

AGENDA

Executive

Monday, 08 March 2021 AT 16:00

This meeting will be a virtual meeting and therefore will not take place in a physical location.

Virtual Meeting - Link to View

This meeting will be a virtual meeting using Microsoft Teams and therefore will not take place at a physical location following guidelines set out in Section 78 of the Coronavirus Act 2020.

Register of Attendance and Declarations of Interest

A roll call of persons in attendance will be taken and, at the same time, 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.

Apologies for Absence

To receive apologies for absence.

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

To confirm the Minutes of the meetings of the Executive held on 7 December 2020, 14 December 2020 and 13 January 2021. The Chair will sign the Minutes at the first practicable opportunity.

[Copy Minutes in Minute Book Volume 47(5)]

PART A

To be considered when the Public and Press are present

- A.1 CARLISLE PLAN 2021-2023 5 - 22**
- (Key Decision – KD.01/21)
- The Deputy Chief Executive to submit a report presenting for consideration the draft Carlisle Plan 2021-2023.
(Copy Report PC.7/21 herewith)
- A.2 EMPTY PROPERTY GRANT ASSISTANCE 23 - 36**
- (Key Decision – KD.02/21)
- The Corporate Director of Governance and Regulatory Services to submit a report seeking Executive approval to the use of capital funds which would ensure an extension to the Empty Property Grant. The report also requests an increase in the maximum possible Grant award from £3,000 to £5,000. The Economic Growth Scrutiny Panel scrutinised the matter on 4 March 2021.
(Copy Report GD.13/21 herewith / Minute Excerpt to follow)
- A.3 DISABLED FACILITIES GRANT UPDATE 37 - 42**
- (Key Decision – KD.03/21)
- The Corporate Director of Governance and Regulatory Services to report on the progress of allocations under the Disabled Facilities Grants for 2020/21 and a proposal to replenish and reinforce the Additional Discretionary Assistance for Mandatory Grant by £190,100.
(Copy Report GD.12/21 herewith)

A.4 NOTICE OF EXECUTIVE KEY DECISIONS 43 - 52

(Non Key Decision)

The Notice of Executive Key Decisions, published on 5 February 2021, is submitted for information.

Key Decision (KD.05/21) - the Corporate Director of Economic Development was scheduled to submit a report concerning the Carlisle Station Gateway – Phase 1. Discussions are ongoing and the matter is therefore deferred.

(Copy Notice herewith)

A.5 SCHEDULE OF DECISIONS TAKEN BY THE LEADER / PORTFOLIO HOLDERS 53 - 56

(Non Key Decision)

A Schedule detailing decisions taken by the Leader / Portfolio Holders under delegated powers is attached for information.

(Copy Schedule herewith)

Background Papers – as detailed within the Schedule

A.6 SCHEDULE OF DECISIONS TAKEN BY OFFICERS 57 - 64

(Non Key Decision)

A Schedule detailing decisions taken by Officers under delegated powers is attached for information.

(Copy Schedule herewith)

Background Papers – as detailed within the Schedule

A.7 JOINT MANAGEMENT TEAM 65 - 66

(Non Key Decision)

The Minutes of the meeting of the Joint Management Team held on 8 February 2021 are submitted for information.

(Copy Minutes herewith)

A.8 QUARTER 3 PERFORMANCE REPORT 2020-21

**67 -
92**

(Non Key Decision)

The Policy and Communications Manager to submit a report containing the Quarter 3 2020/21 performance against the current Service Standards and a summary of the Carlisle Plan 2016-19 actions as defined in the 'plan on a page'. Performance against the 2020/21 Key Performance Indicators is also included.

(Copy Report PC.17/21 herewith / Minute Excerpts to follow)

PART B

To be considered when the Public and Press are excluded from the meeting

- NIL -

Members of the Executive

Councillor J Mallinson (Leader's Portfolio)

Councillor G Ellis (Deputy Leader, and Finance, Governance and Resources Portfolio Holder)

Councillor N Christian (Environment and Transport Portfolio Holder)

Councillor S Higgs (Culture, Heritage and Leisure Portfolio Holder)

Councillor Mrs E Mallinson (Communities, Health and Wellbeing Portfolio Holder)

Councillor P Nedved (Economy, Enterprise and Housing Portfolio Holder)

Enquiries, requests for reports, background papers etc to:

Morag Durham, Democratic Services Officer - Morag.durham@carlisle.gov.uk

Executive

Agenda
Item:

A.1

Meeting Date: 8 March 2021
Portfolio: Leader
Key Decision: Yes
Within Policy and Budget Framework: Yes
Public / Private: Public

Title: Carlisle Plan 2021-2023
Report of: Deputy Chief Executive
Report Number: PC 7/21

Purpose / Summary:

To progress the adoption of a new Carlisle Plan, which forms part of the Council's Policy Framework.

Recommendations:

1. That the Executive Consider and comment on the draft Carlisle Plan.
2. Refer the draft Carlisle Plan to Overview and Scrutiny Panels for consultation.

Tracking

Executive:	8 March 2021 2 June 2021
Scrutiny:	Business & Transformation Scrutiny Panel 1 April 2021 Health & Wellbeing Scrutiny Panel 8 April 2021 Economic Growth Scrutiny Panel 12 April 2021
Council:	20 July 2021

1. BACKGROUND

- 1.1. This is the third iteration of the Carlisle Plan (2013-16, 15-18, 21-23). The associated Carlisle Plan on a Page has been kept up to date throughout with an annual review of key actions, with updates reported through the Quarterly Performance Report.
- 1.2. The Corporate Peer Challenge, January 2020, identified the important role the Plan has through the following recommendation:
'Develop and agree a new Carlisle Plan to provide the Council's long term vision for the district and establish clear priorities to deliver this and give the framework for other strategic plans. Agreement on what is a priority or not a priority for the next three years and beyond will be important, underpinned by an aligned MTFP.'
- 1.3. The LGA Remote Peer Support, November 2020, recommends that:
'Continue to develop the new vision and accompanying priorities as planned, but crucially to use these to help shape the work of the Council' The Peers added that this work has a central role in achieving the type of improvement we are seeking to achieve.
- 1.4. This new version of the Carlisle Plan brings together an ambitious programme for Carlisle under two priorities and a new vision. The response to and recovery from the Covid-19 Pandemic remains the focus of the Council's efforts. Accelerating progress on the programme will mean that Carlisle and the local economy can bounce back from the impacts of this public health emergency.

2. PROPOSALS

- 2.1. The draft Carlisle Plan is attached as Appendix A. The Carlisle Plan is made up of a main document containing the detail behind the Plan and a summary 'Plan on a Page'. The Plan on a Page (Appendix B) is a single page listing the Council's vision, principles, priorities, and programmes/projects.
- 2.2. The vision has been updated to focus on prosperity as the primary purpose of the Plan, prosperity being the most important determinant of health and wellbeing.
- 2.3. There are two, related, priorities:
 - Economic growth
 - Health and wellbeing
- 2.4. There is an emphasis on maximising the co-benefits for cross-cutting issues such as Climate Change. The detail on these co-benefits will be highlighted within the reporting of the programme work.
- 2.5. The Plan presents the ambition for Carlisle as a place, it is not the organisational plan (Corporate Plan) which is the plan for all the Council's service delivery. The Corporate Plan will be developed in parallel to the Carlisle Plan programmes/projects over the next months, through Service and Directorate

CORPORATE IMPLICATIONS:

LEGAL - The Carlisle Plan 2021-23 replaces the previous Carlisle Plan 2015-18 and forms part of the Council's Policy Framework. In exercising some statutory powers, the Council must have regard to its approved Plan.

FINANCE – There are no specific financial implications of adopting the Carlisle Plan, however the plan will be used to inform future budget processes to align council resources to the priorities contained within it.

EQUALITY – None. The equality impacts will be considered within the programmes and projects of the two priorities.

PROPERTY – Carlisle City Council has an extensive property portfolio that can assist in delivering the aspirations of the plan.

INFORMATION GOVERNANCE – None.

Carlisle Plan

2021-23

The vision

To enable Carlisle to grow and prosper as the capital of the Borderlands region, benefiting the health and wellbeing of the people of Carlisle.

We will work in partnership so that all can enjoy the benefits of new opportunities and choices, whilst rising to the challenges of a changing climate.

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Introduction

The Carlisle Plan, the third of its kind, is an ambitious plan setting out the Council's vision, priorities, and key actions.

Carlisle is the capital of Cumbria with a population more than 108,000. The city is recognised as the economic capital of a region serving 1.1 million people who live in Cumbria, Northumberland, and Southern Scotland. The City of Carlisle is the largest settlement in the district with more than two thirds of the population. The remaining population is distinctly more rural and in places extremely sparse. The most significant rural populations are in smaller market towns and large villages spread across the district, including Brampton, Dalston, Longtown and Wetheral.

Across the district, there are a wealth of natural and cultural assets making Carlisle a great place to live, work and visit. Carlisle draws strength from its strategic location, with heritage and environmental sites of national and international importance (Solway Coast and North Pennines), and good connections to national infrastructure.

Now is a golden opportunity for growth and development, Carlisle can build on its established economic role whilst encouraging the development of new sectors and entrepreneurship.

Carlisle is set within some of the country's most spectacular natural scenery and the city is the final stop for three of the country's scenic railway lines (Settle to Carlisle, Cumbria Coast Line and Tyne Valley Line). Landmark buildings and heritage sites such as Carlisle Castle, Carlisle Cathedral, Lanercost Priory and Hadrian's Wall attract visitors from across the world.

The Covid-19 Pandemic has had a significant impact on our local economy. The impact has highlighted the importance of health and wellbeing across all communities reminding us that Carlisle is a place focused on tackling health inequalities and enabling communities to thrive and be healthy. This Plan will seek to assist Carlisle to bounce back from this public health emergency, with greater confidence and commitment to meet future challenges.

The Vision

To enable Carlisle to grow and prosper as the regional capital, benefiting the health and wellbeing of the people of Carlisle.

We will work in partnership so that all can enjoy the benefits of new opportunities and choices, whilst rising to the challenges of a changing climate.

The Council plays a key role in enabling growth and prosperity, building on Carlisle's reputation as a regional capital. Our focus is on raising prosperity levels across the district as the primary purpose of the Plan; prosperity being the most important determinant of health and wellbeing. Improving health and wellbeing and tackling Climate Change will run through all our plans and services.

There are challenges ahead that will impact especially on our rural areas due to their ageing population, accessibility and often higher living and infrastructure costs. Knowing these issues and adapting policies and practices to meet the needs of rural areas will be vital to fulfilling the Vision.

Many of our activities and assets have a significant impact on the wider social, economic, and environmental determinants of health and wellbeing. Our employees work to address health inequalities daily and have a positive impact on the lives of some of the most vulnerable residents in Carlisle. We will continue to support the work of the Carlisle Healthy City partnership and the aspirations outlined in the Phase VII World Health Organisation Healthy City Plan.

We will be the best possible partner to organisations, communities and individuals that share our commitment, clarity, and confidence in Carlisle. We will help shape the future of Carlisle, delivering the priorities in the Carlisle Plan whilst operating a highly effective organisation where employees are supported to be the best they can be. We will continue to adapt to meet the financial challenges of the future by carefully and confidently allocating our resources whilst seeking to develop new income streams that add value to the local economy.

Principles

The Seven Principles of Public Life

All officers and Carlisle City Councillors adhere to The Seven Principles of Public Life (also known as the Nolan Principles):

- Selflessness.
- Integrity.
- Objectivity.
- Accountability.
- Openness.
- Honesty.
- Leadership.

Clarity, confidence, and commitment

Three principles have been developed by our staff and Councillors to guide how we will deliver the vision for Carlisle:

- Clarity.
 - Confidence.
 - Commitment.
-
- We are a clear, committed, and confident Council.
 - By setting out our vision, we show that we understand the needs of Carlisle's residents, businesses, and visitors. Our plans to respond to these needs are clear and straightforward. We know what is expected of us and do our best to create clarity in how we work.
 - We are committed to achieving our vision for Carlisle. We will ensure that our day to day work and resources are consistent with the priorities.
 - We will continue to work effectively with partners to drive positive change for Carlisle and will celebrate our successes and achievements. As part of our ongoing work to develop all our communities we will engage young people and make sure the Carlisle Plan helps to deliver their aspirations for Carlisle.

Priorities

Economic growth

We will continue to prioritise the current response to and rapid recovery from the economic impacts of the Covid-19 Pandemic on the local economy.

We aim to deliver inclusive and sustainable economic growth, ensuring we provide opportunities for all our communities to prosper. We will boost the local economy, making Carlisle a more attractive place for investment, improving skills and drive key sector development. Committed to ensuring our growth agenda is as inclusive as possible, we will ensure that our activities benefit our rural communities.

We see improving connectivity is a key driver, both through the delivery of transport and digital connectivity, as well supporting the development of low carbon transport.

Carlisle's population will flourish through housing led growth and the delivery of St Cuthbert's Garden Village. This will add to the vibrancy and activity in Carlisle City Centre, creating a thriving community of students, residents, businesses, and workers using the centre for education, housing, work, and leisure activities, during the day and into the evening. We will also grow Carlisle's visitor economy, attracting additional footfall and spending to the city.

Key economic growth programmes and projects

Delivering the Borderlands Inclusive Growth Deal:

- Carlisle Station Gateway: improving the railway station and surrounding public spaces as the key transport hub for the Borderlands and preparing for HS2.
- Citadels University Campus: developing a new City Centre campus/headquarters for the University of Cumbria. Investing in the university to attract greater student numbers and boost the number of Higher Education (HE) learners and graduates in Carlisle.
- Citadels Business Infrastructure: Creating a new bespoke business hub for the Creative and Digital sector, supporting the growth of an emerging high value sector in the city to boost productivity, reputation, and reach.
- Support and lobby for the improvement/increased coverage of rural public transport networks, including the reopening of Gilsland railway station and Borders rail feasibility study.
- Improving digital infrastructure and access through the Borderlands digital voucher scheme, providing a new innovation centre for the digital sector at the

Citadels and improving skills through the proposed digital and community learning hub.

- Delivery of the Longtown Place Plan: Working with local communities in Longtown to develop a locally owned place plan for Longtown, to seek investment in the town from the Borderlands Inclusive Growth Deal.
- Destination Borderlands (Hadrian's Wall): Seeking to work with key partners such as Tullie House Museum and Art Gallery to bring investment to the western side of the Wall, boost visitor numbers, create new jobs and support rural communities.
- Digital Voucher Scheme: providing opportunity for greater broadband speed for rural communities and businesses.

Delivering St Cuthbert's Garden Village:

- Delivery of 10,000 new homes and over 9,000 direct jobs south of Carlisle.
- Establishing new communities where population health, wellbeing and environmental sustainability goals are at the heart of good design and land use.
- Providing improved walking and cycling infrastructure through projects such as St Cuthbert's Garden Village, Southern Link Road and Town Deal.
- Through our £1.2m bid to the Government's New Development Corporation Competition, we will explore alternative mechanisms to deliver the Garden Village and ensure the long term stewardship of the new social and environmental assets that will be created.

