1	16-64	64.3
35-44	22.9		
45-54	36.8		
55-64	22.5		
65+	1.9	65+	18.5
Marital Status		Marital Status	
	%		%
Civil Partner	0.9	Civil Partner	0.2
Divorced	4.9	Divorced	9.7
Married	50.5	Married	47.3
Separated	1.9	Separated	2.5
Single	31.7	Single	32.2
Undeclared	9.6	Undeclared	
Widowed	0.4	Widowed	8.2
Ethnicity		Ethnicity	
	%		%
Asian or Asian British	0.2	Asian or Asian British	1.2
Black or Black British	0.2	Black or Black British	0.1
Chinese	0.2	Chinese	
Other Ethnic Group	0.0	Other Ethnic Group	0.1
Mixed	0.0	Mixed	0.5
Undeclared	12.8	Undeclared	
White British	85.4	White British	95.0
White Irish	0.2	White Irish	
White Other	0.6	White Other	3.1
White - Other European	0.2	White - Other European	
Gender		Gender	
	%		%
Female	53.1	Female	50.8
Male	46.9	Male	49.2
Disability (self-declared)		Disability and health – day to day activities limited?	
	%		%
No	76.2	No	80.8

Appendix 1 – Workforce profile as at 31 March 2016

Workforce profile 31 March 2016		Carlisle Census 2011	
Yes	1.9	Yes a lot	9.2
Undeclared	21.8	Yes a little	10.0
Sexuality	%	Data not available	
Heterosexual	14.1		
Lesbian or Homosexual	0.4		
Undeclared	85.5		
Religion	%	Religion	%
		Buddhist	0.26
Christian	6.9	Christian	69.1
No Religion	8.1	No religion	22.9
Other Religion	0.2	Other	0.95
Undeclared	84.8	Undeclared	6.8

Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2015/16 was 6.

Grievances - April 2015 to March 2016			
Number of grievances		5	
Age Range	%	Marital Status	%
16-24	0	Divorced	20
25-34	40	Married	20
35-44	0	Single	20
45-54	40	Undeclared	40
55-64	0		
65+	20		
Ethnicity	%	Gender	%
White British	60	Male	80
Undeclared	40	Female	20
Disability	%		
Yes	0		
No	40		
Undeclared	60		

Housing & Planning Act (2016)

Community Overview & Scrutiny Panel

21 July 2016



Presentation By:
Jeremy Hewitson
(Housing Development Officer)



Housing & Planning Act 2016

Key elements of the Bill include:-

- Starter Homes
- Right to Buy extended to Housing Associations/ sale of high value Council homes
- Lifetime Tenancies
- “Pay to Stay”
- Private Sector Housing Reform
- Planning Reform

Secondary Legislation still required in most key areas

Opposition in the House of Lords ...

At a glance: the 11 government defeats

1. Councils to decide the mix of Starter Homes locally.	£40,000 a year (£50,000 in London).
2. Buyers forced to repay percentage of Starter Homes discount if sold within 20 years.	7. Neighbourhood right of appeal for local forums and parish councils.
3. Rules around sales of higher-value council homes to come before parliament.	8. Permission in principle to apply only on 'housing-led' developments.
4. Pay to Stay to be voluntary for councils.	9. Developers required to contribute to affordable housing on sites of 10 homes or less.
5. Taper rate for Pay to Stay to be set at no more than 10p in every pound over threshold.	10. A requirement for all new homes to be carbon-compliant from April 2018.
6. Pay to Stay threshold increased to	11. Measures to ensure better drainage to prevent flooding – including ending the automatic right of developers to connect to existing sewerage pipes.

Starter Homes

“A dramatic shift in housing policy in our country - from Generation Rent to Generation Buy”

(David Cameron)

“... another reckless giveaway”

(Generation Rent Campaign Group)



Right to Buy Extended to Housing Associations

- Funded through sale of higher value Council stock
- 'One-for-one' replacements not viable in the North of England
- Riverside Right to Buy Pilots:-
 - Biggest take-up: 50-59 age group
 - 3-bed houses most popular property type
 - Typical market value: £73k
 - Average discount: 55%
 - Significant no. of 'cash buyers'

Shared Ownership & Affordable Homes Programme 2016 - 21

£4.7 billion Homes and Communities Agency Grant Programme:-

- **135,000 homes for Shared Ownership**
- **10,000 homes for Rent to Buy**
- **8,000 homes for specialised housing**

NO grant funding for general needs rented housing.

