

# AGENDA

## Community Overview and Scrutiny Panel

Thursday, 14 February 2013 AT 10:00  
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

**\*\*Briefing meeting for Members will be at 9.15 am in the  
Flensburg Room\*\***

### Apologies for Absence

To receive apologies for absence and notification of substitutions.

### Declarations of Interest

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

### Public and Press

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

### Minutes of previous meeting

**5 - 14**

To note the minutes of the meeting held on 10 January 2013  
[Copy Minutes herewith]

## **PART A**

**To be considered when the Public and Press are present**

### **A.1 CALL-IN OF DECISIONS**

To consider any matter which has been the subject of call-in.

### **A.2 OVERVIEW REPORT AND WORK PROGRAMME 15 - 28**

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of the Key Decision items relevant to this Panel as set out in the Notice of Executive Key Decisions.

(Copy Report OS.04/13 herewith)

### **A.3 JOINT WORKING WITH RIVERSIDE CARLISLE 29 - 34**

(Communities and Housing Portfolio)

Riverside Carlisle to provide a monitoring report on the joint working between Riverside Carlisle and Carlisle City Council.

(Copy Report CD.14/13 herewith)

### **A.4 CARLISLE PLAN 2013-16 35 - 44**

(Leader's Portfolio)

The Policy and Communications Manager to submit a report on the draft Carlisle Plan 2013 - 2016. The Plan was considered by the Executive at their meeting on 11 February 2013.

(Copy Report PC.02/13 herewith and Minute Excerpt to follow)

## **A.5 PERFORMANCE UPDATE**

**45 - 52**

(Communities and Housing Portfolio)

The Policy and Communications Manager to submit performance monitoring reports relevant to the remit of the Community Overview and Scrutiny Panel.

(Copy Report P.05/13 herewith)

## **PART B**

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

### **B.1 HOME IMPROVEMENT AGENCY**

- Information relating to the financial or business affairs of any particular person (including the authority holding that information);

### **B.2 TRANSFORMATION**

(Communities and Housing Portfolio and Culture, Health, Leisure and Young People Portfolio)

*This report is not for publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972, as the update contains exempt information relating to the financial or business affairs of any particular person (including the authority holding that information)*

The Director of Community Engagement will provide a verbal update on the Transformation savings within his Directorate.

**Enquiries, requests for reports, background papers, etc to Committee**

**Clerk:** Rachel Rooney – 817039



# **Minutes of Previous Meeting**

## **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

**THURSDAY 10 JANUARY 2012 AT 10.00 AM**

**PRESENT:** Councillor Mrs Luckley (Chairman) Councillors Mrs Bradley, Earp, McDevitt (as substitute for Councillor Miss Sherriff) Mrs Prest, Scarborough, Mrs Stevenson and Mrs Vasey.

**ALSO**

**PRESENT:** Councillor Mrs Riddle – Communities and Housing Portfolio Holder  
Councillor Mrs Martlew – Environment and Transport Portfolio  
Joanne King - Carlisle Locality Officer, Cumbria Youth Support  
Councillor J Mallinson – Observer  
Councillor Mitchelson - Observer

**OFFICERS:** Director of Community Engagement  
Director of Local Environment  
Environmental Health Manager  
Wellbeing Manager  
Scrutiny Officer

### **COSP.01/13 APOLOGIES FOR ABSENCE**

An apology for absence was submitted on behalf of Councillor Miss Sherriff.

### **COSP.02/13 DECLARATIONS OF INTEREST**

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

### **COSP.03/13 MINUTES OF PREVIOUS MEETINGS**

**RESOLVED** – That the minutes of the meetings held on 22 November 2012 be agreed as a correct record of the meetings and signed by the Chairman.

### **COSP.04/13 CALL-IN OF DECISIONS**

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

### **COSP.05/13 OVERVIEW REPORT AND WORK PROGRAMME**

The Scrutiny Officer presented report OS.02/13 which provided an overview of matters relating to the work of the Community Overview and Scrutiny Panel and included the latest version of the work programme and Key Decisions of the Executive which related to the Panel.

The Scrutiny Officer reported that:

- The Notice of Executive Key Decisions had been published on 14 December 2012. The following issues fell within the remit of this Panel:

KD.033/12 – Budget Process 2012/13 – Had been considered by the Panel on 22 November 2012.

KD.036/12 – Review of CCTV Provision in Carlisle – to be considered as part of this meeting's agenda

KD.037/12 – Carlisle Plan to be considered by the Panel on 14 February 2013.

KD.041/12 – Regulatory Reform Order Empty Property Policy Amendments a date for consideration by the Panel had not yet been agreed.

KD.045/12 – Parish Charter – Would be considered by the Panel on 28 March 2013.

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

- The following Minute Excerpts had been received from the Executive's meeting held on 17 December 2012:
  - EX.161/12 – Charges Review
  - EX.163/12 – Tullie House Museum and Art Gallery Trust Business Plan 2013/14 – 2015/16
  - EX.165/12 – Amendments to the Cumbria Choice Allocations Policy
  - EX.166/12 – Proposals for Implementation for Council Tax Technical Reforms to Discounts and Exemption
- An update of the implementation of the recommendations from the Disabled Facilities Grants and Homelessness Task and Finish Groups had been included in the report as appendix 3 for the Panels information.