Delivering the Future High Street Fund, Towns Fund, Town Deal Accelerated Fund, and related regeneration projects:

- Revitalising the Market Square, pedestrianised improvements to Devonshire Street, redevelopment of the former Central Plaza site, and 6-24 Castle Street.
- Start with the Park (St Cuthbert's Garden Village).
- Digital and Community Learning Hub: investing in community learning to improve the local skills base.
- Investment in Tullie House, Market Hall, Southern Gateway (English Street/Botchergate/Crescent), lighting-up Carlisle project (event and infrastructure).
- Citadels Business Infrastructure (Linked to Borderlands Inclusive Growth Deal).
- Caldew Riverside: Remediation of development site with potential to provide new city centre living opportunities.
- Creation of a temporary, modular 'pod village' in Bitts Park, providing a vibrant small business hub.

Building on success through new economic opportunities:

- Kingmoor Park Enterprise Zone: continuing support for the first Enterprise Zone in Cumbria as a local hub for key sectors such as manufacturing and logistics and an environment that welcomes new investors and high growth organisations.

- Development of a Rural Strategy: to work with rural communities and the agricultural sector to address the challenges and identify new priorities and opportunities following the UK departure from the EU.
- Proactively position Carlisle for future investment: encourage private and public sector investment in Carlisle to improve productivity, help grow and boost the city; bringing in key employers and more high value jobs, while also ensuring we have investment in our infrastructure to help build Carlisle's future. Making it clear to government and the private sector alike that Carlisle is open for business.
- Grow our visitor economy: ensuring that Carlisle's strong potential as a tourist destination is realised, through providing an enhanced visitor experience with new attractions and increased vibrancy, whilst continuing work to promote the city through the Discover Carlisle brand.
- Working in partnership to tackle the carbon footprint of tourism.

Health and wellbeing

We will continue to prioritise the current response to and rapid recovery from the health and wellbeing impacts of Covid-19 Pandemic.

We will work with our partners in the public, health, private and voluntary sectors to deliver a broad programme that will support the good, lifelong health and wellbeing of our residents and visitors. This priority builds on the framework of the Cumbria Public Health Strategy and WHO Healthy City Programme with projects and programmes that will focus on the determinants of health; a sense of place and safety; the quality of the local environment and tackling Climate Change together.

Housing and a sense of home is fundamental to health and wellbeing. We will continue to tackle homelessness and rough sleeping with a strategic focus on early intervention and prevention rather than crisis management. We will also seek to improve the homes of residents in most need, ensuring that everyone has access to safe, warm, affordable housing.

As a Sustainable Food City, we will promote a vibrant and diverse food economy, with local communities having access to a range of healthy and affordable food options. We will continue to increase recycling and reduce waste and increase recycling and energy recovery, helping to reduce the Carbon footprint of our current lifestyles.

All communities will have good access to a wide range of recreational, leisure and exercise opportunities, that are both diverse and affordable. We will encourage opportunities to participate in and engage with the arts

and culture, the strategic focus will be on establishing Carlisle as a central hub for culture within the wider region. Accessible green spaces have a vital role in human health and wellbeing as well as providing opportunities to increase net biodiversity gains through improved wildlife habitats.

Making Carlisle a great and safe place to walk, cycle, and use electric vehicles, alongside public transport systems will increase activity and reduce the Carbon footprint of local journeys.

Key health and wellbeing programmes and projects

Deliver The Sands Centre Redevelopment project:

- The delivery of a new £27 million flagship sport, leisure, and entertainment facility at the heart of the City will transform the quality and accessibility of health and leisure provision in our district. The new facilities will also enhance our strong partnership relationships with NHS providers focused on improving population health. The Sands Centre will host an extensive Musculoskeletal unit designed to offer patients treatment and preventative services at the heart of a leisure setting.
- The design and development of the new facilities include a range of sustainable features which will support the council's plans for reducing Carbon emissions, improving energy efficiency, and providing sustainable, healthy transport options.
- The new extension will significantly improve the access opportunities for all our communities to use and enjoy the facilities and services. Access to the building will be significantly improved from all points as will the internal layout. The development of the project has used an inclusive design approach to ensure equal access and wellbeing. This will assist users with physical and other conditions such as dementia to make full use of the site and surroundings.
- The facilities will also improve the existing opportunities for The Sands to host performances, cultural events, and conferences.

Support the delivery of partnership plans:

- Develop and maintain a short-term Partnership Place Plan.
- Explore the opportunity to pilot a collaborative funding model, focusing on a place based and coordinated approach for investment in the civil society.
- Develop shared spaces and new ways of working to allow partners to come together to improve outcomes and address core areas.
- Building capacity to collaborate across the Place to grow awareness, knowledge, and partnership workforce capacity.
- Develop a Draft Strategy for Social Prescribing in Cumbria by March/April 2020
- Secure system support for the Social Prescribing Strategy in North Cumbria.

Deliver the Homelessness Prevention and Rough Sleepers Strategy:

- Reduction of multiple exclusion homelessness and rough sleeping.
- Prioritising early intervention and prevention of homelessness.
- Promoting safeguarding and harm minimisation support for victims of domestic violence.
- Increasing access to flexible move on accommodation and support options available for people experiencing homelessness.
- Improve experiences and opportunities for young people and children experiencing homelessness.
- Increase key partnerships to respond effectively to local emergency situations.
- Meeting the Council's commitments via the Armed Forces Covenant by providing housing choices and support for those leaving the services.

Deliver the Homelife programme of advice and support:

- Programme of Disabled Facilities Grant and discretionary grants funded through the Better Care Fund.
- Hospital Discharge Grants to anyone who is in hospital, or has recently been discharged, and requires emergency repairs or measures to get them home.
- Working to address fuel poverty, improve energy efficiency and Carbon savings.
- Work to help bring empty homes back into use.

Delivery of Phase VII World Health Organisation Healthy City Plan:

- Work with partners to deliver on key district wide actions associated with the WHO 6 Ps (People, Place, Prosperity, Planet, Peace, Participation)
- Via the County-wide Public Health Strategy and WHO 6 Ps sustain a focus on delivery projects and programmes that address - healthy weight management, physical activity levels, developing a child friendly city, supporting vulnerable adults, addressing population mental health management particularly post Covid19 restrictions.
- Continue to influence and shape public planning policy for key developments such as the St Cuthbert's Garden Village, city centre redevelopment and other key place based developments.

Deliver the Local Environment (Climate Change) Strategy

Climate Change presents new challenges and opportunities for our whole region. In partnership we are committed to working towards a net zero Carbon future for Carlisle, Cumbria, and the Borderlands. Through programme and partnership working we can realise the cross-cutting co-

benefits presented by the two priorities of economic growth and health and wellbeing. There are clear health benefits from improved air quality, healthier diets and more walking and cycling. The drive for clean growth has the potential for industrial and commercial opportunities. The strategy has the following objectives:

- Reducing emissions from the City Council estate and operations.
- Reducing energy consumption and emissions from homes and businesses in Carlisle and tackling fuel poverty, by promoting energy efficiency measures, sustainable construction, renewable energy sources and behaviour change.
- Reducing emissions from transport by promoting sustainable transport, reducing car travel and traffic congestion, and encouraging behaviour change.
- Reducing consumption of resources, increasing recycling, and reducing waste.
- Supporting council services, residents, and businesses to mitigate against and adapt to the impacts of Climate Change.

Deliver the Green Spaces Strategy and support the delivery of the Local Cycling and Walking Infrastructure Plan (CWIP):

- To make sure that Carlisle's reputation as a place that is enriched by its wealth of green spaces is enhanced as the city continues to grow and develop, recognising the health benefits from contact with green space and the natural environment and maintaining the current standard of 3.6ha of green space per 1000 population.
- To meet and exceed a set of challenging quality standards for all green spaces which will ensure they are safe, attractive, and welcoming for everyone who visits them.
- To make sure that all residents of Carlisle and our visitors have easy access to our inspirational green spaces, whatever their level of physical ability and that we take every opportunity to link and connect green spaces, walking and cycling routes, nature reserves and riversides.
- To manage our green estate as a diverse and flourishing natural resource which provides a range of environmental services including resilience against future flooding, reducing the impacts of and mitigation against Climate Change and enhancing biodiversity to provide rich and varied wildlife habitats.
- To nurture and support the role of our communities in caring for our green spaces and natural resources, encouraging them to take a leading role where appropriate and promoting green spaces as a primary resource in the cultural life of the city including as venues for events, play, sports and recreational activities.
- Make an ongoing and effective contribution to the development of extensive cycling and walking infrastructure plans for Carlisle and the wider district, building on the existing infrastructure, increasing and improving the range of cycle and walking options and ensuring that these safe routes are widely publicised and sign posted.

Development and delivery of the new Cumbria Waste Strategy:

- Development of the new Waste and Recycling Strategy which presents an opportunity to reflect the aims and objectives of the Resources & Waste Strategy, the Environment Bill, Clean Growth Strategy and Litter Strategy. The strategy will bring together the strategic aims of these national strategies, and focus on waste reduction, Carbon impacts and plan for future waste management infrastructure to meet national targets.

Support for the delivery of the Carlisle Cultural Framework:

- Placing culture at the heart of Carlisle's ambitions for environmental sustainability, inclusive economic prosperity, and good health for all
- Embedding culture within regeneration and local planning to attract investment for city centre transformation and infrastructure development.
- Playing a full and active role in Carlisle's ongoing commitment as a World Health Organisation, Healthy City, using culture to improve the wider determinants of health, wellbeing, and community cohesion.
- Supporting artists and venues to emerge stronger from the COVID-19 crisis.
- Co-ordinating and promoting an exciting, wide-ranging, and inclusive programme of events in the city centre and across the district.

Performance Monitoring

We will measure progress against the plan through an updated performance framework. This framework will include progress in key projects, risks, and opportunities.

A new set of measures will be agreed with Service Managers and the Senior Management Team. We will present these measures under each priority. Their purpose will be to help steer services and projects towards the benefits we want to achieve by implementing the plan. The performance framework will be monitored through Directorate Management Team meetings and a quarterly report to Senior Management Team. A quarterly summary of performance will be reported to Executive and Overview and Scrutiny.

The Carlisle Plan will be reviewed annually before the setting of service plans within our Directorates.

Carlisle Plan 2021-2023 Summary

Vision: To enable Carlisle to grow and prosper as the regional capital, benefiting the health and wellbeing of the people of Carlisle. We will work in partnership so that all can enjoy the benefits of new opportunities and choices, whilst rising to the challenges of a changing climate.

Priorities: Economic growth

Health and wellbeing

Key programmes and projects:

1. Delivering the Borderlands Inclusive Growth Deal.
2. Delivering St Cuthbert's Garden Village.
3. Delivering the Future High Street Fund, Towns Fund, Town Deal Accelerated Fund, and related regeneration projects.
4. Building on success through new economic opportunities.
5. Deliver The Sands Centre Redevelopment.
6. Deliver the Homelessness Prevention and Rough Sleepers Strategy.
7. Deliver the Homelife programme of advice and support.
8. Delivery of Phase VII World Health Organisation Healthy City Plan.
9. Deliver the Green Spaces Strategy and support the delivery of the Local Cycling and Walking Infrastructure Plan (CWIP).
10. Development and delivery of the new Cumbria Waste Strategy.
11. Deliver the Local Environment (Climate Change) Strategy.
12. Support for the delivery of the Carlisle Cultural Framework.
13. Support the delivery of partnership plans.
14. We will continue to prioritise the current response to and rapid recovery from the impacts of the Covid-19 Pandemic.

Corporate Plan 2021-2023 Summary

Purpose: Enabling the fulfilment of the Carlisle Plan whilst ensuring the efficient and effective delivery of all Council services.

The Corporate Plan is a signpost to the following strategic documents, plans and projects, within which we set out how services will be improved, and key projects resourced and delivered:

- Medium Term Financial Plan (MTFP): A comprehensive plan for strategic finance decision-making
- Asset Management Plan (AMP):
- Workforce Plan (WFP): The Workforce Plan provides a framework for dealing with challenges in a consistent way.
- Customer Service Charter: The customer charter outlines how our principles are at the heart of everything we do. Our promise is to continue to innovate so our customers can access council services anytime, anywhere.
- Project Management Handbook: A toolkit for project management.
- Performance Framework: This framework draws together all the activities that contribute to our performance.
- Risk Management Assurance Framework: This framework clearly sets out how we manage operational, strategic and major project risks.
- Information Governance Framework: This framework provides an over-arching basis of the Council's approach to the governance of its information.

Business change plans and strategies:

Together these documents will enable agile working, compliance with the new rules on data and improve the tasking and coordination of demand-led services.

- Business Continuity Planning.
- Dispersed and agile working.
- ICT Strategy and programme.
- Transformation Board actions.
- Directorate Planning & Service Planning: Service planning sets out what needs to be delivered, how, when and by whom, in the context of the Carlisle Plan, Corporate Plan and statutory/service responsibilities.

Report to Executive

Agenda
Item:
A.2

Meeting Date: 8th March 2021
 Portfolio: Economy, Enterprise and Housing
 Key Decision: Yes: Recorded in the Notice Ref: KD.02/21
 Within Policy and Budget Framework No
 Public / Private Public

Title: EMPTY PROPERTY GRANT ASSISTANCE
 Report of: Corporate Director of Governance and Regulatory Services
 Report Number: GD 13/21

Purpose / Summary:

To agree the use of capital funds which would ensure an extension to the Empty Property Grant. The report also requests an increase in the maximum possible Grant award from £3,000 to £5,000. The Grant supports the work of the City Council in bringing long term empty properties back into use.

Recommendations:

It is recommended that the Executive:

1. Consider and approve the proposed extension to the Empty Property Grant by agreeing to the use of £109,433.00 Capital funds from 2012/13 which are presently unallocated.
2. Approve a corresponding increase of £109,400 to the 2021/22 capital programme fully funded by external grant.
3. Increase the maximum Empty Property Grant offer to £5,000 and delegate authority to the Corporate Director of Governance and Regulatory Services, following consultation with the Portfolio Holder for Economy Enterprise and Housing to vary the terms of the proposed Grant should opportunities arise which are conducive to improved service delivery.

Tracking

Executive:	8th March 2021
Scrutiny:	4th March 2021
Council:	

1. BACKGROUND

- 1.1** Section 3.1 of the Housing Renewal Assistance Policy 2018 introduced the option to create an Empty Property Grant. The Executive on the 18th November 2019 (GD 55 /19) agreed the details of an Empty Property Grant using initial funding of £23,200 from a Capital Minor Works Grant. The Minor Works Grant was no longer required as its purpose had been superseded by discretionary Housing Grants made available by the Housing Renewal Assistance Policy.
- 1.2** With the initial funds for the Empty Property Initiative now committed or spent new sources of funding need to be found if the initiative is to continue. Appendix.1 provides an activity report for the initiative to date. Six empty properties were allocated £3,000, one £2,700 and one £2,500. Following the completed Grant works seven (7) properties have been removed from Empty Homes list (including 3 very long-term properties 2005, 2010 and 2011). Works to one property is still pending.
- 1.3** There are still over 1,000 empty properties in the District. The Empty Property Grant has been a useful option in encouraging the re occupation of empty properties, particularly those empty properties that have been neglected for some time.