Government Initiatives Affecting Housing Associations Since 2010

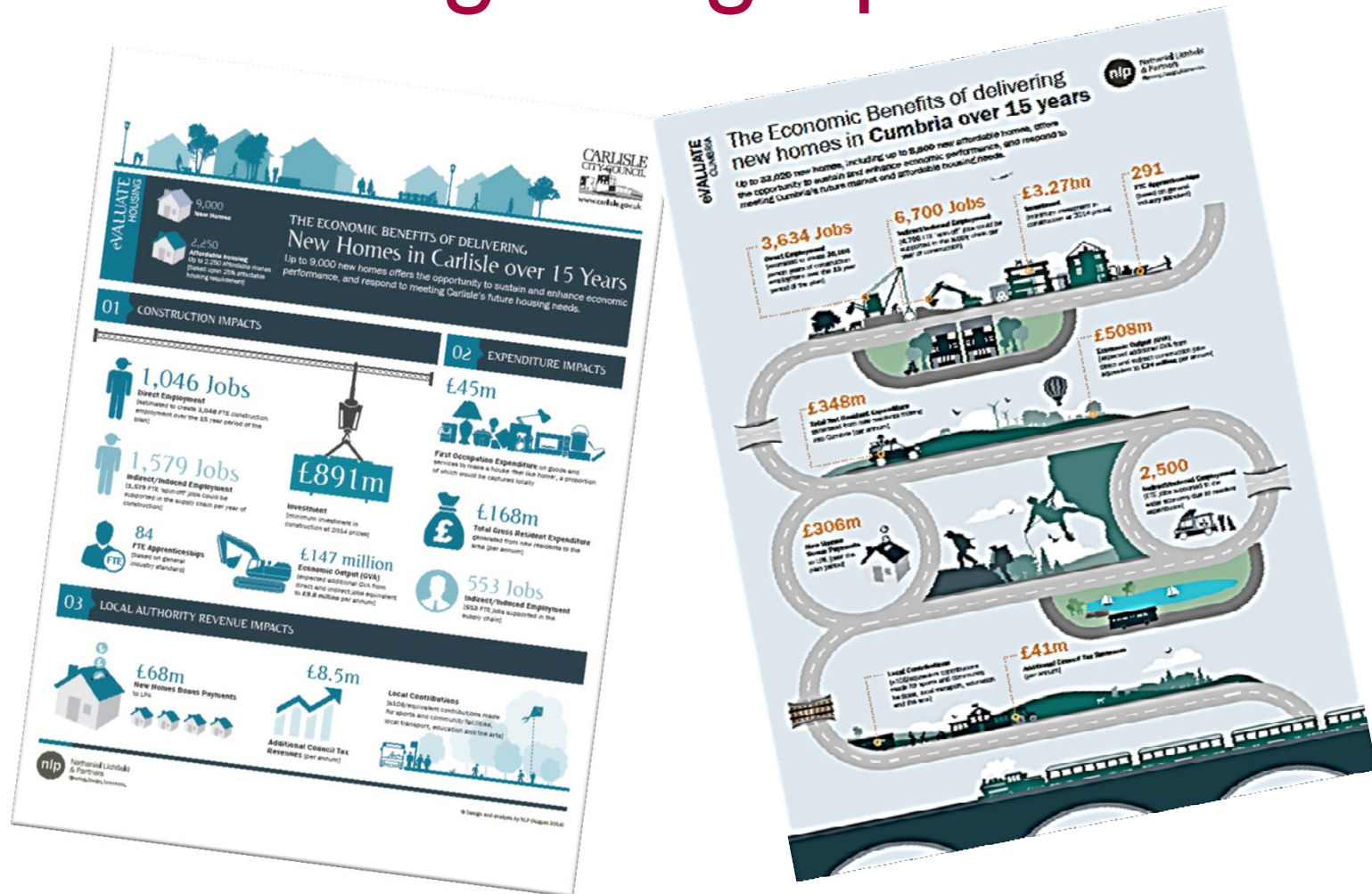
- **Grant Cuts**
- **“Affordable” Rents replace social rents**
- **Universal Credit**
- **Removal of Spare Room Subsidy (“Bedroom Tax”)**
- **Benefit Cap**
- **Extension of Right to Buy**
- **1% rent reductions for 4 years (April 2016)**
- **Local Housing Allowance Cap – shared room rate for people aged below 35**

Local Plan Update

- Requirement to have an up-to-date Local Plan in place
- Major driver of affordable housing completions (through planning obligations)
- Final Inspector's Report received
- Anticipated Adoption
Autumn 2016



Housing Infographics



SHMA (Strategic Housing Market Assessment)

8,000 – 9,500 New Homes (2013 – 2030)