Members considered the update and asked for clarity with regard to the ring fencing of the of the additional Department of Health funding and the Director of Community Engagement agreed to provide a written answer alongside confirmation with regard to the information received on the number of DFGs carried out by Riverside Carlisle.

A Member asked for further information with regard to the Homeless Prevention Project. Ms King, the Carlisle Locality Officer, Cumbria Youth Support explained that the Project was a multi agency partnership for the prevention of homelessness in 16 and 17 year olds. The pilot of the project had been completed; she agreed to provide the Panel with further information in writing.

A Member highlighted the Council's Transformation programme and asked if the Young Persons Champion post would exist in the future. The Director of Community Engagement responded that the restructure of the Wellbeing Team had been out for consultation and on the basis of the responses the restructure would be reconsidered and this included the Young Persons Champion.

In response to a question the Director of Community Engagement agreed to circulate to Members the local and national figures for the number of homeless young people.

- The Work Programme for 2012/13 had been attached to the report. The Resources Overview and Scrutiny Panel met on 3 January 2013 and considered an item regarding Carlisle Leisure Limited and Tullie House Trust. The Chairman and Vice Chairman of

this Panel had been invited to attend the meeting for that item. The Panel had requested further information with regard to the Carlisle Leisure contract and would hold a meeting, to which all Members of the Community Panel would be invited, to consider the information.

- The Riverside Carlisle six monthly monitoring report was scheduled for the February meeting and Members asked that it included information on Riverside's assessment on the impact of the changes of the Welfare Reform in particular the impact of the 'bedroom tax'.

RESOLVED – 1) That, subject to the issues raised above, the Overview Report incorporating the Work Programme and Forward Plan items relevant to this Panel be noted;

2) That Forward Plan items:

KD.033/12 – Budget Process 2012/13 – Had been considered by the Panel on 22 November 2012.

KD.036/12 – Review of CCTV Provision in Carlisle – Would be considered as part of this meeting's agenda

KD.037/12 – Carlisle Plan 2012 – 13 would be considered by the Panel on 14 February 2013

KD.041/12 – Regulatory Reform Order Empty Property Policy Amendments a date for consideration by the Panel had not yet been agreed.

KD.045/12 – Parish Charter – Would be considered by the Panel on 28 March 2013.

3) The following Minute Excerpts from the Executive's meeting held on 17 December 2012 were noted:

EX.161/12 – Charges Review

EX.163/12 – Tullie House Museum and Art Gallery Trust Business Plan 2013/14 – 2015/16

EX.165/12 – Amendments to the Cumbria Choice Allocations Policy

EX.166/12 – Proposals for Implementation for Council Tax Technical Reforms to Discounts and Exemption

4) That the Director of Community Engagement provide the Panel with the following information:

- If the Department of Health funding would be ring fenced for Disabled Facilities Grants
- Details of the information Riverside Carlisle provided on the Disabled Facilities Grants they carried out.
- The local and national figures for the number of homeless young people.

5) That details of the Homeless Prevention Project be circulated to all Members of the Panel.

## **COSP.06/13    WORKING WITH YOUNG PEOPLE**

The Director of Community Engagement submitted report CD.01/13 describing activities, joint working arrangements and proposed new ways of working to improve wellbeing in young people not in Education, Employment or Training (NEETs).

The Director reported that the first part of the report focused on the current programmes and highlighted how the Community Engagement Directorate supported NEETs including partnership working, programme management and direct delivery. He reminded the Panel that the Community Engagement Directorate facilitated and delivered a wide range of programmes to children and young people but the programmes were not specifically targeting NEETs and outcomes for NEETs were not formally recorded.

The Director gave an overview of the current programme which included ABSTRACT magazine, working with young homeless people within the hostels, providing Wellbeing projects, accredited learning and peer mentoring and Police and Inspira partnership working.

The second part of the report summarised ways of working in the future with an emphasis on delivering in partnership, seeking a more coherent joined up approach, making better use of resources, new structures and ways of working. He explained that the statutory responsibility for the planning and delivery of services to meet the needs of Children and Young People rested with Cumbria County Council. Budget and staff reductions within Communities Housing and Health meant that a more joined up and targeted approach to partnership working was required to ensure that the Council could continue to deliver its priorities for employment and the prevention and alleviation of homelessness.

The Director of Community Engagement highlighted a number of partners which supported NEETs programmes in to 2013 included the Carlisle Youth Zone, Community Resource Centre, Carlisle Leisure Limited, Secondary Schools, Inspira, the Job Centre Plus, Cumbria Police and Cumbria Fire and Rescue Service.

The final part of the report provided information on the work of the Carlisle and Eden Young Persons' District Delivery Group which took a project and delivery based approach to addressing the priorities that the Children's Trust had identified, along with other priorities that the Group had identify locally.

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

- Was there a City Council representative on the District Delivery Group?

Ms King replied that there was a City Council officer on the Group but not a City Councillor. She confirmed that an invitation for representation had been sent to the City Council.

- Members were concerned about the accountability of the Group to the City Council if there was no Member representation.

Ms King informed the Panel that the Group was accountable through the Children's Trust Board and the Carlisle Partnership Executive.

- A Member asked for further information on the ABSTRACT Magazine.