2. PROPOSALS

- 2.1** The purpose of the grant funding is to support the work of the Empty Homes and Grants Officer in bringing long term empty properties back into use. The Officer's work solely focuses around domestic empty homes, not empty commercial lets.
- 2.2** Any funds available need to be used as efficiently as possible to enable the Council to assist the owners of empty homes. The scheme targets properties that have been empty for longer than 2 years. The grant would typically continue to be up to £3,000 to cover the costs associated with making that property viable for occupation. However, it is requested that flexibility is afforded and the maximum grant increased up to £5,000 (discretionary and on a 'case by case' basis); as some projects assessed during the initial grant allocation required more financial support due to extent of works required. Three thousand pounds was not enough to be viable for some owners to start works and therefore benefit from the grant offer
- 2.3** The City Council has non ring-fenced additional Disabled Facilities Grant funds of £109,433.00 from 2012/13. This Capital fund can be used for housing related capital investment, it is proposed that this fund is allocated to the Empty Property Initiative.

3. OTHER OPTIONS

3.1 Alternative options have been considered for the funding, which are listed below:

Disabled Facilities Grant (DFGs) – sufficient funds already exist for eligible mandatory and discretionary DFGs. An action plan for spending was produced and approved in 2019 which did not include this capital allocation from 2012 /13. It is likely that the DFG fund will require a carry forward from 2020/21. Unlike recent DFG allocations, which are linked to the Better Care Fund, this allocation from 2012/13 can be used for other Housing related matters such as the Empty Property initiative.

Works in Default – the fund could be used for works to a property with the costs recovered through the sale of the property. This is time intensive and already an option through the Enforced Sale Policy. The preferred funded option will operate where there is cooperation with the owner.

Two Year interest free loan. The funds could be used as a loan option, but it is considered that this is high risk and time intensive. Equally the take up and interest in these products in the past has been minimal.

Managed repair service. The City Council could use the funds to organise contractors to undertake works. The Council then recovers the costs and charges an administration fee (potentially through the sale of the property). The legal and financial risks to the Council are greater than the proposed option, it would also require greater resources from the Council.

Empty Dwelling Management Order. The City Council could use the funds to pay for repairs to homes and recover costs through rental arrangements (Low cost affordable rental) over 5-7 years (often requires substantial up-front funding which is not currently available). The legal and financial risks to the Council are greater than the proposed option, it would also require greater funds and property management resources from the Council.

4. RISKS

4.1 The Proposed Grant Assistance is discretionary and subject to available funding being available. It is only after works are completed that the owner can claim the previously approved grant. The Grant Assistance requires a commitment from the owners. Risks are further mitigated by placing the Council's grant contribution as a charge on the property, recoverable if the planned improvements and re occupation of the property does not progress. In this way the Grants Assistance is aligned with the Enforced Sale Policy.

5. CONSULTATION

- 5.1 The proposed Grant Assistance follows consultation within the Housing Pollution Group.
- 5.2 Following a request, and a Portfolio Holder Decision, the Report is to be considered at the Economic Growth Scrutiny Panel on the 4th March 2021. Observations from the Scrutiny Panel will be brought to the Executive meeting.

6. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 6.1 The proposed Empty Property Grant provides owners of long-term empty homes with an option to progress improvements that would allow re occupation of the properties. It is an alternative to the Council's formal options through the Enforced Sales Policy. The allocation of the £109,433.00 capital funds from 2012/13 will allow the continuation of the Grant and it could potentially support over 20 empty homeowners.

7. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

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

Contact Officer: Scott Burns **Email:** scott.burns@carlisle.gov.uk
Regulatory Services Manager

Appendices attached to report: **Appendix.1** Long-Term Empty Homes Grant 2020 – Post Activity Report

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL – In accordance with the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, the City Council is able to award discretionary grants of the type detailed in this Report. Such grants must be appropriately administered, and the purpose of the proposed grant scheme is to set in place a suitable open and transparent system for doing just that.

FINANCE – As detailed in this report, the City Council received additional Disabled Facilities Grant funding of £109,433 in 2012/13 which has been retained as a capital grant in advance until an appropriate use could be identified. The capital programme for 2021/22 will be increased by £109,400 for Empty Property Grant Assistance, fully funded by the external grant.

EQUALITY – None

INFORMATION GOVERNANCE – No Information Governance implications

Property - No property implications

Appendix 1

LONG-TERM EMPTY HOMES GRANT 2020 – POST ACTIVITY REPORT

In October 2019 the council kindly agreed to support a Long-Term Empty Homes Grant Initiative. A sum of £23,200 was sourced for the purpose of giving selected owners financial support to make properties habitable and ready for occupation within a six-month period.

The aim of the grant was to provide the impetus, as well as the financial support, to encourage owners of Long-Term Empty homes ¹ to make homes habitable and ready for use. This would also result in the removal of homes from the council's Empty Homes list (please note that there are currently 1077 empty homes in the Carlisle City Council catchment area. This is approx. 2.07% of residential properties which is significantly above the latest known national average of 0.92%).

Letters were sent to 313 owners of Long-Term Empty Homes offering the scheme and 36 responded and completed the application form (note: some late enquiries continued after the deadline but, were rejected). Visits and assessments were undertaken at the 36 properties. The assessment reviewed viability and confidence of being able to complete works within the six months; the owner's ability to pay for works above the grant allocation and also the impact the property is/was having on the local community. A matrix was devised to enable the selection of the successful owners.

Eight properties were selected using the matrix and four property owners were put on the reserve list. The matrix scoring system is attached. Six properties were allocated £3000, one £2700 and one £2500. Approvals and Acceptance forms were sent out with effect from 6th February 2020.

A schedule of works was agreed which was to be used as a benchmark to assess progress. The successful owners signed a Grant Acceptance Form which stated that payment will only be made on completion of works and after invoices were presented, with the property habitable and free of hazards. Failure to meet these elements disqualified payment. A 6-month timeframe was agreed however, due to the impact of the Covid 19 pandemic some flexibility was given.

1

*Homes that have been empty for 2 years or more

Due to data protection regulations addresses and names will not be included in this report. However, the location and types of properties included the following:

Property Locations	4 properties in Carlisle City Centre and 4 rural properties	Rural properties: 1 property in Longtown, 1 in West Hall, (Brampton), 1 in Hethersgill and 1 in Carleton (City outskirts).
Property Types	3 terraced, 1 flat, 1 semi-detached and 3 detached properties	
Works undertaken	Kitchen installation, heating, glazing, access improvement, re-wiring, bathrooms, joinery, damp, decoration (painting), floor coverings to kitchen and bathroom, etc.	
Empty Home duration	Longest property empty was from 2005 (14 years and 10 months and most recent 2 years 4 months). Years empty from: 2005,2010, 2011, 2015,2016, 2017, 2017, 2018	Average calculated length was 6 years 6 months.

Seven properties were completed by 25th July 2020 (delayed by less than a month from six-month target date despite the pandemic).

One property has had a significant delay until Dec 2020 due to access issues which still requires court and CPS intervention requiring a restraining order of a family member. The decision to maintain a flexible approach with this property was taken because the property was liable to a Prohibition order and causing a detrimental impact within the community. Funding was deemed necessary to assist towards a potential successful refurbishment of this property and would result in a positive outcome with regards to a ‘troublesome’ property. The owner will need to meet a latest completion date of 30 Mar 21 to be successful in receiving the grant.

Current usage of properties:

4 owner occupiers

3 Rental (incl Service Accommodation)

(the owner of the uncompleted project aims to rent the property on completion)

Identified Outcomes:

Incentivised owners to complete long overdue works

A property that was subject to arson is now habitable and being used for rental purposes

One property is being rented to a person through the County Council 'Gateway' programme at low-cost affordable rental rate

Mental Health relief given to owners as the funding gave them the support needed to complete measures

Seven (8) properties now removed from Empty Homes list (including 3 very long-term properties 2005, 2010 and 2011)

Positive feedback was given for the council's initiative thus, counter-balancing the negatively received penalty actions of Premium Council Tax measures.

Tackling with a Prohibition Order and troublesome property – blight to local community

Employment for local contractors and contribution to local economy

Positive feedback received by those receiving grants recommending continued support to future rent support to owners of Long-Term Empty Homes

Supporting rural as well as city centre residents.

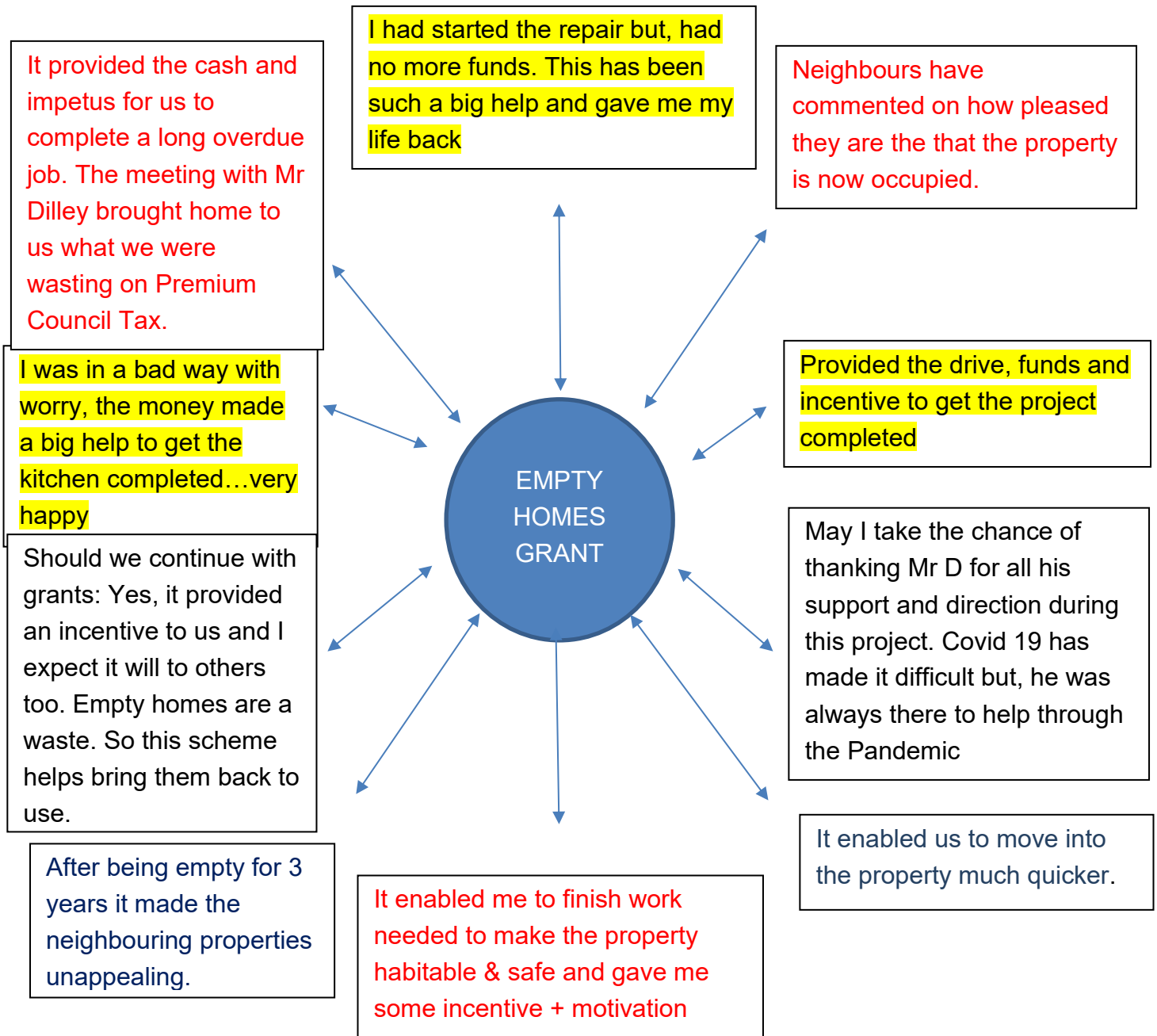
Future Consideration

Each client agreed that the scheme was extremely positive and that the grant opportunities should continue to be offered to Long-Term Empty Homes owners if possible.

Further enquiries about grant support has been received since the inception of this offer.

This may be driven by the introduction of the recent increase in Premium Council Tax and therefore owner's may now be encouraged to progress matters with their own properties. It is anticipated that if a further grant opportunity was afforded there would be a demand and another chance to reduce the level of Empty Homes in the area could be realised.

FEEDBACK COMMENTS



SOME BEFORE AND AFTER PHOTOS

BEFORE



AFTER







EMPTY PROPERTY GRANT ASSISTANCE - APPLICANT SELECTION CRITERIA AND SCORING MATRIX

The proposed selection criteria for successful Empty Property Grant Assistance applications will be administered and selected via the process below. Applicants with the highest points score will be given priority.

Scoring protocol:

Has the property been empty longer than 2 years	Yes 20 No 0
Has the property been reported as problematic or been identified by the Council as a problem?	Yes 20 No 10
Is the applicant the registered owner? eligible.	Yes 10 No, not eligible.
Has contact been made within 14 days of the grants are available letter?	Yes 20 No 10
Are the cost of the works over the grant limit?	Yes, 20 No 10
Are the works to bring the property up to a decent home standard?	Yes 20 No 0
Will the works make the property habitable and ready for occupation on completion?	Yes 20 No 0
Does the owner have recourse to funds?	Yes 20 No 10
Will the property be let out or occupied within 6 months of completion?	Yes 30 No 0
Likelihood of successful completion and reoccupation. Low 0	Yes 20 Med 10
Length of Empty status	2-4yrs: 10, 4-6yrs: 20, 6yrs or more 30

Scoring Thresholds

Immediate consideration, 120 plus

First consideration Waiting list over 100.

Second consideration waiting list, 99 – 50

Not eligible, under 50

If a final selection procedure is required due to oversubscription above the 120 score threshold, then applicants will be selected initially on highest scores and then, if required, the date we received the application (first come, first serve).

Executive

Agenda
Item:
A.3

Meeting Date: 8 March 2021
Portfolio: Communities, Health and Wellbeing
Key Decision: YES: Recorded in the Notice Ref: KD.03/21
Policy and Budget Framework: No
Public / Private: Public

Title: Disabled Facilities Grant Update
Report of: Corporate Director of Governance and Regulatory Services
Report Number: GD 12/21

Purpose / Summary:

A report updating members on the progress of allocations under the Disabled Facilities Grants in 2020/21. The report also requests additional funds are allocated to the Additional Discretionary Assistance for Mandatory Grants to assist those mandatory DFG applications where the works required exceed the available grant.