Equates to **480 - 565** New Homes Per Year

Increase in existing housing stock of between **16 & 19%**

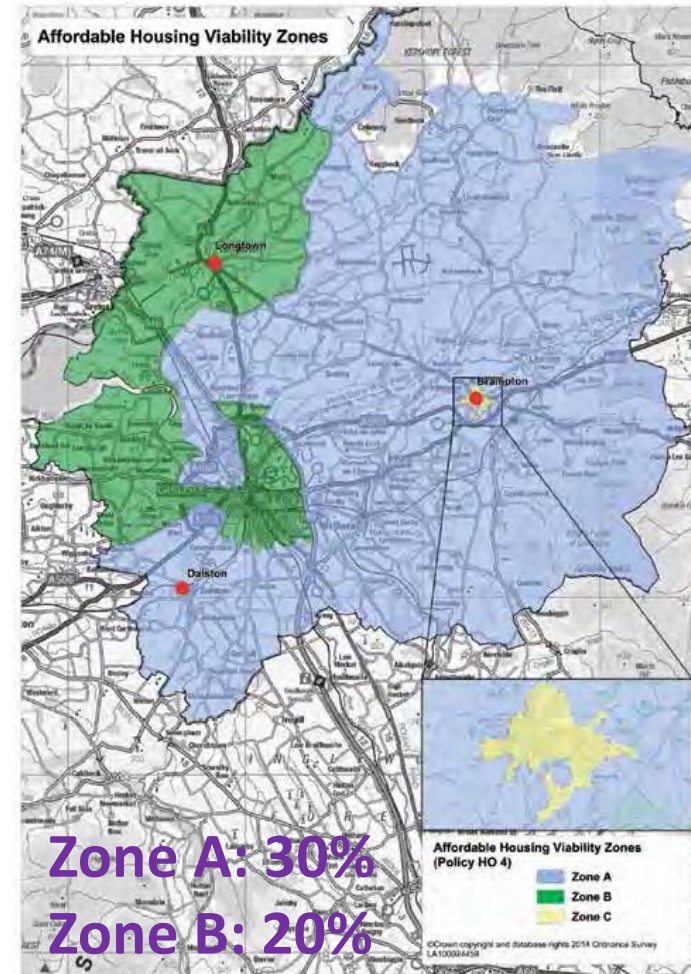
295 New Affordable Homes Per Year (2014 -2019)

Recommends **70/30 (Urban/Rural)** split for New Homes

Local Plan

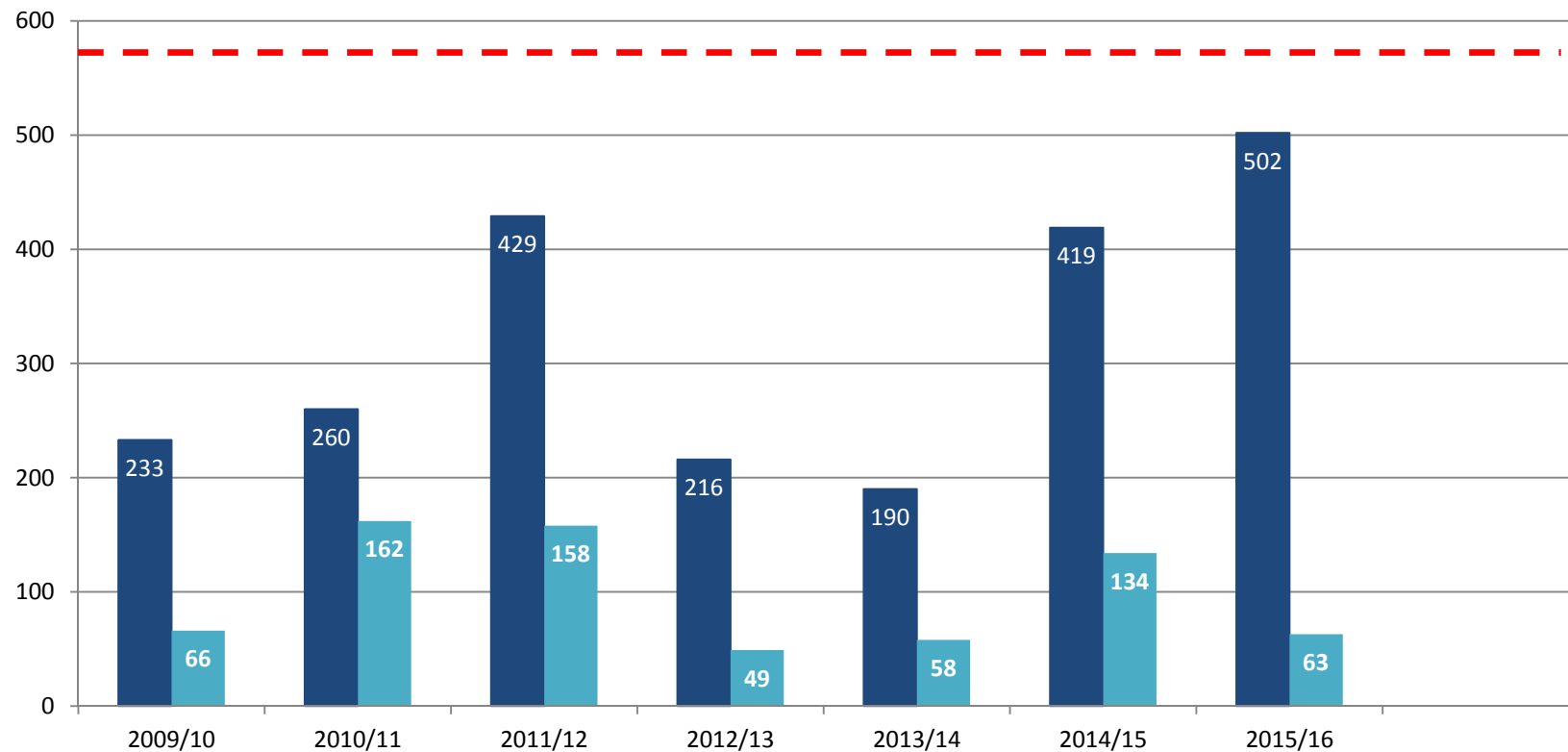
Affordable Housing Requirements

50% Affordable/ Social Rent
50% Intermediate Housing
(e.g. Discounted Sale /
Shared Ownership)