The Wellbeing Manager responded that the magazine had been in circulation for some time. It cost £1,729 to publish and was put together by young people for young people. The editorial staff was made up of 15 young people who produced the magazine with the support of the City Council's Young Persons Champion. The magazine was distributed to as many locations as possible and was very well received.



- The report did not contain any figures or statistics on NEETs.

The Wellbeing Manager informed the Panel that the City Council did not report formally on NEETs. Ms King added that the NEET figures were reported to the District Delivery Group and the figures for the previous quarter were:

Carlisle 16 – 18 NEETs 5.9% equivalent of 176 Young People  
 Cumbria 16 – 18 NEETs 5% equivalent of 614 Young People  
 National Average 6%

A Member asked what specific action was taken to support the unidentified or difficult to reach NEETs and young people who required additional support. Members felt that the report did not set out the steps taken with regard to NEETs.

The Wellbeing Manager reiterated that although NEETs accessed activities the information was not captured.

A Member asked if the NEETs information could be broken down to urban and rural figures.

Ms King replied that the figures came from Inspira and they could be asked for a further breakdown.

- The report highlighted the Social Inclusion Programmes but did not include the work being undertaken in the Shaddongate Resource Centre. The work being undertaken there was very important and a Member suggested that either a written report should come to the Panel or the Manager of the Centre be invited to a future meeting to discuss the programmes being offered.
- Community Centres had not been included in the report. Was there work being undertaken as their contribution to supporting young people? The Panel understood that there had been a poor relationship between the Council and Community Centres but their contribution was vital when resources were so scarce.

The Wellbeing Manager confirmed that work was happening in the Community Centres and they were becoming much more involved in supporting Young People.

The Communities and Housing Portfolio Holder agreed that the relationship had not been good in the past due to a break down in communication and informed the Panel that the relationship had improved and the Council was working on new service level agreements to support the improvement.

RESOLVED – 1) That the Working with Young People report be welcomed;

2) That the Shaddongate Resource Centre Manager asked to submit a written report or be invited to a future meeting of the Panel;

3) That the NEETs statistic be broken down into urban and rural information.

## **COSP.07/13    COMMUNITY ENGAGEMENT TRANSFORMATION**

The Director of Community Engagement presented report CD.02/13 introducing the proposed transformational changes within the Community Engagement Directorate.

The Director explained that the report outlining the proposals for change had been sent to all staff within the Directorate for consultation and asked that views and comments be sent to the Director by 4 January 2013. A range of responses to the consultation had been received from staff and as a result it had been decided that decisions regarding the Wellbeing Team and the Partnerships would not be progressed until further detailed consideration had been given to the responses.

The changes to the Customer Contact Centre would progress and had been driven by the increase in footfall to the Centre as a result of the Welfare Reform.

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

- In the new Foyer would there be places where members of the public could discuss matters confidentially?

The Director of Community Engagement reported that the plans for the foyer were being amended. The Triage Receptionists would not go into a lot of details and would try and ensure information was kept private but there would not be a separate room to be used each time.

- The new structure for the Customer Contact Centre had a reduction in telephonists, Members had already received complaints regarding the length of time it took for the Council to answer the phones and were concerned that the delay in answering the telephones would increase.

The Director of Community Engagement assured Members that there would not be an increase in the time it took to answer the telephone. The restructure allowed for better use of the telephonists time and it was hoped that the restructure would improve the Contact Centre.

- What training would be provided for the new Triage Receptionists?

The Director of Community Engagement replied that the staff in the Centre had excellent skills but they were on a low grade, the new Triage Receptionists would require new job descriptions, a training package and support to offer the service to those that needed it.

- It was suggested that the Customer Contact staff give members of the public a reference number when they call so their case could be followed properly.
- The Panel was disappointed that the Antisocial Behaviour Officers would be deleted and asked where the duties of those posts would go?

The Director of Community Engagement responded that some of the duties would go to the new Community and Families Development Officer. The Council would continue to support the Problem Solving Groups through this role as the work was valuable and an effective way for the Council to contribute to the prevention of anti social behaviour.

- Given that the proposals were being reconsidered would they meet the savings timescale?

The Director of Community Engagement replied that he was confident that the necessary targets would be met as he did not want the process to take a long time for the benefit of the staff.

- A Member felt that the Directorate should be concentrating on front line provision. She acknowledged that staff within the Wellbeing Team were under a lot of pressure and was concerned that a reduction in the Team would result in further pressure on officers.
- The Panel felt that the Arts Development Officer was a luxury in the current economic situation but wanted to be clear that, if the post went ahead, the post holder would be liaising with Tullie Housing and not working for them.
- The Panel asked for clarification with regard to the Welfare Advice Team.

The Director of Community Engagement confirmed that there was no intention of moving the Welfare Advice Team but there would be more work with the Citizens Advice Bureau, and the Law Centre to strengthen the effectiveness of the Welfare Advice Team.

The Communities and Housing Portfolio added that the priority had been to make partners ready for the Welfare Reform and increase accessibility for those who needed it.

- A Member asked about the morale of staff within the Directorate.