Recommendations:

It is recommended that the Executive:

1. Consider and note the progress of allocations under the Disabled Facilities Grants for 2020/21.
2. Approve an increase of £255,800 to the 2020/21 Capital Programme, fully financed by additional Disabled Facilities Grant funding received.
3. Approve the proposal to replenish and reinforce the Additional Discretionary Assistance for Mandatory Grant by £190,100.

Tracking

Executive:	8 March 2021
Scrutiny:	
Council:	

1. BACKGROUND

1.1 Carlisle City Council has received an additional Disabled Facilities Grant (DFG) allocation for 2020/21 of £255,800. This was received by City Council in January 2021. Along with the initial allocation of £1,899,800, this took the Ministry of Housing Communities and Local Government DFG allocation for Carlisle in 2020/21 to £2,155,600. A total of £3,120,400 would originally have been available for 2020/21 when the carry forward from 2019/20 of £964,800 is included. However, approximately £776,325 of the £3,120,400 is committed to the Occupational Therapist post, the Homelife Liaison Officer post and the Mandatory Assistance Grant (all posts to improve the delivery of grant assistance), see Table .1 for the budget summary as of January 2021.

1.2 As of 15th December 2020, the Council's Housing and Pollution Team, who lead on the mandatory DFGs, had 167 live cases, 89 cases of which were still to be approved so had no funding yet allocated to them. The amount already approved by Housing and Pollution is about £950,000. Homelife who lead on the discretionary DFGs had 155 clients as of 15th December 2020 and were on course to use £1,000,000 of the allocation. When considering the DFG process had to slow during the spring and summer coronavirus lock down period it is clear that there has been significant DFG activity in the remaining months.

Original Allocation from MHCLG	1,899,800				
Carry Forwards from Previous Years	964,800				
Current Budget	2,864,600				
Additional Allocation due from MHCLG	255,800				
Revised Budget for 2020/21	3,120,400				
	Revised Budget	Actual to date	Balance Remaining	Projected Spend to year end	Available to carry forward
Split as follows:					
Grants	2,289,100	1,250,905	1,038,195	1,950,000	339,100
Existing Commitments	831,300	54,975	776,325	71,775	759,525
	3,120,400	1,305,880	1,814,520	2,021,775	1,098,625

Table 1. Summary of DFG Budget January 2021

1.3 The City Council is spending its DFG allocation and has been making good progress in reducing the amount of carry forward from 2016/17, when the City Council didn't have the appropriate grant offers or the capacity (Housing and Pollution were heavily involved with issuing flood grants at his time) to process the significant uplift in the DFG allocation. The Disabled Facilities Grants (DFG) Action Plan - 2019 – 2021 had 2020/21 as being a year without any DFG carry forward and it is likely that without the lock down period this would have been achieved.

- 1.4** The Grant offers introduced by the Housing Renewal Assistance Policy in 2018 have been successful with discretionary grants, such as Safe and Warm grants, Independent living adaptation grants and energy efficiency grants, accounting for around 50% of the grant spend. The discretionary grants, in particular the Independent living adaptation grants, greatly assist the mandatory grants by taking some work out of the means testing processes thereby increasing the overall grant allocation for certain works.

2. PROPOSALS

- 2.1** From an available budget of £3,120,400 which includes the additional allocation, and an estimated grant expenditure of £1,950,000 for 2020/21 an amount of £339,100 is likely to remain unallocated for grants at the end of the financial year. This is additional to the existing commitments of £759,525 will be carried forward.
- 2.2** It is proposed to move £190,100 of the £339,100 into the Additional Discretionary Assistance for Mandatory Grant. This Grant assists the County Council and the NHS as it avoids them having to find funds when financial limits have been reached on the mandatory allocations. It also assists the City Council as there are occasions where grants are unnecessarily delayed whilst additional funding is sought. The original funds of £300,000 are now reduced by nearly one third so it is sensible to replenish and reinforce this fund. The proposed use of the funds in this way allow the Council to assist people in real need when there would otherwise be a gap in necessary funding.
- 2.3** The remaining £149,000 will be held back to cover any possible spend above that predicted and will otherwise be carried forward for use in 2021/22 along with the committed £759,525. An initial request has been made to Council to approve a carry forward of £500,000 into 2021/22.
- 2.4** A revised Housing Renewal Assistance Policy and DFG Action Plan will be produced in 2021/22.

3. RISKS

- 3.1** The report summaries the progress of allocations under the Disabled Facilities Grants for 2020/21 and removes risks by confirming budgets and accounting for expenditures.

4. CONSULTATION

- 4.1** The Housing and Pollution Team and Homelife HIA were consulted on how to allocate the additional 2020/21 grant of £255,800.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 5.1** There is some uncertainty on how the DFG allocations for 2020/21 will be spent. The financial year started with a lock down that saw many contractors no longer operating and many homeowners not wanting to pursue works. Since the first lockdown applications have significantly increased and additional funds for DFGs have been provided by central Government. At the time of writing the report we are uncertain how infection rates will affect the delivery of DFGs in the last quarter. The Additional Discretionary Assistance for Mandatory Grant has been well used by the County Council and the NHS taking pressures off their budgets. As the grant has been reduced by nearly one third it is sensible to replenish and reinforce this fund.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

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

Contact Officer: Scott Burns Regulatory Services Manager
Scott.burns@carlisle.gov.uk

Appendices attached to report: None

Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:

- None

CORPORATE IMPLICATIONS:

LEGAL – Disabled Facilities Grants are mandatory but capped and there is scope to add discretionary monies to the system via the policies that the Council has in place.

PROPERTY SERVICES - No property implications

FINANCE – The Council receives Disabled Facilities Grant funding through the Better Care Fund. The current budget allocation in 2020/21 (including amounts carried forward from previous years) stands at £2,864,600. The capital programme for 2020/21 will be increased by £255,800 for the additional allocation of £255,800 that has been received and which can only be used for the specific purpose of funding adaptations for disabled people who qualify for a Disabled Facilities Grant. The proposals within this report request a redistribution of funds within the overall budget available to better utilise the funding.

EQUALITY – None

INFORMATION GOVERNANCE – No Information Governance implications

**CARLISLE
CITY COUNCIL**



www.carlisle.gov.uk

**NOTICE
OF
EXECUTIVE
KEY DECISIONS
5 FEBRUARY 2021**

Notice of Key Decisions

This document provides information on the 'key decisions' to be taken by the Executive within the next 28 days. The Notice will be updated on a monthly basis and sets out:

- Details of the key decisions which are to be taken;
- Dates of the Executive meetings at which decisions will be taken;
- Details of who will be consulted and dates for consultation;
- Reports and background papers which will be considered during the decision making process;
- Details of who to contact if further information is required
- Details of where the document can be inspected
- Details of items which the public may be excluded from the meeting under regulation 4(2) and the reason why
- Details of documents relating to the decision which need not, because of regulation 20(3) be disclosed to the public and the reason why.

The dates on which each new Notice will be published are set below:

Publication Dates

- 8 January 2021
- 5 February 2021
- 5 March 2021

Key decisions are taken by the City Council's Executive and these are usually open to the public. Agendas and reports and any other documents relevant to the decision which may be submitted can be viewed in the Customer Contact Centre at the Civic Centre, Carlisle or on the City Council's website (www.carlisle.gov.uk). Agendas and reports are published one week ahead of the meeting.

A Key Decision is an Executive decision which is likely –

- (a) to result in the relevant local authority incurring expenditure which is, or the making of savings which are, significant* having regard to the local authority's budget for the service or function to which the decision relates;
- (b) to be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the relevant local authority.

*significant expenditure or savings to the authority in excess of £70,000

The City Council's Executive Members are:

- Councillor J Mallinson (Leader / Chairman)
- Councillor G Ellis (Deputy Leader, and Finance, Governance and Resources Portfolio Holder)
- Councillor N Christian (Environment and Transport Portfolio Holder)
- Councillor S Higgs (Culture, Heritage and Leisure Portfolio Holder)
- Councillor Mrs Mallinson (Communities, Health and Wellbeing Portfolio Holder)
- Councillor P Nedved (Economy, Enterprise and Housing Portfolio Holder)

Should you wish to make any representations in relation to the items being held in private or if you require further information regarding this notice please contact Democratic Services on 01228 817039 or committeeservices@carlisle.gov.uk.

Index of Active Key Decisions

		Date Decision to be considered:	Date Decision to be taken:
KD.01/21	Carlisle Plan	8 March 2021 consultation period to include Overview and Scrutiny as appropriate	2 June 2021
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KD.02/21	Empty Property Grant Assistance		8 March 2021
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KD.03/21	Disabled Facilities Grant Update		8 March 2021
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KD.04/21	St Cuthbert's Garden Village Strategic Design Supplementary Planning Document		6 April 2021
<hr/>			
KD.05/21	Carlisle Station Gateway – Phase 1		8 March 2021
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Notice of Key Decisions to be taken by the Executive

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.01/21
Type of Decision:	Executive
Decision Title:	Carlisle Plan
Decision to be taken:	The Executive will be asked to recommend the new Carlisle Plan to Council for adoption.
Date Decision to be considered:	8 March 2021 consultation period to include Overview and Scrutiny as appropriate
Date Decision to be taken:	2 June 2021
Is the Decision Public or Private?:	The decision will be taken in public.
Documents submitted for consideration in relation to the Decision:	The report of the Deputy Chief Executive will be available five working days before the meeting
Contact Officer for this Decision:	Deputy Chief Executive, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Leader
Relevant or Lead Overview and Scrutiny Panel:	Business & Transformation Scrutiny Panel, Health & Wellbeing Scrutiny Panel, Economic Growth Scrutiny Panel,

All public reports can be viewed in the Customer Contact Centre of the Civic Centre, Carlisle, the Public Library and on the Council's website www.carlisle.gov.uk.

Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Notice of Key Decisions to be taken by the Executive

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.02/21
Type of Decision:	Executive
Decision Title:	Empty Property Grant Assistance
Decision to be taken:	<p>The Executive will be asked to</p> <ol style="list-style-type: none"> 1. Consider and approve a proposed extension to the Empty Property Grant by agreeing to the use of £109,433.00 Capital funds from 2012/13 which are presently unallocated. 2. Increase the maximum Empty Property Grant offer to £5,000 and delegate authority to the Corporate Director of Governance and Regulatory Services, following consultation with the Portfolio Holder for Economy Enterprise and Housing to vary the terms of the proposed Grant should opportunities arise which are conducive to improved service delivery.
Date Decision to be considered:	
Date Decision to be taken:	8 March 2021
Is the Decision Public or Private?:	The decision will be taken in public.
Documents submitted for consideration in relation to the Decision:	The report of the Corporate Director of Governance and Regulatory Services will be available five working days before the meeting
Contact Officer for this Decision:	Corporate Director of Governance and Regulatory Services, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Economy, Enterprise and and Housing (Councillor Nedved)
Relevant or Lead Overview and Scrutiny Panel:	Economic Growth Scrutiny Panel

All public reports can be viewed in the Customer Contact Centre of the Civic Centre, Carlisle, the Public Library and on the Council's website www.carlisle.gov.uk.

Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Notice of Key Decisions to be taken by the Executive

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.03/21
Type of Decision:	Executive
Decision Title:	Disabled Facilities Grant Update
Decision to be taken:	The Executive will be asked to 1. Consider and note the progress of allocations under the Disabled Facilities Grants for 2020/21 2. Consider a proposal to replenish and reinforce the Additional Discretionary Assistance for Mandatory Grant by £190,325
Date Decision to be considered:	
Date Decision to be taken:	8 March 2021
Is the Decision Public or Private?:	The decision will be taken in public.
Documents submitted for consideration in relation to the Decision:	The report of the Corporate Director of Governance and Regulatory Services will be available five working days before the meeting
Contact Officer for this Decision:	Corporate Director of Governance and Regulatory Services, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Communities, Health and Wellbeing (Councillor Mrs Mallinson)
Relevant or Lead Overview and Scrutiny Panel:	Health and Wellbeing Scrutiny Panel

All public reports can be viewed in the Customer Contact Centre of the Civic Centre, Carlisle, the Public Library and on the Council's website www.carlisle.gov.uk.

Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Notice of Key Decisions to be taken by the Executive

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.04/21
Type of Decision:	Executive
Decision Title:	St Cuthbert's Garden Village Strategic Design Supplementary Planning Document
Decision to be taken:	The Executive will be asked to consider the summary of consultation responses, agree the officer recommended responses and approve the adoption of the final St Cuthbert's Garden Village Strategic Design Supplementary Planning Document as part of the Council's Planning Policy Framework
Date Decision to be considered:	
Date Decision to be taken:	6 April 2021
Is the Decision Public or Private?:	The decision will be taken in public.
Documents submitted for consideration in relation to the Decision:	The report of the Corporate Director of Economic Development will be available five working days before the meeting
Contact Officer for this Decision:	Corporate Director of Economic Development, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Economy, Enterprise and and Housing (Councillor Nedved)
Relevant or Lead Overview and Scrutiny Panel:	Economic Growth Scrutiny Panel

All public reports can be viewed in the Customer Contact Centre of the Civic Centre, Carlisle, the Public Library and on the Council's website www.carlisle.gov.uk.

Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Notice of Key Decisions to be taken by the Executive

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.05/21
Type of Decision:	Executive
Decision Title:	Carlisle Station Gateway – Phase 1
Decision to be taken:	The Executive will be asked to note the Business case for the Carlisle Station project and give their approval to enter into an agreement with the County Council regarding the City Councils landholdings that are necessary to deliver the scheme.
Date Decision to be considered:	
Date Decision to be taken:	8 March 2021
Is the Decision Public or Private?:	The decision will be taken in private. The report is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as the report contains exempt information relating to the financial or business affairs of any particular person (including the authority holding that information)
Documents submitted for consideration in relation to the Decision:	The report of the Corporate Director of Economic Development will be available five working days before the meeting
Contact Officer for this Decision:	Corporate Director of Economic Development, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Leader
Relevant or Lead Overview and Scrutiny Panel:	Economic Growth Scrutiny Panel

All public reports can be viewed in the Customer Contact Centre of the Civic Centre, Carlisle, the Public Library and on the Council's website www.carlisle.gov.uk.

Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Notice prepared by Councillor John Mallinson,
Leader of Carlisle City Council

Date: 5 February 2021

Below is a list of decisions taken by Individual Portfolio Holders acting under delegated powers, full details can be viewed on the Council's website www.carlisle.gov.uk:

PF.1/21

EMPTY PROPERTY GRANT ASSISTANCE

Portfolio Holder who made the Decision:

Councillor Mr Paul Nigel Hamilton Nedved

Portfolio Area:

Subject Matter:

A decision notice to refer the Empty Property Grant Assistance to the Economic Growth Scrutiny Panel for consideration before the Grant Assistance is presented to the Executive on 8 March 2021.