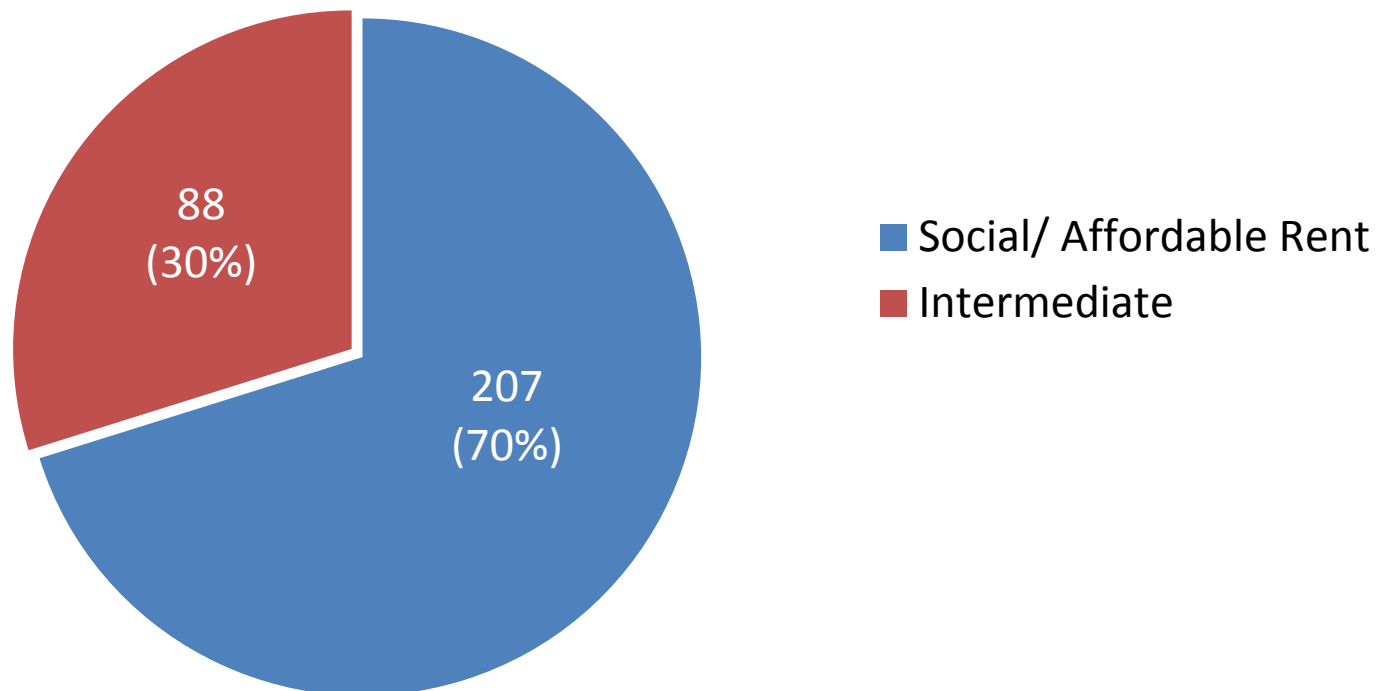
Delivery Update

Historic Net Housing (Market & Affordable) Completions

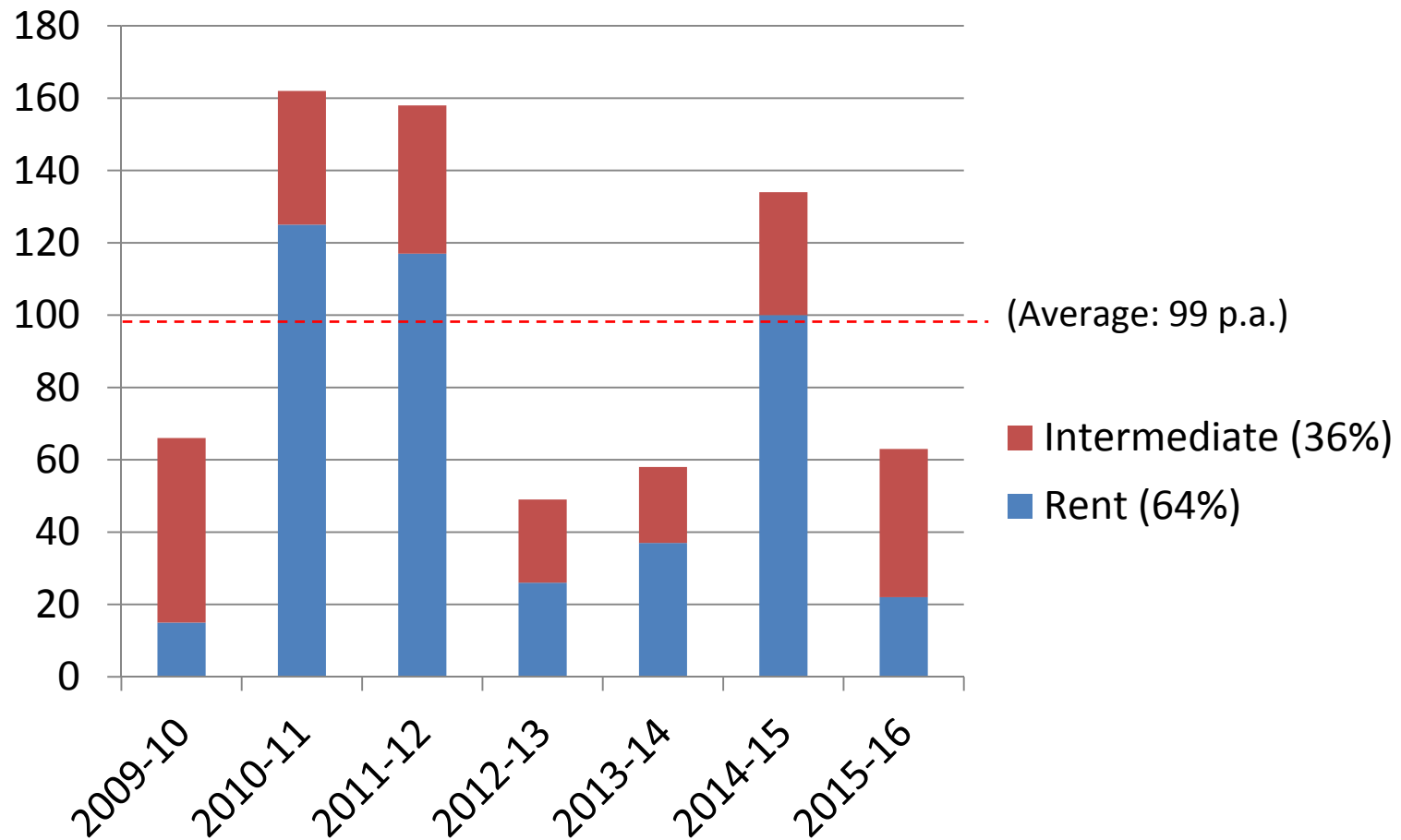


Carlisle District SHMA September 2014

Affordable Housing Need - 295 p.a.



