

PORTFOLIO:

COMMUNITY ENGAGEMENT

Report of
Portfolio Holder:

**COUNCILLOR
JACQUELYNE GEDDES**

CUSTOMER CONTACT CENTRE

The Police Counter Service for the City Centre has been successfully handed over from the Constabulary to Carlisle City Council. The aim is to provide the local community with the ability to go into the contact centre and report incidents, produce driving documents and report lost property or hand-in found property. Everything you would expect from a police station.

The Carlisle Customer Contact Centre can now meet the needs of customers from Adult Social Care, Department for Work and Pensions (DWP), Passport Office, Citizens Advice Bureau (CAB), Police as well as City Council services. This is better for all of our customers as a single visit can now solve a number of different issues.

CRIME & DISORDER REDUCTION PARTNERSHIP

Following a series of review and redevelopment meetings at the end of 2011/12 the CDRP Leadership Group have identified and agreed a model to maintain the partnership in 2012/13. Despite considerable funding reductions, (resulting in the CDRP losing its dedicated administrative and managerial support) the Leadership Group has agreed to maintain the effective structures of the partnership. A new partnership plan for the coming year has been produced and is due to be tabled at full Council in July. The outturn statistics for crime, disorder and anti social behaviour for the full year 2011/12 are currently being finalised and will be available for the next Council.

POLICY

Equality Objectives

Action planning is under-way around three new equality objectives, 'To improve the quality and volume of our customer information'; 'To improve

access and inclusion for all our services and across our partnerships'; and 'diffuse community tensions and promote understanding'.

Cumbria Compact

Officers and members have completed a draft assessment against the Cumbria Compact checklist. This assessment identifies areas of strengths and weaknesses in our current relationships with the third sector. It has helped us to identify areas for improvement.

THE WELLBEING TEAM

The Wellbeing Manager and her team are heavily involved in organising the Olympic Torch Relay, Upperby Gala, Music City and the development of the Sport and Physical Activity Alliance Foundation.

In relation to the Torch Relay, arrangements are being made with the Cumbria Probation Trust's Community Payback Team to potentially carry out a one off litter pick on land adjacent to Warwick Road. This was in response to an issue raised at full Council on the 6th March 2012 regarding litter. It is proposed to carry out the one off litter pick a day prior to the Torch Relay event.

The Community Development Officer for Enterprise is leading and supporting a number of Initiatives including:

Community Centres

The Officer continues to liaise through the Community Federation & the Centre Managers meeting to support and enhance provision in Community Centres.

Training needs are being discussed with Managers for the coming financial year. IT training will be offered to all Centres, so they can independently manage their own web sites. They are also being encouraged to work more collectively and to look at their business models.

Carlisle Music City - June 4th – 10th

A high profile event with 30 local venues now on board, to deliver a showcase event during the week June 4th – 10th. Workshops and street performances will take place in the town centre on June 6th & 9th. An event in Bitts Park will close the event on June 10th. Border Group are interested in sponsoring this event. Youth Council, University of Cumbria and Youth Zone are looking to take part in the week, offering workshops and concerts. Music City will now be part of the Jubilee celebrations on June 4th 2012.

Tickets are now on sale (through the Sands) for the Tea Dance World Record attempt (June 8th) and for anyone who buys a ticket, Reays will be offering free City bus travel. Carlisle College are providing the catering and will be offering free makeovers. Fair Trade refreshments will be served.

The Olympic Torch – Route Animation

63 community groups have now been recruited to line the route. 18 performance groups will create a community festival atmosphere in the City centre, creating a free event which will start before the arrival of the Torch. A map is currently being produced showing where all groups will be placed (leaving room for the general public). This will be given out to groups throughout April.

On April 21st Multi Cultural Carlisle, together with Carlisle City Council, held flag and banner making workshops in the City centre. Colleagues from around Cumbria have been advised on our community planning.

Churches Together and Pray for Carlisle will open up churches en route to serve tea. They will open the Methodist Hall for groups performing in the City centre

The Community Development Officer for Sport and Physical Activity is also leading on a number of initiatives

The ‘Big Dribble’

In partnership with England Hockey and N-power, this event will take place on the 16th April 2012. A giant hockey ball will be visiting all the torch relay sites as part of England Hockey’s community engagement plan. The public will be invited to ‘dribble’ a giant hockey ball around a course set out in the city centre.

Back to Hockey

In partnership with Carlisle Hockey Club and a volunteer from the University of Cumbria, this scheme will look to entice women back into sport and provide weekly activity sessions.

Easter Holidays

Activities were delivered in partnership with the SPAA (Sport and Physical Activity Alliance) Foundation during Easter such as Starttrack athletics, also tennis activities at Bitts Park and St James Park.

Development and Engagement Opportunities

A presentation to the University of Cumbria’s Sports Development and Coaching students about the delivery and development of local sport. As a result up to 5 students are now on a 50 hour work placement volunteering in the local community.

Ongoing activities include:

Delivery of the Tennis Development Plan. Athletics Plan being delivered and sessions planned in schools as part of the Olympic legacy work attached to these plans.

Partnership working with Active Cumbria and Carlisle Leisure Ltd have provided 4 workforce development courses (safeguarding and protecting children and first aid) to be delivered for local sports coaches.

Up and coming activities include a re-vamp of the volunteer scheme and planning for the mini games 2012.