Summary of Options rejected:

To refer the Report to the EGSP meeting of the 12th April 2021. Rejected as it could mean the Report again being considered by a further Executive. To streamline the decision-making process, it seems more efficient for the opinions of the EGSP to be available for the 8th March 2021.

DECISION

To refer the Committee Report on the Empty Homes Grant Assistance to the Economic Growth Scrutiny Panel (EGSP) for its meeting on the 4th March 2021. This will be before the Report is considered by the Executive on the 8th March 2021.

Reasons for Decision

The EGSP made a requested to consider the Report and it would be useful to have their input before a decision is made by the Executive.

Background Papers considered:

None

Date Decision Made:

01 February 2021

Implementation Date:



Notice of Decision taken by The Leader – Councillor John Mallinson

Leader’s Decision Reference:	LD.02/21
Subject Title:	<p>Paton House project</p> <ul style="list-style-type: none"> • Variation on roles and responsibilities in the delivery of the demolition of the building • Addition of the project to the Council’s capital and revenue programmes for 2020-21 and 2021-22
Subject Matter:	<p>Approval to proceed with the Paton House project was given by the Executive in March 2020 (Private Report ED14/20 Not for publication by Virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972). The project involves the acquisition of the long leasehold interest on the building to enable its subsequent demolition.</p> <p>The project is wholly funded by Cumbria LEP (£1.782m) and forms the first stage of site assembly for the redevelopment of the Citadels that is being funded through the Borderlands Growth Deal.</p> <p>The report outlined that Cumbria County Council would carry out the demolition on behalf of the City Council by taking control of the site under a licence and managing the works, including the procurement and contracting of contractors directly.</p> <p>The County Council subsequently notified the City Council that they were unable to progress in this role.</p> <p>In order to ensure the successful delivery of the project a co-operation agreement was entered into (OD83/20). This sets out the roles and responsibilities of the two councils:</p> <ul style="list-style-type: none"> • Cumbria County Council undertaking procurement (professional support services and main demolition) and project management of both workstreams and; • City Council responsible for preparation and award of contracts (professional support services and main demolition) and financial management. <p>This variation to the recommendation will increase the level of risk to Carlisle City Council event of project / financial over run.</p>

	<p>The cost of the demolition of the building is included within the grant funding secured from Cumbria LEP and a budget of £892,500 has been allocated. Tenders for the demolition have been received, with the preferred contractor quoting £750,000 for the works.</p> <p>This £892,500 figure includes £45,000 for the appointment of a technical advisor, who will act as a liaison between the city council and the appointed contractor. Therefore, a budget of £847,500 is available for the capital demolition work. Taking into account the £45,000 for the appointment of the technical advisor, £97,500 (11.5%) is available for contingencies / cost overrun.</p>
Relevant Portfolio Area:	Leader
Decision Taken:	<p>Change to the recommendation agreed by the Executive in March 2020 (ED14/20) - under the provisions of the Cooperation Agreement, Carlisle City Council will be responsible for preparation and award of the professional support services and main demolition contracts, and overall financial management.</p> <p>Add the project to the Council's capital and revenue programmes for 2020-21 and 2021-22, with the following spend profile</p> <ul style="list-style-type: none"> • £879,500 for 2020/21 (£814,500 and £65,000 for the capital and revenue budgets respectively and; • £902,500 for 2021/22 (£862,500 and £40,000 for the capital and revenue budgets respectively).
Key or Non-Key Decision:	YES
Date Decision Made:	23/02/2021
Reports and Background Papers considered:	<p>Paton House Project – variation on roles and responsibilities in the delivery of the demolition of the building (Private Report - Not for publication by Virtue of paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972)</p>
Details of alternative options considered and rejected:	None. Not entering into a demolition contract will result in the Paton House project not proceeding and the loss of the CLEP funding.

Interests Declared:	None
Date published:	24 February 2021
Urgent Decision not subject to call in:	YES
Consent of Chairman/Deputy Chairman of Council to Urgency:	YES/NO – Mayor 24/02/2021
Deadline for call-in:	N/A
Implementation date if not called in:	24 February 2021

Relevant Scrutiny Panel:	Economic Growth
Call-in notified to and date notified:	N/A
Approved for implementation on:	24 February 2021

All public reports can be viewed on the Council's website www.carlisle.gov.uk

Officer Decisions

Below is a list of decisions taken by Officers which they have classed as significant, full details and supporting background documents can be viewed on the Council's website www.carlisle.gov.uk/CMIS/

Decision Ref No	Title: Subject and Decision Taken:	Reports and Background Papers considered:	Date Decision Taken:	Decision Maker:
OD.21/21	<p>Acceptance of funding associated with the 2021/22 Cumbria One Public Estate (OPE) Fund Application</p> <p>To accept £60,000 grant funding and £300,000 sustainable grant funding (repayable by 2024) from the OPE programme to develop and deliver the Cumbria-wide programme of transformation and development.</p> <p>The District Councils, Cumbria County Council and other partners represented on the Cumbria Chief Executives Group have continued to work on the Governments OPE programme following an initial successful application for £120,000 from the last phase of this initiative. The application submitted for this round of funding was recently approved and an award of £360,000 has been made to our partnership to assist with the delivery of the programme.</p> <p>Carlisle City Council is acting as the lead agency in this programme and as such will manage the use of this grant.</p>	None	25 February 2021	Deputy Chief Executive
OD.20/21	Carlisle City Council ECO Flexible Eligibility Statement of Intent (S.O.I.) Version 3	This decision has been made in accordance with BEIS guidance available at: https://www.gov.uk/government/publications/energy-	23 February 2021	Corporate Director of Governance and

	<p>To agree amended version 3 of the statement setting out Carlisle City Council's flexible eligibility criteria for the Energy Company Obligation (ECO3) scheme from October 2018 – March 2022.</p> <p>The amended Version 3 is attached (Appendix A)</p> <p>The changes have been highlighted from previous version 2 (Appendix B)</p>	<p>company-obligation-eco-help-to-heat-scheme-flexible-eligibility</p> <p>Report GD.16/18 - ENERGY COMPANY OBLIGATIONS - FEXIBLE ELIGIBILITY STATEMENT OF INTENT including appendices A & B</p>		Regulatory Services
OD.19/21	<p>Grant Funding Agreement: Paton House</p> <p>To Authorise the completion of the Grant Funding Agreement between Carlisle City Council and Cumbria Local Enterprise Partnership by the Corporate Director of Governance and Regulatory Services following consultation with the Corporate Director of Economic Development, the Leader of the Council and the Portfolio Holder for Finance, Governance and Resources as to the final terms and conditions.</p>	<p>Executive Report 9 March 2020 - GD.11/20 - Disposal of Asset – Private not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972</p>	19 February 2021	Corporate Director of Governance and Regulatory Services
OD.15/21	<p>Council Tax Base 2021/22</p> <p>In accordance with section 2 (a) of the Council's Constitution <i>Responsibility for Council Functions</i>, the Corporate Director of Finance and Resources is required to calculate the council tax base on an annual basis.</p> <p>That, after making the necessary calculations in accordance with Regulations, the estimated Council Tax Base for 2021/22 is set at 34,666.41.</p> <p>The proportion of this tax base due to the reduction of second homes discount is 216.42.</p>	<p>Council Tax Base calculation spreadsheets 2021/22</p>	19 February 2021	Corporate Director of Finance and Resources

OD.16/21	<p>Council Tax Deficit 2021/22</p> <p>In accordance with section 2 (b) of the Council's Constitution <i>Leader's Scheme of Delegation</i>, the Corporate Director of Finance and Resources is required to estimate any surplus or deficit on the Collection Fund.</p> <p>That, after making the necessary calculations in accordance with Regulations, the estimated Council Tax Deficit for 2021/22 is estimated at £1,204,081.48 which would normally be shared proportionally with the main preceptors on the Collection Fund as follows:</p> <ul style="list-style-type: none"> • Carlisle City Council - £146,948.37 • Cumbria County Council - £892,573.15 • Cumbria Police & Crime Commissioner - £164,559.96 <p>However, this amount includes estimated in-year deficit for 2020/21 of £1,016,210 and in accordance with The Local Authorities (Collection Fund: Surplus and Deficit) (Coronavirus) (England) Regulations 2020, local authorities have been given the ability to spread this in-year deficit over the following 3-years due to the exceptional circumstances the COVID-19 pandemic has had on local tax collection. Therefore, taking this into account, the proportionate shares recognised in the budget for 2021/22 are as follows:</p> <ul style="list-style-type: none"> • Carlisle City Council - £64,268.29 • Cumbria County Council - £390,639.42 	Council Tax Surplus/Deficit calculation spreadsheets 2021/22 & CIPFA Collection Fund Toolkit	19 February 2021	Corporate Director of Finance and Resources
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	<ul style="list-style-type: none"> Cumbria Police & Crime Commissioner - £71,970.77 			
OD.17/21	<p>National Non Domestic Rates Return 1 (NNDR1) 2021/22</p> <p>Revised regulations came into force in February 2013 that required Local Authorities to formally approve their forecast Business Rates income as calculated in the National Non Domestic Rates Return 1 (NNDR1) 2021/22 form.</p> <p>The Rates retention scheme that is in force for 2021/22 requires this figure to be calculated in order to set the amounts to be paid over to Central Government and the County Council. This amount is to be calculated by 31 January each year.</p> <p>That the Net Rate Yield excluding transitional arrangements but after rate retention adjustment as per the NNDR 1 is £43,539,903 for 2021/22, with the Central Government share being £21,769,952, the County Council Share being £4,353,990 and the billing authority share being £17,415,961 before tariffs and top-ups. These amounts exclude the estimated deficit on the collection fund for 2020/21 of £23,656,544 (which includes provision for all backdated appeals in line with regulations)</p>	NNDR 1 2021/22	15 February 2021	Corporate Director of Finance and Resources
OD.14/21	<p>Homeless Prevention 2021/22</p> <p>To issue Cumbria Gateway Ltd grant funding of £34,000 in 2021/22, to deliver personalised targeted support to people accommodated across</p>	Partnership established as part of Next Steps Accommodation Programme 2020/21:	12 February 2021	Homeless Prevention and Accommodation

	22 units who are at risk of homelessness and rough sleeping in Carlisle from 01 April 2021 to 31 March 2022.	Officer Decision Notice OD.9/20 taken by the Corporate Director of Governance and Regulatory Services. Officer Decision Notice OD.100/20 & 130/20 taken by the Homeless Prevention & Accommodation Services Manager.		Services Manager
OD.13/21	Homeless Case Management System To extend the contract agreement through G-cloud 10 for Locata HPA2 homeless case management system for a further 12 months.	None	03 February 2021	Homeless Prevention and Accommodation Services Manager
OD.12/21	Rough Sleeping Initiative 2021/22 To act as the lead authority for Cumbria and accept additional three months grant funding (£142,832) from the Ministry of Housing, Communities and Local Government to extend the current countywide projects until 30 June 2021	GD.27/19, OD 041/19, OD 034/19, OD 65/20 all available on www.carlisle.cmis.uk.com	02 February 2021	Corporate Director of Finance and Resources
OD.18/21	Precept Payment Dates 2021/22 In accordance with section 2 (b) of the Council's Constitution <i>Leader's Scheme of Delegation</i> , the Corporate Director of Finance and Resources is required to set the Collection Fund precept/business rate retention scheme payment dates. Consultation is required with the major precepting authorities, i.e. Cumbria County Council and the Police & Crime Commissioner, on these suggested precept dates for 2021/22. Actual precept payment dates have to be notified before 31 January of each year.	Paper to CCFO 31 st January 2021 (attached)	31 January 2021	Corporate Director of Finance and Resources

	Consultation took place with the Cumbria Chief Finance Officers via email on 1 st February 2021, with the suggested dates, set out on the attached, being agreed.			
OD.9/21	Licensing decisions taken between 1 January and 31 January 2021 The Licensing Manager has granted the attached licences or permissions under an express authorisation delegated to her and in accordance with the Council's policy requirements.	Applications for various licences. Private Not for Publication by Virtue of Paragraph 1 of Part 1 of Schedule 12A of the Local Government Act.	29 January 2021	Licensing Manager
OD.8/21	Landlord's consent to lease renewals of unit 82 at The Lanes Shopping Centre, Carlisle. To grant Landlord's consent to lease renewal of unit 82 at The Lanes Shopping Centre, Carlisle.	None	28 January 2021	Property Services Manager
OD.10/21	Planned Maintenance Capital Programme 2020 / 2021 – Replacement fire escape staircase to Talkin Tarn Tearoom Café. This capital repair was programmed following a survey which identified the current timber fire escape staircase was in poor condition. The decision was taken to award the contract for replacement of the staircase to a suitably qualified contractor (PMS Fabrications Ltd).	Corporate Assets Capital Programme 2020/2021; and 3 Year Maintenance Programme 2019/20 – 2021/2022. (Report GD.62/19 available on CMIS).	28 January 2021	Property Services Manager
OD.11/21	Asset management of Kingstown Industrial Estate & Parkhouse Business Park – update on progress Asset management of Kingstown Industrial Estate & Parkhouse Business Park – review of performance report (ref GD.16/21) for Leader and Portfolio Holder for Finance, Governance & Resources. The report will be going to Business	Report to Leader and PHG, F & R and Managing agents KPI report – private not for publication pursuant to paragraph 3, Schedule 12A, Local Government Act 1972.	27 January 2021	Corporate Director of Governance and Regulatory Services

	& Transformation Scrutiny Panel meeting on 18 th February 2021.			
OD.6/21	Elected Member Training Cllr Louise Atkinson to attend The Future of Local Government Virtual Seminar on 17- 19 March 2021	None	21 January 2021	Deputy Chief Executive
OD.5/21	Community Protection Notice issued under the Anti-Social Behaviour, Crime and Policing Act 2014 during the period of December 2020 Empty property enforcement action has been taken where empty properties are in such a condition that the owners have allowed them to cause persistent anti-social behavioural impact on the community, which has resulted in enforcement action after an initial warning notice has been issued to the responsible person (s) The serving of a community protection notice (s) under Section 43 Anti-Social Behaviour, Crime and Policing Act 2014. Action taken against 1 individual Date served:15th December 2020 Date operative until 25 th January 2021 Case reference: MAU 007498/NOT: 002690	Statutory Guidance and Private Sector Housing Enforcement Policy. Excel copy of public notice register.	14 January 2021	Principal Health and Housing Officer
OD.4/21	Community Protection Notice issued under the Anti-Social Behaviour, Crime and Policing Act 2014 during the period of December 2020 Empty property enforcement action has been taken where empty properties are in such a condition that the owners have allowed them to cause persistent anti-social behavioural impact on the community, which has resulted in	Statutory Guidance and Private Sector Housing Enforcement Policy. Excel copy of public notice register.	14 January 2021	Principal Health and Housing Officer