Affordable Completions by Tenure



Property Prices & Income Multipliers (2015)

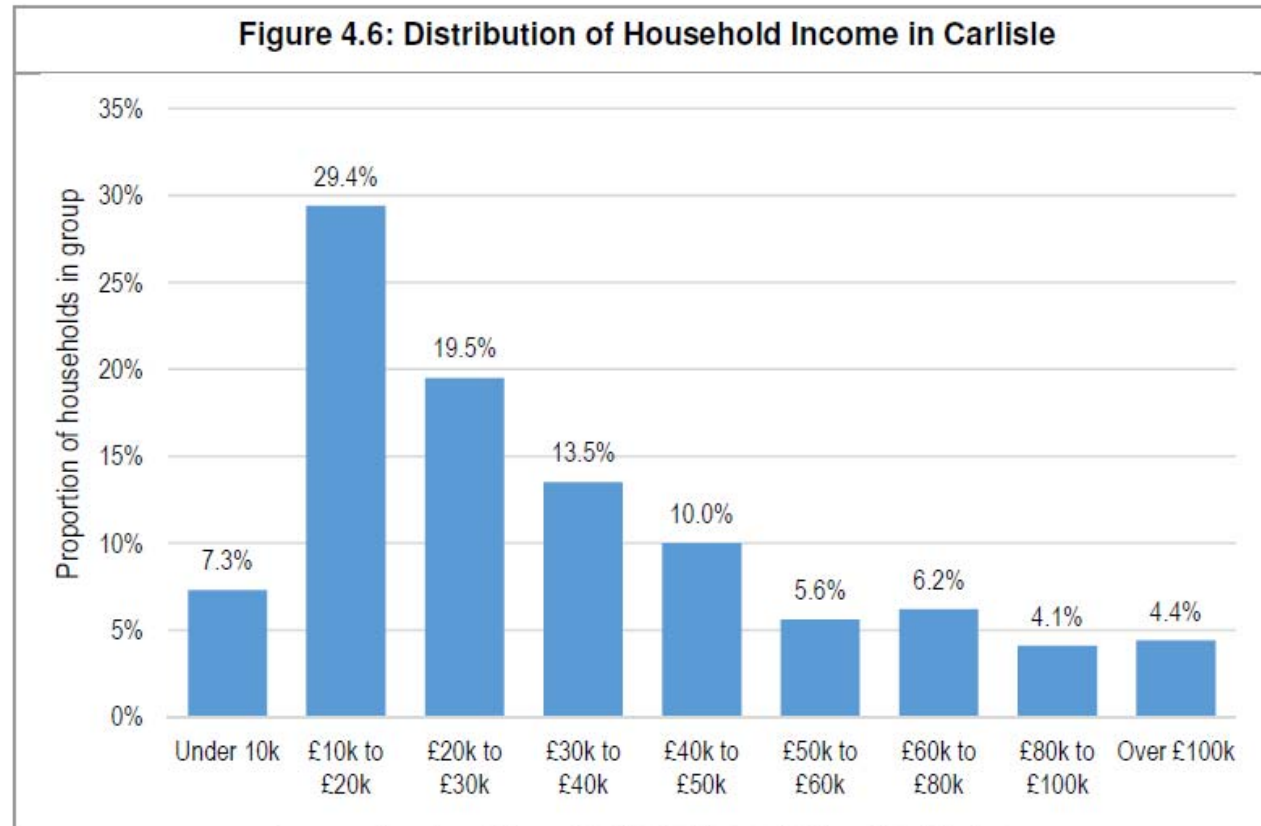
Mean	Property Price (£)	Income (£)	Multiplier
Great Britain	250,473	36,447	6.9
Cumbria	167,071	31,792	5.3
Carlisle	143,639	31,516	4.6