The Director of Community Engagement was concerned that staff within the Directorate felt valued and was properly supported regardless of the outcome. He acknowledged that there was room for improvement but the Council had mechanisms in place both internally and externally to support and advise staff. The opinions and ideas from staff were being properly considered. He was aware that there was a lot of pressure on the staff and that they needed as much support as possible.

- The Panel asked to see the plans for the new Foyer when they were available and asked for a further update on the proposals at their next meeting.

RESOLVED – 1) That the comments and concerns of the Panel be taken into account during the reconsideration of the proposals for the Community Engagement Directorate restructure;

2) That a copy of the plan for the new Foyer be submitted to the Panel when available;

3) That an update on the restructure within the Community Engagement Directorate be submitted to the Panel on 14 February 2013.

## **COSP.08/13    CCTV**

The Director of Local Environment submitted report LE.01/13 providing a summary of the transformation proposals for 2013/14 in relation to the provision of Closed Circuit Television (CCTV)

The Environmental Health Manager reported that the CCTV savings proposals sought to find transformational savings of £180,000. The report discussed the options for achieving the savings and recommended that the Council ceased the active monitoring of CCTV but retained cameras in both the City Centre Car Parks and those that were most used for crime and disorder. The cameras would be maintained by the City Council and automatically record images.

He outlined the background to the CCTV and gave details of the number and type of cameras that had been operational within the City since 1995. He explained that the technical equipment had been upgraded to a digital recording system in 2006 and there were communication links with partners. The control room had two separate CCTV video links to Cumbria Police which enabled the Police to view incidents directly. He informed the Panel that the City Council control room was single manned Monday to Friday 0945 to 0200 and Friday to Sunday 1045 to 0300 hours. The cameras record 24 hours, seven days per week and there were three permanent CCTV operators.

To achieve the required savings a significant scale down of the CCTV system would be required and four options for a continued CCTV system were outlined within the report. The Environmental Health Manager added that option 4 was the most effective and efficient option as it provided both a deterrent and a means to collect evidence.

The Executive had on 19 November 2012 (EX.156/12) considered the report and decided:

“That the Executive approved the proposal to:

1. Discontinue active monitoring of the CCTV system.
2. Reduce the number of cameras and restructure the CCTV service, retaining 9 car park cameras, 20 internal Civic Centre Cameras in line with Option 2.
3. Subject to available budget, retain 6 City Centre Cameras for the next financial year only to enable further negotiations with partners to agree financial support for the continuance of those cameras.
4. Delegated authority to the Director of Local Environment in consultation with the Portfolio Holder to conclude those negotiations.”

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

- Was there a backlog of cameras which were not working?

The Environmental Health Manager explained that there was a rolling schedule of repairs which was undertaken by an external company under a maintenance contract. There had been some issues regarding electricity supply to some cameras and would be corrected.

- How often did the Police access the cameras?

The Environmental Health Manager responded that the Police accessed the cameras on a regular basis and the Control Room maintained a log of all access.

- Had there been any public consultation?

The Environmental Health Manager outlined the detailed consultation which had taken place with stakeholders to determine if stakeholders could contribute to the running of the CCTV.

The Director of Local Environment reminded the Panel that the CCTV proposals were part of the budget process which was open to public consultation.

- The report concentrated on the businesses in Carlisle but there was no mention of the safety of the residents in Carlisle. A Member understood that there was an additional £500,000 in the Council budget and asked if that could be redirected to the CCTV. She also had concerns that new businesses would not come to the City if there was no CCTV provision.

The Environment and Transport Portfolio Holder explained that businesses had not been prepared to contribute to the running of the CCTV in the future. The CCTV service was a discretionary service funded entirely by the City Council and the main operational beneficiaries were retail and the Police. She informed the Panel that she had met with the Police and Crime Commissioner to discuss the situation and there would be further meetings. Both Eden District Council and Allerdale Borough Council had ended their CCTV provision and did not do the same consultation that the City Council had. The City Council was keen to continue with the service but needed financial support to do so.

- Had any of the stakeholders come forward with options to continue the service?

The Environmental Health Manager responded that the consultation period ended on 4 January and the responses were being collated. There had not been any significant budget options submitted but there were other potential cost saving ideas that could be investigated further. One of those was the change from fibre optic cables to Wi Fi. The fibre optic contract ended in 2014 which meant there was a year to explore ideas further.

The Director of Local Environment highlighted the consultation and the responses and reported that the Council was looking for the best way to maintain as much of the service as possible whilst meeting the savings. The consultation invited options and it was hoped that there could be a more shared approach to the service.

- Had antisocial behaviour increased in authorities where the cameras had been switched off?

The Environment and Transport Portfolio Holder responded that she had not been informed of any increases.

**RESOLVED:** That the Panel's response to the consultation is as follows:

Members of the Panel expressed concerns about the reduction in CCTV coverage, recognised that budgetary constraints have to be considered and supported the consultation the Council is conducting with the beneficiaries of the scheme as to moves they can make to assist the Council in continuing this important service.

(The meeting ended at 12.10pm)





# COMMUNITY OVERVIEW AND SCRUTINY PANEL

## *Panel Report*

### Public

**Date of Meeting:** 14<sup>th</sup> February 2013

**Title:** Overview Report and Work Programme

**Report of:** Overview and Scrutiny Officer

**Report reference:** OS 04/13

### Summary:

This report provides an overview of matters related to the Community O&S Panel's work. It also includes the latest version of the work programme.