	<p>enforcement action after an initial warning notice has been issued to the responsible person (s). The serving of a community protection notice (s) under Section 43 Anti-Social Behaviour, Crime and Policing Act 2014. Action taken against 1 individual/Company Date served: 15th December 2020 Date operative until 15th January 2021 Case reference: NOT/002701</p>			
OD.3/21	<p>Homeless Prevention and Accommodation Services The Homeless Prevention and Accommodation Service team managers of Carlisle City Council have made the attached decisions for 1 April to 31 December 2020, under the express authorisation delegated to relevant officers in accordance with the Council's policy requirements</p>	<p>Individual assessments of need and vulnerability are considered on a case by case basis to inform decision making; these include personal sensitive information. The assessments are not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as the report contains exempt information relating to the financial or business affairs of any particular person (including the authority holding that information) assessments are</p>	14 January 2021	Homelessness Prevention and Accommodation Manager
OD.7/21	<p>Planned Maintenance Capital Programme 2020/21 – cleaning and maintenance to Monuments The capital repair was programmed following a survey of statues and monuments. Decision taken to award a contract to a suitably qualified contractor (Atkins and Little) to undertake the works to the Creighton Memorial in Hardwicke Circus and James Steel Statue in English St.</p>	<p>Corporate Assets Capital Programme 20/21 and 3 Year Maintenance Programme 2019/20 – 2021/22</p>	13 January 2021	Property Services Manager

JOINT MANAGEMENT TEAM

MINUTES – 8th February 2021

Attendees	Leader; Deputy Leader; PH Economy, Enterprise & Housing; PH Environment & Transport; PH Communities, Health & Wellbeing; PH Culture, Heritage & Leisure; Chief Executive; Deputy Chief Executive; Corporate Director of Governance & Regulatory Services; Corporate Director of Finance & Resources; Corporate Director of Economic Development
Apologies	

Agenda Item 1 – Minutes of Meeting 13th January 2021	Action
Noted and agreed	
Agenda Item 2 - Updates on Borderlands; The Sands; Civic Centre; St Cuthbert's Garden Village; Central Plaza	
Members of SMT provided the Executive with their update on the current position regarding each area	
Agenda Item 3 – Future Items for Notice of Executive Key Decisions	
Noted and agreed	
Agenda Item 4 - JMT Forward Plan	
Reviewed and updated	

Report to Executive	Agenda Item: A.8
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Meeting Date: 8th March 2021
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Within Policy and Budget Framework: Yes
 Public / Private: Public

Title: QUARTER 3 PERFORMANCE REPORT 2020/21
 Report of: Policy and Communications Manager
 Report Number: PC 17/21

Purpose / Summary:

This report contains the Quarter 3 2020/21 performance against the current Service Standards and a summary of the Carlisle Plan 2016-19 actions as defined in the ‘plan on a page’. Performance against the 2020/21 Key Performance Indicators (KPIs) are also included.

Recommendations:

1. Consider the performance of the City Council as presented in the report with a view to seeking continuous improvement in how the Council delivers its priorities.

Tracking

Executive:	08/03/21
Scrutiny:	Health and Wellbeing 25/02/21 Economic Growth 04/03/21 Business and Transformation 18/02/21
Council:	N/A

1. BACKGROUND

1.1 This report contains the 2020/21 Quarter 3 performance against the Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. The Key Performance Indicators (KPIs) are also included as an appendix.

1.2 Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs. The following pages contain the Council's performance against the Service Standards.

1.3 The measures are predominately lagging indicators (looking back at performance) and cover a range of services. Some indicators naturally lend themselves to having a specific target, or a national target, whilst with others the aim is to continually improve year-on-year compared to past performance. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The measures can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form is just one aspect of the Council's wider performance framework.

1.4 The updates against the actions in the Carlisle Plan are presented in Section 3. The intention is to give the Executive a brief overview of the current position without duplicating the more detailed reporting that takes place within the Scrutiny agendas and Portfolio Holder reports.

1.5 At their meetings of 28th August and 3rd September 2020 respectively, Health and Wellbeing and Business and Transformation Scrutiny Panels both resolved that they would like to be involved in developing the content of future performance reports. It was agreed by all three Scrutiny Panels that this work should be carried forward by a Task and Finish Group that involved officers and Members from each Panel.

1.6 The aims of the aims of the Task and Finish Group are:

- Review existing reporting, seek advice from Policy and Communications Team on strengths and challenges of existing reporting
- Research examples of good practice
- Develop recommendations to share with the three Scrutiny Panels.

1.7 The group met for the first time on 15th January 2021 and the current performance report content and format were reviewed. It was agreed that members of the group would research areas of good practice in performance management reporting and feedback to the group with some options at the next meeting on 2nd February. A set of draft principles for future reporting were then broadly agreed at this meeting and a draft report template will be discussed at the final meeting in April before being presented to the Panels for discussion later in the year.

1.8 Summary of KPIs and Service Standards:

Service Standards – 2 ‘red’, 1 ‘amber’ and 7 ‘green’

KPIs – 5 ‘red’, 4 ‘amber’, 25 ‘green’

Summary of Exceptions (RED)

Measure	Target	Performance
SS05: Proportion of corporate complaints dealt with on time	100%	91% Two late replies in Quarter 1 were due to resources reallocated to the Covid-19 response. One late complaint in Quarter 2 due to a complicated planning complaint that needed two stage 2 responses.
SS08: Proportion of official local authority searches completed on time	85%	31% Increased demand (by 55% in Quarters 2 and 3) and capacity issues brought on by the Covid-19 Pandemic have had a significant impact on the Service Standard.
CSe03 Average weight (Kg) of domestic non-recycled waste collected per house	314Kg	349Kg This is a direct consequence of the Covid pandemic i.e. people working from home creating more waste. Recycling weights have also increased.
CSe14: Actual car parking revenue as a percentage of car parking expenditure	151%	74% Revenue £573k under target
CSe18: Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure	31%	0.6% OFS has been closed since March due to Covid-19.

CSe22: Actual city centre revenue as a percentage of city centre expenditure	59%	44% Revenue £25k under target.
CSu05 Percentage of NNDR collected	82%	77%

2. PROPOSALS

None

3. RISKS

None

4. CONSULTATION

The report was reviewed by the Senior Management Team and has been considered at the three Scrutiny Panels.

5. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Executive are asked to note the Quarter 3 Performance Report.

6. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report.

Contact Officer: Gary Oliver

Ext: 7430

Appendices attached to report:

Performance Dashboard

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:

LEGAL - This report raises no explicit legal issues.

FINANCE – This report raises no explicit financial issues

EQUALITY – This report raises no explicit issues relating to the Public Sector Equality Duty.

INFORMATION GOVERNANCE – This report raises no explicit issues relating to Information Governance.

PROPERTY SERVICES - This report raises no explicit issues relating to Property Services

Section 1: Service Standards 2020/21

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Five further measures were introduced from Quarter 2 2017/18 and all are reviewed during Quarter 3 each year. Service Standards are the measures judged to be the most important to our customers, therefore, the mostly likely to influence the overall satisfaction with how the Council performs. Below is the Council’s performance against the Service Standards.

SS01: Percentage of Household Planning Applications processed within eight weeks

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																							
<p>80% (Nationally set target)</p>	<p>99.0%</p> <p>(Q3 2019/20: 98.4%)</p>	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>99.0</td><td>99.0</td></tr> <tr><td>May</td><td>99.0</td><td>99.0</td></tr> <tr><td>Jun</td><td>96.0</td><td>99.0</td></tr> <tr><td>Jul</td><td>96.0</td><td>95.0</td></tr> <tr><td>Aug</td><td>99.0</td><td>95.0</td></tr> <tr><td>Sep</td><td>99.0</td><td>99.0</td></tr> <tr><td>Oct</td><td>96.0</td><td>99.0</td></tr> <tr><td>Nov</td><td>99.0</td><td>99.0</td></tr> <tr><td>Dec</td><td>95.0</td><td>99.0</td></tr> <tr><td>Jan</td><td>99.0</td><td>99.0</td></tr> <tr><td>Feb</td><td>99.0</td><td>99.0</td></tr> <tr><td>Mar</td><td>99.0</td><td>99.0</td></tr> </tbody> </table>	Month	2019/20 (%)	2020/21 (%)	Apr	99.0	99.0	May	99.0	99.0	Jun	96.0	99.0	Jul	96.0	95.0	Aug	99.0	95.0	Sep	99.0	99.0	Oct	96.0	99.0	Nov	99.0	99.0	Dec	95.0	99.0	Jan	99.0	99.0	Feb	99.0	99.0	Mar	99.0	99.0	<p>204 household planning applications have been processed to the end of Quarter 3 compared with 245 in the same period last year.</p>
	Month		2019/20 (%)	2020/21 (%)																																						
	Apr		99.0	99.0																																						
May	99.0	99.0																																								
Jun	96.0	99.0																																								
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Jan	99.0	99.0																																								
Feb	99.0	99.0																																								
Mar	99.0	99.0																																								
<p>On target?</p>																																										
<p>✓</p>																																										

SS02: Proportion of waste or recycling collections missed (valid)

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																																				
40 missed collections per 100,000 (Industry standard)	8.8 (Q3 2019/20: 9.0)	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20</th> <th>2020/21</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>9</td><td>13</td><td>40</td></tr> <tr><td>May</td><td>12</td><td>10</td><td>40</td></tr> <tr><td>Jun</td><td>12</td><td>11</td><td>40</td></tr> <tr><td>Jul</td><td>13</td><td>10</td><td>40</td></tr> <tr><td>Aug</td><td>5</td><td>8</td><td>40</td></tr> <tr><td>Sep</td><td>8</td><td>7</td><td>40</td></tr> <tr><td>Oct</td><td>7</td><td>10</td><td>40</td></tr> <tr><td>Nov</td><td>8</td><td>8</td><td>40</td></tr> <tr><td>Dec</td><td>4</td><td>2</td><td>40</td></tr> <tr><td>Jan</td><td>15</td><td>0</td><td>40</td></tr> <tr><td>Feb</td><td>11</td><td>0</td><td>40</td></tr> <tr><td>Mar</td><td>14</td><td>0</td><td>40</td></tr> </tbody> </table>	Month	2019/20	2020/21	Target	Apr	9	13	40	May	12	10	40	Jun	12	11	40	Jul	13	10	40	Aug	5	8	40	Sep	8	7	40	Oct	7	10	40	Nov	8	8	40	Dec	4	2	40	Jan	15	0	40	Feb	11	0	40	Mar	14	0	40	This figure excludes the temporary suspension of garden waste collections during the early stages of Covid-19. Around 2.8million collections have been made with 247 missed (99.99% success rate).
	Month		2019/20	2020/21	Target																																																		
	Apr		9	13	40																																																		
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Dec	4	2	40																																																				
Jan	15	0	40																																																				
Feb	11	0	40																																																				
Mar	14	0	40																																																				
On target?																																																							

SS03: Percentage of household waste sent for recycling (including bring sites)

Service Standard	To end of Nov 2020	Performance by Month	Further Information																																																				
<p>50% (Nationally set target)</p>	<p>45%</p> <p>(end of Nov 2019: 46%)</p>	<table border="1"> <caption>Monthly Performance Data (Estimated)</caption> <thead> <tr> <th>Month</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>2020 Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>45</td><td>32</td><td>50</td></tr> <tr><td>May</td><td>48</td><td>48</td><td>55</td></tr> <tr><td>Jun</td><td>49</td><td>48</td><td>56</td></tr> <tr><td>Jul</td><td>49</td><td>48</td><td>55</td></tr> <tr><td>Aug</td><td>48</td><td>48</td><td>54</td></tr> <tr><td>Sep</td><td>47</td><td>47</td><td>53</td></tr> <tr><td>Oct</td><td>42</td><td>42</td><td>52</td></tr> <tr><td>Nov</td><td>38</td><td>40</td><td>48</td></tr> <tr><td>Dec</td><td>30</td><td>30</td><td>38</td></tr> <tr><td>Jan</td><td>30</td><td>30</td><td>38</td></tr> <tr><td>Feb</td><td>31</td><td>31</td><td>38</td></tr> <tr><td>Mar</td><td>29</td><td>29</td><td>45</td></tr> </tbody> </table>	Month	2019/20 (%)	2020/21 (%)	2020 Target (%)	Apr	45	32	50	May	48	48	55	Jun	49	48	56	Jul	49	48	55	Aug	48	48	54	Sep	47	47	53	Oct	42	42	52	Nov	38	40	48	Dec	30	30	38	Jan	30	30	38	Feb	31	31	38	Mar	29	29	45	<p>Recycling rates were lower in April due to the temporary suspension of the garden waste collections in order to support priority services during the early stages of the Covid-19 pandemic.</p>
	Month		2019/20 (%)	2020/21 (%)	2020 Target (%)																																																		
	Apr		45	32	50																																																		
May	48	48	55																																																				
Jun	49	48	56																																																				
Jul	49	48	55																																																				
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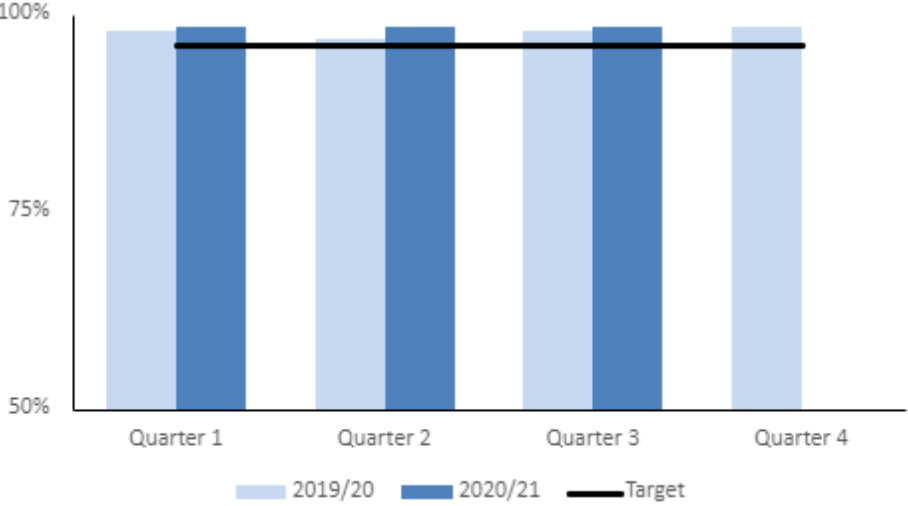