Median	Property Price (£)	Income (£)	Multiplier
Great Britain	175,143	28,696	6.1
Cumbria	139,877	25,332	5.5
Carlisle	122,183	25,238	4.8

Lower Quartile	Property Price (£)	Income (£)	Multiplier
Great Britain	111,662	15,453	7.2
Cumbria	91,335	14,185	6.4
Carlisle	85,688	14,135	6.1

(CACI Streetvalue/ CACI Paycheck)

Local Incomes (2014)



Source: Derived from ASHE, EHS, CACI and ONS data

Affordable Homes



Supported Housing Review

- Government proposal to cap Housing Benefit at LHA rates from 2018 (report anticipated July 2016)
- Represents significant concern for supported housing (e.g. Extra Care)
 - service charges higher due to greater maintenance costs
 - scheme closures would increase pressure on NHS

Extra Care – Heysham Gardens & Bramble Court



Housing & Planning Act (2016)



Housing & Planning Act (2016)

Contact:

Jeremy Hewitson
Housing Development Officer
Carlisle City Council

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Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.5

Meeting Date: 21ST July 2016
Portfolio: Economy, Enterprise and Housing
Key Decision: No
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: Interagency Homelessness Strategy for Carlisle 2015-20 – Year One Key Achievements
Report of: Director of Economic Development
Report Number: ED 27/16

Purpose / Summary:

To brief members of Community Overview and Scrutiny Panel 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.

Recommendations:

Members are asked to note the key achievements made in year one in relation to the priority areas within the Interagency Homelessness Strategy for Carlisle 2015-20.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

- 1.1** Section 1 (1) of the Homelessness Act 2002 gives Housing Authorities the power to carry out homelessness reviews within the district areas; and S.1 (3 and 4) places a statutory responsibility on housing authorities to formulate and publish a homelessness strategy based on the ongoing results of regular reviews.
- 1.2** Section 3 (1) of the Homelessness Act 2002 requires the local housing authority to have a strategy which seeks to:
- prevent people from becoming homeless
 - ensure that there is sufficient accommodation in the area for people who might become, or are homeless
 - ensure that people who might be, or are homeless, have sufficient support to prevent them from becoming homeless again
 - consult with other relevant agencies in carrying out the review and in preparing the strategy
- 1.3** 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.
- 1.4** 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
- 1.5** Following a full public consultation process, the Interagency Homelessness Strategy for Carlisle 2015-20 was subsequently agreed by full Council, published and launched in June 2015.

- 1.6** A delivery action plan for Year One was agreed by the members of the interagency group with shared ownership of actions (**see appendix 1**). The group meets quarterly, where the action plan is reviewed and progress monitored.

2. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 2.1** **Appendix 2** profiles the key achievements of year one following the first formal annual review.

3. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 3.1** Addressing Carlisle's current and future housing needs