### Recommendations:

Members are asked to:

- Decide whether the items on the Notice of Key Executive Decisions should be included in the Panel's Work Programme for consideration.
- Note and/or amend the Panel's work programme

**Contact Officer:** Nicola Edwards

**Ext:** 7122

## 1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 11<sup>th</sup> January 2013. The following issues fall into the remit of this Panel and full details are attached at **Appendix 1:**

**KD.037/12 Carlisle Plan 2012-13** – *to be considered at this meeting of the Panel.*

**KD.041/12 Regulatory Reform Order** – *this item has been taken off the Notice of Key Decisions*

**KD.045/12 Parish Charter** – *to be considered at the meeting of the Panel on 28<sup>th</sup> March 2013.*

**KD.046/12 Home Improvement Agency** – *to be considered at this meeting of the Panel.*

## 2. References from the Executive

There are no references from the Executive.

## 3. Follow up action and information requested by Members from Community O&S Panel held on 10<sup>th</sup> January

- a. *Members considered the update and asked for clarity with regard to the ring fencing of the of the additional Department of Health funding and the Director of Community Engagement agreed to provide a written answer alongside confirmation with regard to the information received on the number of DFGs carried out by Riverside Carlisle.*

Additional funding of £109,433 provided by the Department of Health (DOH) and paid through the Department of Communities and Local Government (DCLG) was given to the Council on 12/12/12. This is capital grant that is not ring-fenced and can be carried forward to the next financial year subject to approvals within the authority.

The overall funding pot for Disabled Facility Grant's (DFG's) in the financial year 2012/13 is £863,000. This is made up of £663,000 grant from the DCLG and £200,000 contribution from the Council. Number of DFGs. Details of number of DFG's carried out by Riverside are included in the report on Riverside to be considered elsewhere on the agenda.

- b. *Director of Community Engagement agreed to circulate to Members the local and national figures for the number of homeless young people.*

- For the period 1/4/11 to 31/3/12 we took 435 homeless applications, 164 of which were from applicants aged between 16-25.
- For the same period we had a total of 759 advice and assistance cases, 307 of which were from 16-25 year olds.

National Homelessness statistics are not broken down by age, so it is not possible to provide data on the numbers of 16-25 year olds who are homeless

- c. *That details of the Homeless Prevention Project be circulated to all Members of the Panel*  
Information will be circulated to Members separately.

- d. *That the NEETs statistic be broken down into urban and rural information.*

These figures are not held by the City Council. Inspira have indicated they will provide this information by no later than the March meeting of COSP. They are unable to commit to providing the information before then because of other priorities.



#### **4. Scrutiny Annual Report**

All Scrutiny Members were sent an e-mail asking if there were particular issues they wished to see discussed in the annual report. If Members have not given their views yet, they are invited to do so at today's meeting or by e-mail soon afterwards. A draft of the annual report will come to the Panel's final meeting of this civic year, on Thursday 28<sup>th</sup> March 2013.

#### **5. Work Programme**

The Panel's current work programme is attached at **Appendix 2** for comment/amendment.

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Items relevant to the Community Overview and Scrutiny Panel:

**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.046/12
Decision Title:	Home Improvement Agency
Decision to be taken:	The Executive will be asked to discuss and approve the establishment of a Home Improvement Agency and its work programme.
Date Decision to be considered:	
Date Decision to be taken:	11 February 2013
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 Director of Community Engagement will be available five working days before the meeting
Contact Officer for this Decision:	Director of Community Engagement, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Communities and Housing (Councillor Mrs Riddle)
Relevant or Lead Overview and Scrutiny Panel:	Community Overview and 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](http://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.

Items relevant to the Community Overview and Scrutiny Panel:

**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.037/12
Decision Title:	Carlisle Plan 2013-16
Decision to be taken:	The Executive is requested to: 1. Consider and comment upon the presentation and content of the Plan with a view to seeking continuous improvement in the way the Council delivers services to its local communities. 2. Consider the comments of the Overview and Scrutiny Panels on the draft Plan. 3. Refer the Plan to full Council for approval.
Date Decision to be considered:	11 February 2013 consultation period to include Overview and Scrutiny as appropriate
Date Decision to be taken:	8 April 2013
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 Policy and Communications Manager will be available five working days before the meeting
Contact Officer for this Decision:	Town Clerk and Chief Executive, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Finance, Governance and Resources (Councillor Dr Tickner)
Relevant or Lead Overview and Scrutiny Panel:	Cross cutting

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](http://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.

Items relevant to the Community Overview and Scrutiny Panel:

**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.045/12
Decision Title:	Parish Charter
Decision to be taken:	The Executive will be asked to discuss and approve the sign off of the Parish Charter and the underlying agreements concerning the partnership working of the City Council and the Parishes.
Date Decision to be considered:	11 March 2013
Date Decision to be taken:	8 April 2013
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 Director of Community Engagement will be available five working days before the meeting
Contact Officer for this Decision:	Director of Community Engagement, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Community Engagement
Relevant or Lead Overview and Scrutiny Panel:	Community Overview and 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](http://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.