Promoting Sport and Physical Activity including:

The Community Development Officers for Inclusion, continue to deliver a range of projects. These include

Easter Holiday Projects

These were delivered over two weeks across the City on all the Council's multi use games areas. The areas covered were Botcherby, Harraby, Currock/Upperby, Raffles and Castle wards. The activities were free and open to all to take part. The sessions ran from 1pm to 3pm each day from different venues.

Safe Clubs

All 4 Safe Clubs continue to run across the City, urban and rural areas and still attract large numbers of children from each area. The clubs are designed to give young people aged between 11-18yrs the opportunity to take part in diversionary activities which helps to engage them in positive ways. The project works with outside agencies to help build confidence, address risk taking behaviour and work on life skills. The scheme is supported by many partners and is seen as an excellent project which other local authorities are now replicating. We have also just received positive feedback from Brampton police to say that since the scheme has started in Brampton there has been a 50% reduction in anti social behaviour.

Each year the children from the Trinity Safe Club choose a charity to support and for this year the young people will be handing over sports equipment to the Grace Little Centre which they purchased from their subscriptions.

Disability Activity Club

The club has received more external funding through short breaks to continue running until January 2013. This project is jointly run with our partners from Carlisle Mencap and engages with young people with a range of disabilities aged between 8-19yrs.

Ally play

Unfortunately this project had to be put back due to long term illness of the County Council partner officer. It is hoped to get the project back on track soon.

Bike/Skate Brampton

This is being progressed. William Howard School have really engaged with this project and have carried out some fundraising to help take some young people who want to get involved in the project but may struggle financially to do so.

Future Projects

A new project is being set up working around mental health awareness. The project will be a road show which will go around local centres and involve mental health professionals who will be on hand to answer questions and queries that people may have around their own memory or member of their family. It will be set up in an informal way as to engage as many people as possible. Support is being given during Mental Health Awareness Week 21st to 28th May.

The Youth Zone Rural community outreach officer has been delivering activities in Longtown and Carlisle City Council will work in partnership with the police this year to deliver summer activities.

The Community Development Officer for Young People, has led on various initiatives involving young people including:

Bike/Skate

Plans for the indoor skate BMX and blading event at the Sand Centre on the 11th May are in full development with B4. Publicity material is being produced and distributed advertising opportunities for young people within the area. B4 will also be supporting the Upperby Gala.

ABSTRACT

ABSTRACT'S 5th edition will be released this month with more exciting articles, interviews, special features and reviews focusing on issues that directly affect young people. Due to the increasing popularity and success of the student magazine (the only one produced in Carlisle), Cumbria Youth Support Services will be including an exclusive section in their final report on ABSTRACT, which will raise their profile further.

Youth Council

The Youth Council are organising supervised duties to commence with the current elected Mayor.

Youth Exchange

This year's Youth Exchange dates have been confirmed and will happen from the 16th to the 26th July in Slupsk in Poland. There are 10 places and applications are currently being submitted by young people between the ages of 14 – 19.

Harraby Youth Club

The more structured programme at Harraby Youth Club has commenced and has proved a success so far with numbers of attendance increasing. After consultation and outreach work with the young people in the area (especially those who are NEET (Not in Employment, Education or Training, or at risk of being NEET) a slightly different 'SAFE' programme has been developed that will run on a 4 week rota:

S = Sport.

A variety of sporting activities will take place including fitness tests and fitness plans.

A = Arts and crafts.

The youth room has just been redecorated. To contribute to this and make it more young person friendly, blank canvasses will be provided for people to paint on and then display.

F = Food!

Every month there will be a healthy cooking session where young people can come and try new foods, learn how to make healthier versions of their favourite foods and potentially gain a nationally recognised qualification in 'healthy eating'.

E = Education

Each month a guest speaker will be brought in, for example, the emergency services, Carlisle College, Drugs, Alcohol and Sexual Health so on and have an interactive and informative session around a given subject.

Chill Out!

After consultation, 'Chill Out!' (a wellbeing programme for young people) has now started a new 10 week block of specialised Aerial Yoga sessions in partnership with the Purple Lotus in the City Centre. The group of young people will be working towards a specialised routine that will finally be performed to family and friends and made into DVD's to promote health and physical activity.

And finally, the update from, Community Development Officer for Health**Carlisle Cooks!**

Clubs have now received their associate club status and their first £250 to run their Let's Get Cooking sessions. A press release will be arranged for May when clubs are established and running. Clubs that have run to date include young mums, parents, young carers and grandparents. A briefing document is currently in production which will be available if anyone requires more information about the Carlisle Cooks! project in general.

Community Champions

Work is taking place in partnership with the Primary Care Trust to recruit and train volunteers to become Community Champions; this will be a pilot in the Botcherby and Currock wards. The aim is to increase the number of people presenting at their GP's with concerns, to either rule out cancer or ensure early diagnosis and treatment. Volunteers are currently being recruited and training dates organised.

Young Parents Group

Discussions and plans are being put in place to establish a Young Parents Group in Brampton. This has been strongly supported by the community centre and Barnardos. Barnardos staff at Longtown Rural Children's Centre

received Carlisle Cooks! training and are running Cookery groups with parents and youth in Longtown.

The next step is to gauge support from the local Health Visitors. Input into the already established Young Parents Group running through the Youth Zone is also being discussed.

NAC English Region Training and Development Seminar

I attended the NAC English Region Training and Development Seminar, Community Sport and Leisure. The seminar was held at the Royal Hotel, Scarborough from 13 – 15 April 2012. Please contact Jane Walshe if you would like to see the papers from this seminar.

**Councillor Jacquelyne Geddes
Community Engagement Portfolio Holder**