Contact Officer: Tammie Rhodes

Ext: 7217

**Appendices
attached to report:**

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

- None

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Resources -

Year One Actions 2015/16						
Strategy Action Ref No	Action	Timeframe	Lead Agency	Evidence / Target	Objectives	Progress
2.1	<ul style="list-style-type: none"> Place safeguarding at the centre of all service development and delivery 	Q1 (2015/16) and on-going	All agencies represented within the strategic interagency group	Local strategic Interagency agreement	<ul style="list-style-type: none"> Increased knowledge, confidence and reduction of on-going risks Increased collaborative safeguarding responses 	COMPLETE and in place Ongoing monitoring
7.1	<ul style="list-style-type: none"> Offer a housing options prevention service which includes written advice to all clients (**including care leavers to reflect details in pathway plan**) 	Q1 (2015/16) (**To include in care leavers to reflect details in pathway plan from Children and Family Services**)	Carlisle City Council (**Children & Family Services – Cumbria County Council**)	Copy of written advice given to all clients including pathway plan for all care leavers (children and family services)	<ul style="list-style-type: none"> Achievement of Gold Standard services Prevent and alleviate homelessness and rough sleeping Improve standards, information, advice and options for both landlords and tenants 	COMPLETE and in place
4.3	<ul style="list-style-type: none"> Increase and actively promote Nightstop within Carlisle 	Q1 –Q4 (2015/16)	16/17 year old Homelessness Co-ordinator; Case officer for Homeless 16-17 year olds, Children and Family Services	Minimum of 5 volunteer hosts identified for the Carlisle district	<ul style="list-style-type: none"> Increase the use of nightstop as emergency accommodation placements 	Data to be updated every quarter from DH –One hosts in Carlisle at end of year one
7.5	<ul style="list-style-type: none"> Actively engage in preventing mortgage repossessions through embedding the pre-action protocol and utilising preventative toolkit and actions on a case by case basis 	Q1 (2015/16) to review and promote with key partners, and on-going	Carlisle City Council	Focused preventative use of pre-action protocol and toolkit; outcomes monitored Case studies evidencing effective positive action	<ul style="list-style-type: none"> Prevention of homelessness 	COMPLETE and in place
3.1	<ul style="list-style-type: none"> Clear commitment to a cross sector mandate to work outside of single organisational boundaries 	Q1 (2015/16) and on-going	Carlisle City Council (all agencies) All agencies represented within the strategic interagency group	Local strategic Interagency agreement Link to prevention protocols / agreements and group minutes	<ul style="list-style-type: none"> Reduction in repeat homelessness cases and MEH Improvement in communication and joint working End of rough sleeping Improve the overall wellbeing of local people and encourage a focus on the health promotion of the local homeless population Improved recognition and treatment of physical and mental health difficulties amongst people experiencing homelessness Reduced levels of trauma and homelessness Enhanced links between health and social care agencies 	COMPLETE and in place
3.2	<ul style="list-style-type: none"> A multi-agency preventative proactive approach to identifying, reporting and referring people at risk of homelessness and rough sleeping for advice and appropriate assistance 	Q1 (2015/16) and on-going		Local strategic Interagency agreement Monitoring referrals		COMPLETE and in place
3.3	<ul style="list-style-type: none"> Effective reconnection policy in place 	Q1 (2015/16) link to NSNO actions		Effective policy in place which is reviewed annually		COMPLETE and in place

Year One Actions 2015/16						
Strategy Action Ref No	Action	Timeframe	Lead Agency	Evidence / Target	Objectives	Progress
3.9	<ul style="list-style-type: none"> On-going local strategic commitment and local promotion of Nightstop, No Second Night Out, Streetlink and the Severe Weather Emergency Provision 	Q1 (2015/16) and on-going	Carlisle City Council and all agencies within the strategic implementation group	Local strategic Interagency agreement Reporting quarterly data to group	<ul style="list-style-type: none"> Prevention of homelessness Reduce repeat homelessness presentations Reduce potential rough sleeping and insecure housing options Improve health and wellbeing 	COMPLETE and in place Ongoing monitoring
9.3	<ul style="list-style-type: none"> To offer home visits and mediation services to all as appropriate as a crisis intervention and prevention tool 	Q1 (2015/16) To review effectiveness of current arrangements Q2 (2015/16) Implement any recommended changes	Carlisle City Council	Promote as a prevention service standard Report quarterly data to group	<ul style="list-style-type: none"> Prevention of homelessness Reduce repeat homelessness presentations Reduce potential rough sleeping and insecure housing options Improve health and wellbeing Improve effective partnership working 	COMPLETE and in place Ongoing monitoring
7.2	<ul style="list-style-type: none"> Embed and promote the No Second Night Out standards 	Q1-Q4 (2015/16)	Carlisle City Council (and all strategic implementation group members)	NSNO standards embedded and promoted		COMPLETE and in place
1.5	<ul style="list-style-type: none"> Embed a collective commitment to improve the transparency of decision making and challenge through multi-agency approaches, escalation and conflict resolution 	Q1–Q4 (2015/16) Through Local Interagency Strategic agreement working group & Local Commitment (16/17's and 16/21's)	Carlisle City Council (and all strategic implementation group members)	Local strategic interagency agreement & Local Commitment (16/17's and 16/21's) in place		COMPLETE and in place
5.5	<ul style="list-style-type: none"> Increase the use of Early Help Assessments for 16-17 year olds who are at risk of homelessness in Cumbria 	Q1 – Q4(2015/16) Link to local commitment and protocol group and on-going	16/17 year old Homelessness Co-ordinator; Case officer for Homeless 16-17 year olds, Children and Family Services & Carlisle City Council	Number of County wide Early Help Assessments (EHA) opened on 16-17 year olds	<ul style="list-style-type: none"> Increased use of Early Help Assessments contributing towards Countywide targets 	End of Year one – 65 cases Ongoing monitoring
6.1	<ul style="list-style-type: none"> Investigate young people's needs and aspirations; and consult with those identified as at risk of homelessness with a follow up service / appointment offer 	Link to 16/17 year old Homelessness case worker and Youth Panel as appropriate		No of young people identified / referred for assistance as a prevention offer – Homeless Prevention (Carlisle City Council)	<ul style="list-style-type: none"> Prevent and alleviate homelessness Improve positive outcomes for young people 	16 people (aged 16-18) successfully assisted Ongoing monitoring