SS04: Average number of working days to process new benefits claims

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																																				
New claims should be processed within 19 days to achieve top two quartiles compared to other local authorities	15.8 days (Q3 2019/20: 18.5 days)	<table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20 (Days)</th> <th>2020/21 (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>22</td><td>17</td><td>19</td></tr> <tr><td>May</td><td>20</td><td>12</td><td>19</td></tr> <tr><td>Jun</td><td>19</td><td>12</td><td>19</td></tr> <tr><td>Jul</td><td>18</td><td>12</td><td>19</td></tr> <tr><td>Aug</td><td>16</td><td>14</td><td>19</td></tr> <tr><td>Sep</td><td>17</td><td>19</td><td>19</td></tr> <tr><td>Oct</td><td>17</td><td>15</td><td>19</td></tr> <tr><td>Nov</td><td>16</td><td>18</td><td>19</td></tr> <tr><td>Dec</td><td>20</td><td>19</td><td>19</td></tr> <tr><td>Jan</td><td>18</td><td>-</td><td>19</td></tr> <tr><td>Feb</td><td>19</td><td>-</td><td>19</td></tr> <tr><td>Mar</td><td>14</td><td>-</td><td>19</td></tr> </tbody> </table>	Month	2019/20 (Days)	2020/21 (Days)	Target (Days)	Apr	22	17	19	May	20	12	19	Jun	19	12	19	Jul	18	12	19	Aug	16	14	19	Sep	17	19	19	Oct	17	15	19	Nov	16	18	19	Dec	20	19	19	Jan	18	-	19	Feb	19	-	19	Mar	14	-	19	34,867 new claims have been made in 2020/21 up to the end of December 2020. This is a 10% decrease on the same period last year.
	Month		2019/20 (Days)	2020/21 (Days)	Target (Days)																																																		
	Apr		22	17	19																																																		
May	20	12	19																																																				
Jun	19	12	19																																																				
Jul	18	12	19																																																				
Aug	16	14	19																																																				
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Mar	14	-	19																																																				
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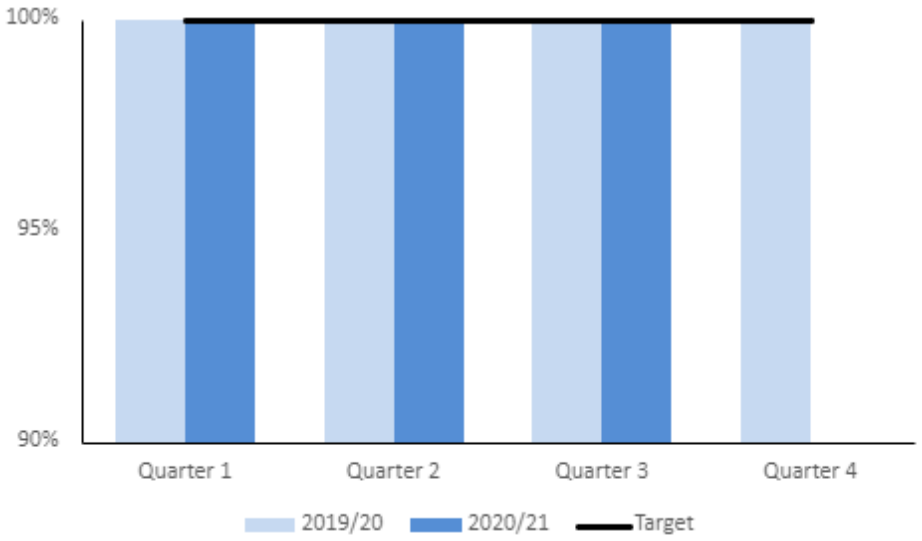

SS05: Proportion of corporate complaints dealt with on time

Service Standard	To end of Quarter 3 2020/21	Performance by Quarter	Further Information																				
Corporate complaints should be dealt with within 15 working days	<p>91%</p> <p>(Q3 2019/20: 96%)</p>	<table border="1"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>100</td> <td>89</td> <td>100</td> </tr> <tr> <td>Quarter 2</td> <td>100</td> <td>91</td> <td>100</td> </tr> <tr> <td>Quarter 3</td> <td>93</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 4</td> <td>89</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	100	89	100	Quarter 2	100	91	100	Quarter 3	93	100	100	Quarter 4	89	-	100	<p>Two late replies in Quarter 1 were due to resources reallocated to the Covid-19 response. One late complaint in Quarter 2 due to a complicated planning complaint that needed two stage 2 responses.</p>
	Quarter		2019/20 (%)	2020/21 (%)	Target (%)																		
	Quarter 1		100	89	100																		
Quarter 2	100	91	100																				
Quarter 3	93	100	100																				
Quarter 4	89	-	100																				
<p>On target?</p>																							
<p>×</p>																							

SS06: Proportion of food businesses that are broadly compliant or better with food safety legislation

Service Standard	Rolling figure to end of Quarter 3 2020/21	Performance by Quarter	Further Information																				
<p>Our work with local food businesses should ensure that 96% are at least broadly compliant.</p>	<p>98.5%</p>	 <table border="1" data-bbox="792 389 1697 896"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>~96</td> <td>~98</td> <td>96</td> </tr> <tr> <td>Quarter 2</td> <td>~95</td> <td>~98</td> <td>96</td> </tr> <tr> <td>Quarter 3</td> <td>~96</td> <td>~98</td> <td>96</td> </tr> <tr> <td>Quarter 4</td> <td>~97</td> <td>-</td> <td>96</td> </tr> </tbody> </table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	~96	~98	96	Quarter 2	~95	~98	96	Quarter 3	~96	~98	96	Quarter 4	~97	-	96	<p>Approximately 200 premises are usually inspected each quarter. All premises are inspected at least once every eighteen months.</p>
	Quarter		2019/20 (%)	2020/21 (%)	Target (%)																		
	Quarter 1		~96	~98	96																		
Quarter 2	~95	~98	96																				
Quarter 3	~96	~98	96																				
Quarter 4	~97	-	96																				
<p>On target?</p>																							
																							

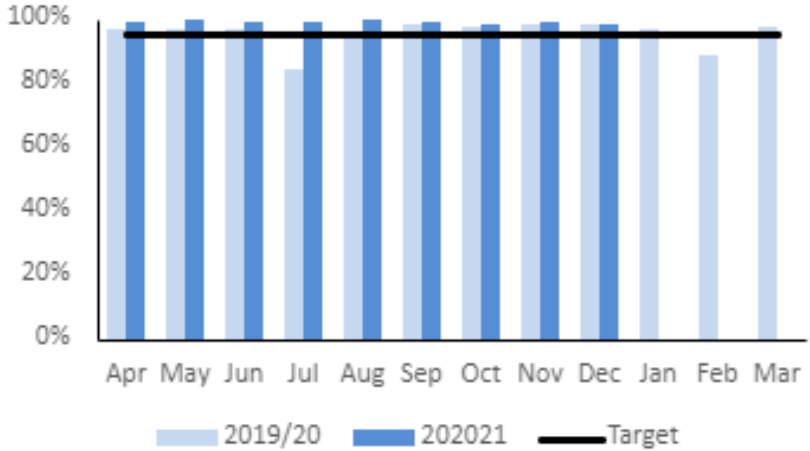
SS07: Proportion of non-contentious licence applications completed on time

Service Standard	To end of Quarter 3 2020/21	Performance by Quarter	Further Information																				
100% of non-contentious licence applications should be completed within 10 working days	100% (Q3 2019/20: 100%)	 <table border="1"> <caption>Performance by Quarter Data</caption> <thead> <tr> <th>Quarter</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 2</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 3</td> <td>100</td> <td>100</td> <td>100</td> </tr> <tr> <td>Quarter 4</td> <td>100</td> <td>-</td> <td>100</td> </tr> </tbody> </table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	100	100	100	Quarter 2	100	100	100	Quarter 3	100	100	100	Quarter 4	100	-	100	469 out of 469 applications completed on time so far in 2020/21.
	Quarter		2019/20 (%)	2020/21 (%)	Target (%)																		
	Quarter 1		100	100	100																		
Quarter 2	100	100	100																				
Quarter 3	100	100	100																				
Quarter 4	100	-	100																				
On target?																							
																							

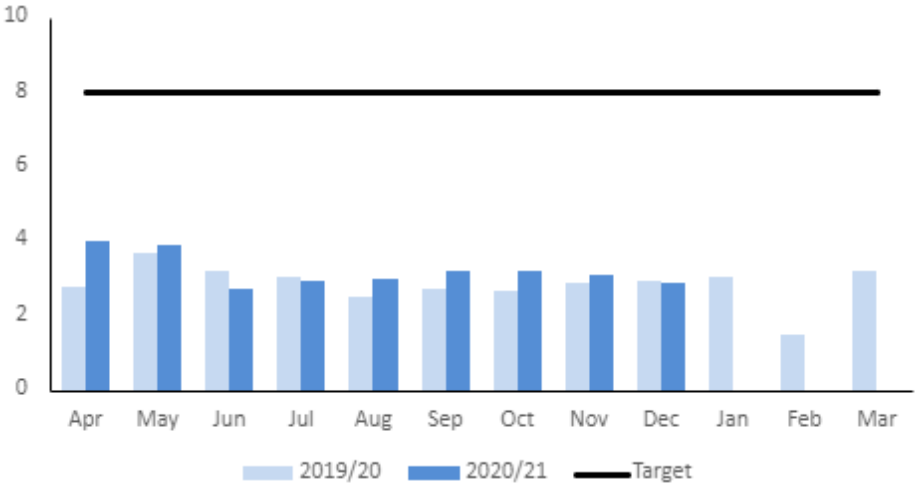
SS08: Proportion of official local authority searches completed on time

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																																				
85% of official local authority searches should be completed within 10 working days	<p>31.3%</p> <p>(Q3 2019/20: 93.0%)</p>	<p>The chart displays monthly performance percentages for 2019/20 (light blue bars) and 2020/21 (dark blue bars) against a target of 85% (black horizontal line). The x-axis lists months from April to March. The y-axis shows percentages from 0% to 100%. In 2019/20, performance was consistently high, mostly above 80%. In 2020/21, performance was significantly lower, starting at 100% in April and dropping to 31.3% by March. The target line is at 85%.</p> <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>100</td><td>100</td><td>85</td></tr> <tr><td>May</td><td>85</td><td>0</td><td>85</td></tr> <tr><td>Jun</td><td>98</td><td>0</td><td>85</td></tr> <tr><td>Jul</td><td>98</td><td>10</td><td>85</td></tr> <tr><td>Aug</td><td>95</td><td>8</td><td>85</td></tr> <tr><td>Sep</td><td>95</td><td>18</td><td>85</td></tr> <tr><td>Oct</td><td>82</td><td>55</td><td>85</td></tr> <tr><td>Nov</td><td>98</td><td>55</td><td>85</td></tr> <tr><td>Dec</td><td>70</td><td>28</td><td>85</td></tr> <tr><td>Jan</td><td>98</td><td>0</td><td>85</td></tr> <tr><td>Feb</td><td>70</td><td>0</td><td>85</td></tr> <tr><td>Mar</td><td>22</td><td>0</td><td>85</td></tr> </tbody> </table>	Month	2019/20 (%)	2020/21 (%)	Target (%)	Apr	100	100	85	May	85	0	85	Jun	98	0	85	Jul	98	10	85	Aug	95	8	85	Sep	95	18	85	Oct	82	55	85	Nov	98	55	85	Dec	70	28	85	Jan	98	0	85	Feb	70	0	85	Mar	22	0	85	<p>Increased demand (by 55% in Quarters 2 and 3) and capacity issues brought on by the Covid-19 pandemic have had a significant impact on the Service Standard.</p>
	Month		2019/20 (%)	2020/21 (%)	Target (%)																																																		
	Apr		100	100	85																																																		
May	85	0	85																																																				
Jun	98	0	85																																																				
Jul	98	10	85																																																				
Aug	95	8	85																																																				
Sep	95	18	85																																																				
Oct	82	55	85																																																				
Nov	98	55	85																																																				
Dec	70	28	85																																																				
Jan	98	0	85																																																				
Feb	70	0	85																																																				
Mar	22	0	85																																																				
<p>On target?</p>																																																							
<p>✘</p>																																																							

SS09: Proportion of new waste and recycling bins, bags and containers delivered on time (within 10 working days)

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																																				
<p>95% delivered within 10 working days</p>	<p>98.9%</p> <p>(Q3 2019/20: 95.7%)</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>May</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Jun</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Jul</td><td>85</td><td>98</td><td>95</td></tr> <tr><td>Aug</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Sep</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Oct</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Nov</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Dec</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Jan</td><td>95</td><td>98</td><td>95</td></tr> <tr><td>Feb</td><td>88</td><td>98</td><td>95</td></tr> <tr><td>Mar</td><td>95</td><td>98</td><td>95</td></tr> </tbody> </table>	Month	2019/20 (%)	2020/21 (%)	Target (%)	Apr	95	98	95	May	95	98	95	Jun	95	98	95	Jul	85	98	95	Aug	95	98	95	Sep	95	98	95	Oct	95	98	95	Nov	95	98	95	Dec	95	98	95	Jan	95	98	95	Feb	88	98	95	Mar	95	98	95	<p>8,062 deliveries were made in the first nine months of the year.</p>
	Month		2019/20 (%)	2020/21 (%)	Target (%)																																																		
	Apr		95	98	95																																																		
May	95	98	95																																																				
Jun	95	98	95																																																				
Jul	85	98	95																																																				
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Dec	95	98	95																																																				
Jan	95	98	95																																																				
Feb	88	98	95																																																				
Mar	95	98	95																																																				
<p>On target?</p>																																																							
<p>✓</p>																																																							

SS10: Average number of working days to process benefit claimants' changes of personal details

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																																				
Changes should be processed within 8 days	<p>3.3 days</p> <p>(Q3 2019/20: 2.9 days)</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20 (Days)</th> <th>2020/21 (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>2.8</td><td>3.9</td><td>8.0</td></tr> <tr><td>May</td><td>3.6</td><td>3.8</td><td>8.0</td></tr> <tr><td>Jun</td><td>3.1</td><td>2.7</td><td>8.0</td></tr> <tr><td>Jul</td><td>2.9</td><td>2.8</td><td>8.0</td></tr> <tr><td>Aug</td><td>2.5</td><td>2.9</td><td>8.0</td></tr> <tr><td>Sep</td><td>2.7</td><td>3.1</td><td>8.0</td></tr> <tr><td>Oct</td><td>2.6</td><td>3.1</td><td>8.0</td></tr> <tr><td>Nov</td><td>2.8</td><td>3.0</td><td>8.0</td></tr> <tr><td>Dec</td><td>2.8</td><td>2.8</td><td>8.0</td></tr> <tr><td>Jan</td><td>2.9</td><td>-</td><td>8.0</td></tr> <tr><td>Feb</td><td>1.4</td><td>-</td><td>8.0</td></tr> <tr><td>Mar</td><td>3.1</td><td>-</td><td>8.0</td></tr> </tbody> </table>	Month	2019/20 (Days)	2020/21 (Days)	Target (Days)	Apr	2.8	3.9	8.0	May	3.6	3.8	8.0	Jun	3.1	2.7	8.0	Jul	2.9	2.8	8.0	Aug	2.5	2.9	8.0	Sep	2.7	3.1	8.0	Oct	2.6	3.1	8.0	Nov	2.8	3.0	8.0	Dec	2.8	2.8	8.0	Jan	2.9	-	8.0	Feb	1.4	-	8.0	Mar	3.1	-	8.0	<p>Over seventeen thousand changes have been processed in the 2020/21 year to date.</p>
	Month		2019/20 (Days)	2020/21 (Days)	Target (Days)																																																		
	Apr		2.8	3.9	8.0																																																		
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Mar	3.1	-	8.0																																																				
<p>On target?</p>																																																							
<p>✓</p>																																																							

Section 2: Key Performance Indicators (KPIs)

Service Standards are not the only set of measures used to interrogate the performance of the Council. Alongside the review of Service Standards, a set of Key Performance Indicators, derived from the links between the service plans and budget resolution were developed. The measures are predominately lagging indicators (looking back at performance) and cover a range of internal and external facing services. Some indicators naturally lend themselves to having a target or may have a national target set whilst with others, the aim is to improve year-on-year. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The KPIs can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form is just one aspect of the Council's wider performance framework.