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 04 February 2013

## Appendix 2

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		07 Jun 12	19 Jul 12	06 Sep 12	11 Oct 12	22 Nov 12	10 Jan 13	14 Feb 13	28 Mar 13
CURRENT MEETING – 14 <sup>th</sup> February 2013															
Carlisle Plan		✓					To consider draft Plan							✓	
Performance Monitoring Reports	✓						Reporting of performance relevant to remit of Panel	✗	✓	✓		✓		✓	
Riverside Carlisle				✓			Monitoring progress and developments of joint working		✓					✓	
Home Improvement Agency		✓					Executive report 11/2/13 to approve the establishment of a Home Improvement Agency and its work programme.							✓	

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 04 February 2013

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		07 Jun 12	19 Jul 12	06 Sep 12	11 Oct 12	22 Nov 12	10 Jan 13	14 Feb 13	28 Mar 13
Transformation					✓	✓	Update of savings proposals and Directorate Restructure						✓	✓	
TASK AND FINISH GROUPS															
Community Centres				✓			To monitor actions in March/April 2013			✓	✓	✓			✓
Disabled Facilities Grants			✓		✓		To monitor action plan		✓				✓		
Homelessness			✓				Monitor implementation of recommendations	✓					✓		
FUTURE MEETINGS															

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 04 February 2013

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development Scrutiny of Partnership/ External Agency	Monitoring	Budget	07 Jun 12		19 Jul 12	06 Sep 12	11 Oct 12	22 Nov 12	10 Jan 13	14 Feb 13	28 Mar 13	
Regulatory Reform Order – Empty Property Policy Amendments		✓					Consideration of Executive Report (awaiting date)								?
Sports provision in the District							Panel to be involved in study and to consider final report			✓			✗		✓
Annual Equality Report	✓						Monitoring role								
Rural Issues	✓		✓				Need to give consideration on what Members wish to do in this area								✓
Parish Charter		✓					Scrutiny of Parish Charter prior to Executive signing it off and the underlying agreements concerning								✓

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 04 February 2013

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development Scrutiny of Partnership/ External Agency	Monitoring	Budget	07 Jun 12		19 Jul 12	06 Sep 12	11 Oct 12	22 Nov 12	10 Jan 13	14 Feb 13	28 Mar 13	
							the partnership working of the City Council and the Parishes.								
Scrutiny Annual Report			✓		✓		Draft report for comment before Chairs Group								✓
COMPLETED ITEMS															
Working with Young People			✓		✓		To receive report on the services to young people including those NEET and the LSP C&YP Group						✓		
CCTV		✓				✓	To consider proposals to reduce CCTV provision						✓		



# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 04 February 2013

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development Scrutiny of Partnership/ External Agency	Monitoring	Budget	07 Jun 12		19 Jul 12	06 Sep 12	11 Oct 12	22 Nov 12	10 Jan 13	14 Feb 13	28 Mar 13	
Localisation of Council Tax		✓					Draft scheme how Council will administer Council Tax Benefit discount from 1 /4/12				✓				
Executives Saving Proposals						✓	Proposals for 2013/14 for areas within the remit of the Panel				✓				
Tenants Strategy		✓	✓				To comment on draft strategy				✓				
Proposals of Implementation of Council Tax Technical Reforms		✓					Consideration of Executive Report					✓			
Tullie House Trust							Business Plan 2012/13 – 2015/16					✓			

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 04 February 2013

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		07 Jun 12	19 Jul 12	06 Sep 12	11 Oct 12	22 Nov 12	10 Jan 13	14 Feb 13	28 Mar 13
Budget 13/14 – 17/18		✓	✓				Consideration of service implications					✓			
Choice Based Lettings		✓					To scrutinise review of CBL					✓			
Shaddongate Resource Centre					✓		Update on provision, services and financial plan				✓				
Crime and Disorder Reduction Partnership	✓		✓				To consider Joint Scrutiny arrangements for the CDRP	✓	✓						
Neighbourhood Working			✓				Monitor implementation of recommendations	✓							
<b>INFORMATION ONLY ITEMS</b>															
<b>Details</b>								<b>Date Circulated</b>							

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 04 February 2013

Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy	Review/Development	Scrutiny of Partnership/ External Agency	Monitoring									
								07 Jun 12	19 Jul 12	06 Sep 12	11 Oct 12	22 Nov 12	10 Jan 13	14 Feb 13	28 Mar 13
Food Law Enforcement Service Plan								24 <sup>th</sup> May 2012							





## **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

### ***Panel Report***

#### **Public**

**Date of Meeting:** 14 February 2013

**Title:** JOINT WORKING WITH RIVERSIDE CARLISLE

**Report of:** The Director of Community Engagement

**Report reference:** CD 14/13

**Summary:** This report provides Members of the Community Overview and Scrutiny Panel with an update on joint working between Riverside and Carlisle City Council.

#### **Questions for / input required from Scrutiny:**

Input relating to the updated information provided within this report.

#### **Recommendations:**

It is recommended that Members of the Community Overview and Scrutiny Panel note the report and its contents.

**Contact Officer:** Keith Gerrard

**Ext:** 7350

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

## **AFFORDABLE HOMES PROGRAMME 2011-15**

Carlisle City Council and Riverside continue to work together to bring forward affordable housing schemes in Carlisle.