Year One Actions 2015/16						
Strategy Action Ref No	Action	Timeframe	Lead Agency	Evidence / Target	Objectives	Progress
8.1	<ul style="list-style-type: none"> Identify opportunities to link to / join up specialist targeted panels focused on young people identified as being at risk of homelessness 	Link to 16/17 year old Homelessness case worker and Youth Panel as appropriate	16/17 year old Homelessness Co-ordinator, Children and Family Services & Carlisle City Council	Local commitment (16/17's and 16/21's) developed and implemented with identified mechanisms for review by a partnership group	<ul style="list-style-type: none"> Prevent and alleviate homelessness Increased use of Early Help Assessments contributing towards Countywide targets 	COMPLETE and in place
5.1	<ul style="list-style-type: none"> To promote and increase the use of housing references for under 18's including guarantors; access to Choice Based Lettings for care leavers; and references given for those in temporary accommodation 	Q2 –Q 4 (2015/16)	All agencies involved in strategic implementation group	<p>Reference system and process established as part of the local strategic interagency agreement</p> <p>Reporting quarterly data from Prevention data</p>	<ul style="list-style-type: none"> Improved outcomes for young people at risk Increase appropriate housing options pathways for young people Prevent and alleviate youth homelessness Increased use of Early Help Assessments contributing towards Countywide targets 	COMPLETE and in place Ongoing monitoring
6.5	<ul style="list-style-type: none"> Identify best practice partnership approaches to effective homelessness prevention through engagement with schools / other education providers for pre 16 years and pre 18 years 	Q2 – Q4(2015/16)	16/17 year old Homelessness Co-ordinator, Children and Family Services & Carlisle City Council	<p>Local commitment (16/17's and 16/21's) and protocol group identifying best practice partnership approaches and gaps</p> <p>Prevention programme implemented based on recommendations</p>	<ul style="list-style-type: none"> Prevent and reduce youth homelessness 	COMPLETE and in place Ongoing monitoring
5.2	<ul style="list-style-type: none"> To develop a local collective ethos and commitment which puts young people and their families in charge of planning for the future; and provides consistent information and advice about every aspect of the young person's life, not just housing 	Q3 - Q4 (2015/16) linked to development and implementation of local commitment & EHA promotion	16/17 year old Homelessness Co-ordinator, Children and Family Services & Carlisle City Council	Implementation of local commitment (16/17's and 16/21's) and EHA promotion	<ul style="list-style-type: none"> Increase in EHA 	COMPLETE and in place

Year One Actions 2015/16						
Strategy Action Ref No	Action	Timeframe	Lead Agency	Evidence / Target	Objectives	Progress
4.1	<ul style="list-style-type: none"> Develop a Local Commitment for Carlisle which outlines how we will collectively support, implement and monitor the effectiveness of the Joint Protocol for Homeless 16/17 year olds 	Q3 - Q4 (2015/16)	16/17 year old Homelessness Co-ordinator, Children and Family Services & Carlisle City Council	Local commitment (16/17's and 16/21's) developed and implemented with identified mechanisms for review by Carlisle Protocol Implementation group	<ul style="list-style-type: none"> Prevention of Homelessness Reduced levels of young people experiencing homelessness Increase access to opportunities and engagement 	COMPLETE and in place
4.2	<ul style="list-style-type: none"> Monitor the effectiveness of the Hub as a referral point for emergency cases as part of the Local Commitment for Carlisle 	Q3 – Q4 (2015/16)	16/17 year old Homelessness Co-ordinator, Children and Family Services			COMPLETE
7.4	<ul style="list-style-type: none"> Develop a suitable, safe and good standard private rented sector offer; with a focus on single people at risk of repeat homelessness (non-statutory in line with NSNO); including advice and support to both clients and landlords 	Q3 & Q4 (2015/16) and on-going	Carlisle City Council	Number supported to move in to PRS – data reported quarterly Number assisted with Rent in advance / deposits Number assisted with arrears	<ul style="list-style-type: none"> Improve services and standards Achieve gold standard by 2020 	2015/16: 33 people assisted 25 people assisted 10 people assisted (Ongoing monitoring)
5.3	<ul style="list-style-type: none"> Promote and develop the active use of NYAS with all young people who present as homeless 	Q4 (2015/16)	16/17 year old Homelessness Co-ordinator, Children and Family Services & Carlisle City Council and Carlisle Protocol Implementation group	Local commitment (16/17's and 16/21's) developed and implemented with identified mechanisms for review by a partnership group Monitored and data reported quarterly via Protocol Implementation Group	<ul style="list-style-type: none"> Prevention of Homelessness Reduced levels of young people experiencing homelessness Increase access to opportunities and engagement 	ONGOING
6.2	<ul style="list-style-type: none"> Explore opportunities to link to and develop marginalised youth groups & projects 	Q4 (2015/16)	16/17 year old Homelessness Co-ordinator, Children and Family Services & Carlisle City Council and Carlisle Protocol Implementation group	Increase participation reported from marginalised groups Monitored and data reported quarterly via Protocol Implementation group	<ul style="list-style-type: none"> Prevention of Homelessness Reduced levels of young people experiencing homelessness Increase access to opportunities and engagement 	ONGOING

Workshop sessions held for partners / stakeholders:

- Public advice and Info session to launch the strategy - **June 2016**
- Welfare Reform – **July 2015**
- Universal Credit – **September 2015**
- Rough Sleepers and Street Culture – **November 2015**