The current KPIs are attached as a dashboard.

Section 3: Carlisle Plan on a Page 2016–19 Delivery

The current [Carlisle Plan](#) covered the period 2016-19 and the majority of the key actions are now either delivered or considered business as usual and feature within existing service plans. Quarter 3 updates to the remaining key actions are contained within the following pages. Following Member feedback, the layout of the updates has also been simplified.

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

Business Property & Infrastructure:

Key Action 2: City Centre redevelopment projects (SMT Owner: J Meek, Scrutiny Panel: EG / B&T)

Project Description: The City of Carlisle is ambitious to grow, leading the way in unleashing the full economic potential of Cumbria and the wider Borderlands Area. As the business and population capital of the region, a university city and the strategically located Borderlands hub connecting Cumbria to the rest of the UK, Carlisle has the assets, strengths and potential to drive future prosperity and growth. Carlisle city centre regeneration programme will ensure that we provide the environment in which businesses can thrive, attract new jobs, provide a high quality environment in which to live, work or play and a well-connected flourishing visitor destination and attractive gateway to the wider Cumbrian and Borderlands region.

Timeline - Quarter 3 Update:

Carlisle Station Gateway – Business case approved and confirmation of £20m investment received from MHCLG in November 2020.

The outcome of the submitted business case for Future High Street Fund investment was that the City Council has been awarded nearly 70% of the funds requested. The programme will now be revised in order to fit the new allocated funds.

The Carlisle Town Investment Plan Town has been submitted. If successful, this will increase the vibrancy of the city centre which is a key objective within the Plan. Our Town Deal 'ask' of £25m will fund a number of city centre projects.

Emerging risks/issues:

None

Key Action 6: Progress the Borderlands Initiative (SMT Owner: J Meek, Scrutiny Panel: EG)

Project Description: The Borderlands Partnership was established to unlock the potential for sustainable and inclusive economic growth across the South of Scotland and North of England. This has resulted in a £345 million deal with Scottish / UK Governments to deliver inclusive growth across the Borderland subregion. The Borderlands programme is focusing on ways to make the area more attractive to existing and potential residents, investors and visitors.

Timeline - Quarter 3 Update:

Work continues to enable the Borderlands Partnership to progress to Full Deal in 2021.

This includes:

- Completion of business cases for all projects and programmes
- Development of a communications protocol
- Development of a monitoring and evaluation framework
- Signing of a Collaboration Agreement and formalising the governance arrangements between the Borderlands Partners

Emerging risks/issues:

None

Key Action 7: Infrastructure Delivery Plan (SMT Owner: J Meek, Scrutiny Panel: EG)

Project Description: Maintain an up to date Infrastructure Delivery Plan and develop proposals to address identified issues. Much of this work is now centred around the St Cuthbert's Garden Village and the necessary supporting infrastructure including a new strategic link road (CSLR)

Timeline - Quarter 3 Update:

Planning consent of the CSLR was granted by Cumbria County Council in October 2020. Construction is planned to commence in March 2022 with the completion and opening in 2024. Funding agreement & contract in place including obligations (linked to housing delivery as opposed to the road) which fall to the City Council inclusive of linked milestones

Emerging risks/issues:

None

Key Action 8: St Cuthbert's Garden Village (SMT Owner: J Meek, Scrutiny Panel: EG)

Project Description: St Cuthbert's Garden Village, Carlisle is an ambitious proposal that will deliver the development of around 10,000 new quality homes, new employment opportunities, community facilities and a new Southern Link Road between the A595 and M6 (J42). This Key Action is currently split into two projects: Carlisle Southern Link Road and St Cuthbert's Garden Village Masterplan and Local Plan.

Timeline - Quarter 3 Update:

Masterplan was submitted in November and preferred option at Executive in November for approval to consult on Preferred Option Local Plan.

St Cuthbert's Garden Village Local Plan Reg 18 Preferred Option consultation was held in November and December 2020 and the St Cuthbert's Strategic Design Guide SPD consultation was also completed.

Emerging risks/issues:

None

Priority: Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents

Service and Facilities Development:

Key Action 12: Develop and deliver the proposed new leisure contract to improve facilities at The Sands Centre in line with the City Sports Facilities Development Plan and enhance the leisure services across the city (SMT Owner: D Crossley, Scrutiny Panel: B&T/H&W)

Project Description: Remaining actions: Refurbishment of the leisure facilities and partial refurbishment of the events centre at the Sands Centre site including the addition of two swimming pools. Provision of temporary accommodation for GLL staff, resident NHS staff, and alternative leisure facilities, sports hall, temporary bar and WCs during the construction phase.

Timeline - Quarter 3 Update:

Demolition of the west side of the building commenced in the quarter as well as starting on the ground excavation for the foundations of the new pool.

Emerging risks/issues:

The impact of the on-going Covid situation will require attention particularly in relation to the availability of sub-contractor staff.

Healthy City Programme:

Key Action 16: Continue to work with key partners to deliver the World Health Organisation Phase VI Healthy City Action Plan (SMT

Owner: D Crossley, Scrutiny Panel: H&W)

Project Description: Remaining actions: Restructure Healthy City Forum (HCF) and work with partners to deliver on the Phase VI application. Explore next phase and Develop action plan (VII)

Timeline - Quarter 3 Update:

Phase VI activity is now complete.

A SharePoint site has been set up to allow access to the live working document. This has been further developed (September 2020) to allow access to external partners and Teams site established.

Meetings with strategic partners have been taking place around phase VII and interest gauged. Examples include: University of Cumbria, CHOC, PCNs, ICCs, etc.

A development session was held on the 8th July, with meetings on 21st July, 11 Aug, 4th Sept. The agenda will now need to consider how Covid and recovery structures dovetail with Cumbria Resilience and recovery work.

An online workshop explored mapping under the 6Ps. A WHO Carlisle partnership plan is in development which draws on the 6Ps, crosscutting themes and gaps. Partners are being asked to add to this document.

Furthermore, Carlisle successfully had a number of abstracts accepted at the WHO online Business and Technical conference. In addition to this Carlisle were reflected to the advisory board, were asked to chair global sessions and influenced European policy.

Future tasks: Set up a task group to look at the application and distribute writing sections, explore funding opportunities, seek letters of support, map activity and horizon scan.

Emerging risks/issues:

Covid agenda (many partners are tied up with Response and Recovery)

Key Action 17: Continue to support and develop the Food City Partnership: Local Healthy Eating Options; Carlisle Food Charter; food sector supply chain development; food skills; education and tourism (SMT Owner: D Crossley, Scrutiny Panel: H&W)

Project Description: Develop work of Food Carlisle and subsequent partnership projects

Timeline - Quarter 3 Update:

The City Council was successful in its application to Sustainable Food Cities for both the campaigns grant (£5k) and the coordinator grant to move from Bronze to Silver Award (£10k).

We have also been successful in achieving an additional £5k and a 6 month extension to the Bronze to Silver Award project due to the current Covid-19 crisis.

The Sustainable Food Coordinator has been appointed in January 2021

Emerging risks/issues:

None

Carlisle City Council Performance Dashboard

Quarter 3 2020/21

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✘	Off target
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✓	On target

On Target?	New Code	Measure	Performance Q3 2020/21	Performance Q3 2019/20	Trend	Target	Comments
✘	CSe03	Average weight (Kg) of domestic non-recycled waste collected per house	349.4	314.6	↓	314.6	
✓	CSe04	Revenue gained from household waste recycling collected	£ 409,831	£ 381,230	↑	£ 365,508	
N/A	CSe05	Proportion of all Carlisle waste recycled (including partners)	55.9%	58.5%	↑	Info only	To end of November 2020
▲	CSe08	Litres of fuel used by Council fleet	286,422	284,045	↓	284,045	
N/A	CSe10a	Number of Fixed Penalty Notices issued for fly tipping	7	8	↓	Info only	
N/A	CSe10b	Number of Fixed Penalty Notices issued for littering	25	69	↓	Info only	Including 'Littering from a Vehicle'
N/A	CSe10c	Number of Fixed Penalty Notices issued for dog fouling	2	9	↓	Info only	
N/A	CSe10d	Number of Fixed Penalty Notices issued for abandoned vehicles	4	0	↑	Info only	
N/A	CSe11a	Number of counts/reports of fly tipping	503	341	↑	Info only	
N/A	CSe11b	Number of counts/reports of littering	35	50	↓	Info only	
N/A	CSe11c	Number of counts/reports of dog fouling	94	125	↓	Info only	
N/A	CSe11d	Number of counts/reports of graffiti	1	3	↓	Info only	
N/A	CSe11e	Number of counts/reports of abandoned vehicles	255	290	↓	Info only	
▲	CSe12a	Proportion of acts of fly tipping responded to in full within 5 working days	99.6%	100%	↓	100%	
N/A	CSe12b	Proportion of acts of offensive graffiti responded to in full within 1 working day	N/A	N/A	N/A	100%	None reported
▲	CSe12c	Proportion of abandoned vehicles initially investigated within 5 working days	99.6%	99.0%	↑	100%	
✘	CSe14	Actual car parking revenue as a percentage of car parking expenditure (including recharges).	73.9%	138.4%	↓	151.2%	Revenue £573k under target
✘	CSe18	Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure (including recharges).	0.6%	20.9%	↓	31.1%	OFS has been closed since March 2020 due to Covid-19.
N/A	CSe19	Old Fire Station count of event attendees (direct count of ticket sales)	0	9,951	↓	Info only	Excludes visitors to the venue (café or to buy tickets) and private hire room bookings.
✘	CSe22	Actual city centre revenue as a percentage of city centre expenditure (including recharges)	43.5%	44.3%	↓	58.6%	Revenue £25k under target.
✓	CSe24	Actual Bereavement Services revenue as a percentage of Bereavement Services expenditure (including recharges)	252.8%	164.3%	↑	228.7%	
✓	CSe25	Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure (including recharges)	85.1%	94.9%	↓	79.0%	Tearoom closed during Q1 due to Covid-19.
N/A	CSe26	Proportion of allotment sites that are self-managed.	16.0%	16.0%	→	Info only	
N/A	CSe27	Proportion of allotment plots that are occupied.	93.0%	87.0%	↑	Info only	Excluding self-managed sites.
✓	CSe29	Percentage of play area safety inspection completed on time.	100%	100%	→	100%	
N/A	CSe36a	Social media reach: Facebook post reach - monthly average	467,800	344,775	↑	Info only	The number of people who had a City Council post enter their screen

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On Target?	New Code	Measure	Performance Q3 2020/21	Performance Q3 2019/20	Trend	Target	Comments
N/A	CSe36b	Social media reach: Twitter post reach - monthly average	287,000	188,011	↑	Info only	
✓	CSu02	Proportion of customer "calls for service" logged in Salesforce completed on-line	26.9%	16.4%	↑	16.4%	From calls logged in Salesforce CRM (8,514 out of 31,655 logs).
▲	CSu04	Percentage of Council Tax collected	83.1%	84.8%	↓	84.8%	
✘	CSu05	Percentage of NNDR collected	77.3%	82.4%	↓	82.4%	
✓	CSu06	Proportion of direct social media messages on Facebook and Twitter responded to within 24 hours (work days)	100%	100%	→	100%	
✓	CSu07	Customer Services - Respond to customer emails within 48hrs	94.0%	97.4%	↓	90%	
N/A	CSu08	Customer Services - Calls answered within 1 minute	N/A	N/A	N/A	80%	New measure for 2020/21. Unable to measure currently due to temporary telephony system in place while staff work from home.
✓	CSu09	Customer Services - visitors served within 10 minutes	100%	N/A	N/A	90%	New measure for 2020/21. Contact Centre is currently closed and was operating by appointment only for most of 2020.
✓	ED02	Building Control to process S80 demolition notices within six weeks (statutory duty)	100%	100%	→	100%	
✓	ED03b	Building Control to decide 100% of all applications within the statutory period of 5 weeks or 2 calendar months (with the consent of the applicant)	100%	100%	→	100%	
✓	ED05	Proportion of major planning applications completed in 13 weeks or within agreed time extension	93.3%	89.5%	↑	60%	
✓	ED06	Proportion of minor planning applications completed in 8 weeks or within agreed time extension	97.9%	97.2%	↑	80%	
✓	ED07	Proportion of 'other' planning applications completed in 8 weeks or within agreed time extension	98.0%	98.1%	↓	80%	
N/A	ED08	Proportion of Tree Preservation Orders (TPO) confirmed within 6 months	N/A	100%	N/A	100%	None confirmed
✓	ED10	Proportion of Tree Preservation Order applications determined within statutory period of 8 weeks	100%	100%	→	100%	
✓	ED11	% of valid full plan applications determined or checked by Building Control within 5 working days	31.7%	32.0%	↓	25%	
✓	ED12	% of valid full plan applications determined or checked by Building Control within 15 working days	100%	100%	→	95%	
✓	ED13	% of site inspections carried out by Building Control on the date agreed	99.5%	98.4%	↑	99%	

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On Target?	New Code	Measure	Performance Q3 2020/21	Performance Q3 2019/20	Trend	Target	Comments
✓	FR01	Actual net spend as a percentage of annual net budget.	53.3%	64.9%	↑	59.8%	
✓	FR02	Percentage of all received invoices paid within 30 working days	98.9%	99.5%	↓	98%	
✓	FR03	Average number of working days lost due to sickness absence per FTE (full-time equivalent) employee.	6.2	8.2	↑	8.2	
✓	FR04	Percentage of return to work interviews completed in five working days of returning to work.	75.0%	75.0%	→	75%	
N/A	FR06	Proportion of debts recovered (sundry debtors)	94.6%	94.2%	↑	Info only	Rolling 12 months to end of Nov 2020
✓	GRS04	Proportion of contested licence applications decided on within 50 working days.	100%	N/A	N/A	95%	1 contested application
✓	GRS05	Proportion of Temporary Event Notices licences processed within 1 working day.	100%	100%	→	100%	24 applications
✓	GRS06	Proportion of public health service requests (pest control, noise, smells, house conditions) responded to within the target response times.	90.6%	89.0%	↑	90%	
✓	GRS10	Proportion of food hygiene inspections completed as scheduled	100%	70.0%	↑	90%	