Riverside are looking to develop affordable housing at Arnside Court in Harraby, Borland Avenue in Botcherby, and on City-Council owned land at Thomlinson Avenue in Raffles. The schemes will deliver at least 42 units of affordable housing for the district, with the possibility of delivering a further 17 units as a second phase of the Thomlinson Avenue scheme. The schemes will deliver a mixture of family accommodation and bungalows, with all units being let at an affordable rent. It is anticipated that all these developments will be completed by autumn 2014.

The anticipated units delivered through these schemes replace and exceed the 36 units lost at the former Morton Primary School site, which fell through after the County Council and Riverside were unable to reach an agreement on the land value.

## **DISABLED FACILITY GRANTS**

Changes made to the way that Riverside approach disabled adaptations have produced positive results. Riverside funds disabled facility grants (DFGs) for tenants when the value of the grant is less than £7,000, unless it is a second assessed referral within a 12 month period. Riverside has funded 82 major adaptations in this financial year, with 98% of the work completed within six months.

Where Riverside judges that a DFG request is unviable or impracticable, it offers to relocate the tenant to a more suitable property. In this financial year, Riverside has relocated nine tenants in lieu of providing a DFG. Taking into account the provision of a financial support package, this approach has resulted in estimated savings of £92,700 in this financial year, and a total of £145,700 since the implementation of the policy.

As ever, ongoing communication between the City Council's private sector housing team and the adaptations team at Riverside takes place, relating to specific cases, processes and work with contractors.

## **HOMELESSNESS**

Carlisle City Council's homeless team continue to work effectively with Riverside's allocation team on the administration of the Cumbria Choice allocation scheme, and meet regularly to discuss nominated Council-accepted homeless clients. Since the beginning of the financial year, 69 people have been nominated by the City Council as being owed a homelessness duty; 49 of these people have been housed by Riverside.

## **HOUSING STRATEGY AND THE CARLISLE HOUSING PARTNERSHIP**

Joint working with Riverside continues in order to realise the priorities of the Carlisle Housing Strategy. Diane Hill, Major Works Team Leader at Riverside, has been elected chair of the Decent & Healthy Homes sub-group of the Carlisle Housing Partnership.

## **LAND ASSETS**

Riverside is in possession of GIS information on the City Council's land assets. Officers from Riverside are in the process of analysing Riverside's own land holdings, with a view to working with the City Council's housing, planning and property teams to unlock land for market and affordable housing, and other types of development.

## **WELFARE REFORM**

Riverside has calculated that around 950 of their tenants in Carlisle under-occupy their homes; these residents may face reductions in housing benefit payments under reforms to the welfare system that come into force in April 2013.

It is anticipated that many Riverside tenants affected by benefit changes will have to find an additional £8 a week to make up the shortfall in rent, and other tenants, especially those with two or more spare bedrooms, will face making up a larger shortfall. Nationally, it is anticipated that the changes may lead to an increase in rent arrears and eviction proceedings. Riverside has estimated that, should no tenants pay the difference between their reduced housing benefit and their rent, it stands to lose up to £10,400 a week in rental income.

Riverside has implemented an information campaign to inform these tenants of their options, and the Revenues & Benefits team at Carlisle City Council have also written to all local tenants who may be affected by the changes. Of the 570 people who have engaged with Riverside following this campaign, 28% will not be affected by the changes, 51% wish to remain in their properties, 15% wish to leave their property and 6% remain undecided.

To assist those tenants who wish to leave their homes, Carlisle City Council and Riverside, along with the other local authorities and major housing associations in Cumbria, have revised the county's allocation policy (Cumbria Choice) to give some priority to those who wish to downsize. Riverside has a target of helping 50 tenants who wish to move into smaller accommodation by April 2013, and has set aside a small fund to help people move, which can be used for removals, redecoration, carpeting and other expenses.

Those tenants who wish to remain living in their homes may require benefit advice and support to help them cover the shortfall in rent. It is therefore vital that communication and joint working between Riverside and various services within the City Council, including the homelessness team, is effective. The Cumbria Choice allocation policy has been amended to ensure that customers who accrue debt as a result of under occupancy

regulations will not automatically be given reduced preference for a new property; this will enable tenants to downsize quickly if they struggle with making up the rent shortfall in their existing home.



## Impact assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?		
Age	N/A	
Disability	N/A	
Race	N/A	
Gender/ Transgender	N/A	
Sexual Orientation	N/A	
Religion or belief	N/A	
Human Rights	N/A	
Health inequalities	N/A	
Rurality	N/A	

If you consider there is either no impact or no negative impact, please give reasons:

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If an equality Impact is necessary, please contact the P&P team.





## **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

### ***Panel Report***

#### **Public**

**Date of Meeting:** 14 February 2013

**Title:** Draft Carlisle Plan 2013/16

**Report of:** Policy and Communications Manager

**Report reference:** PC 02/13

#### **Summary:**

This report presents the draft Carlisle Plan, including the new vision and priorities for the City Council. It also provides a draft action plan to deliver the priorities.

#### **Questions for / input required from Scrutiny:**

1. Consider and comment on the presentation and content of the Carlisle Plan with a view to seeking continuous improvement in the way the City Council delivers services to its local communities.
2. Agree how Scrutiny will receive progress updates on the Plan and actions.

**Contact Officer:** Steven O'Keeffe

**Ext:** 7258

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

## **1. BACKGROUND INFORMATION**

- 1.1 The Carlisle Plan 2013/16 replaces the previous Corporate Plan 2010/13 and forms part of the Council's Policy Framework.

## **2. THE CARLISLE PLAN**

- 2.1 The Carlisle Plan for 2013/16 is attached as Appendix 1. It sets out the City Council's vision for Carlisle and the six priorities for action over the medium term (2013/16). The text under each priority provides the background and further detail on how the priority will be achieved.
- 2.2 The draft action plan for delivering the priorities is attached as Appendix 2. This includes medium term actions that aim to be delivered over the life of the Carlisle Plan and actions to be delivered within the financial year. This aligns the Carlisle Plan with the budget year. Future actions that develop can fit into the budget planning process.
- 2.3 The Carlisle Plan will be monitored by the Senior Management Team and regular progress will be reported to the Executive. The actions for each priority will be reviewed and developed as they progress. It is suggested that Overview and Scrutiny could receive progress updates on the priorities and actions as part of the quarterly monitoring reports.

## **3. TIMETABLE FOR AGREEING THE CARLISLE PLAN**

- 3.1 The Plan will be considered by the Overview and Scrutiny Panels as described below:

Community Overview and Scrutiny Panel	14 February 2013
Resources Overview and Scrutiny Panel	21 February 2013
Economy and Environment Overview and Scrutiny Panel	28 February 2013
Executive	8 April 2013
Full Council	30 April 2013

- 3.2 A programme of engagement events are planned throughout March 2013. They will assist in raising awareness of the Council's vision and priorities, as well as helping to shape the actions to deliver the Carlisle Plan. In addition, consultation on the action plan will be undertaken with partners engaged in delivering each key action. The City Council will consult with community and voluntary groups on the action plan to identify opportunities to develop working with this sector and support existing initiatives. This demonstrates the authority's commitment to the Cumbria Compact and fulfils the requirement to undertake 12 week consultation on policy development.

### Impact Assessments

**Does the change have an impact on the following?**

<b>Equality Impact Screening</b>	<b>Impact Yes/No?</b>	<b>Is the impact positive or negative?</b>
Does the policy/service impact on the following?	<b>Yes</b>	<b>Positive</b>
Age	<b>Yes</b>	<b>Positive</b>
Disability	<b>Yes</b>	<b>Positive</b>
Race	<b>Yes</b>	<b>Positive</b>
Gender/ Transgender	<b>Yes</b>	<b>Positive</b>
Sexual Orientation	<b>Yes</b>	<b>Positive</b>
Religion or belief	<b>Yes</b>	<b>Positive</b>
Human Rights	<b>Yes</b>	<b>Positive</b>
Health inequalities	<b>Yes</b>	<b>Positive</b>
Rurality	<b>Yes</b>	<b>Positive</b>

**If you consider there is either no impact or no negative impact, please give reasons:**

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**If an equality impact assessment is necessary, please contact the Policy & Communications Team.**

## **Carlisle Plan 2013/16**

### **Vision:**

**To promote Carlisle as a prosperous City, one in which we can all be proud.**

**We will support the growth of more high quality and sustainable business and employment opportunities.**

All our key decisions will support business growth. Our services will focus on being “business friendly”, working more closely with businesses to meet their needs.

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

We will support the tourism, arts and creative industries. Arts and leisure are important parts of making Carlisle a great place to work, live and visit. We will identify opportunities to enhance our sporting, cultural and heritage offer. We will find and support more sustainable ways to deliver this as a long term priority.

**We will work more effectively with partners to achieve the City Council’s priorities.**

We will look beyond Carlisle, building a stronger city as part of a stronger Cumbria. We will work to establish Carlisle as a nationally recognised sub-regional capital. We will build trust and confidence in the City Council, so that we become an effective partner in the key areas of housing and economic growth.

**We will work with partners to develop a skilled and prosperous workforce, fit for the future.**

Working in partnership, we want to help businesses identify the requirements needed to develop a skilled workforce and support education providers to help this be a reality. We will develop a better understanding of the needs of two very different sets of partners – businesses and learning and skills providers.

**Together we will make Carlisle clean and tidy.**

We all want Carlisle to be a place that is clean and a city in which we can all be proud. There is a shared responsibility between us and the community to achieve this. We want to do this by being proactive rather than reactive.

We will make decisions that are consistent with 'Clean-up Carlisle', one of our key initiatives. We will continue to tackle these issues, building a sustainable and better local environment.

**We will address Carlisle's current and future housing needs.**

Carlisle needs to provide more than 450 homes a year to support economic growth. We will take a bold and decisive lead on planning for future housing need, working with key partners to ensure that these plans deliver high quality homes that Carlisle people need.

We will focus on the quality of our homes, particularly in the private rented sector. We will work to make sure that housing is energy efficient and sustainable.

We will work with our partners to deliver affordable and specialist housing where required.

**Carlisle Plan Action Plan 2013-16**

**We will support the growth of more high quality and sustainable business and employment opportunities.**

<b>Action 1: Develop an Employment Land Strategy</b>		
Carry out an Employment Land Review as part of the Local Plan including identifying strategic employment sites.	J Meek	April 2013 onwards
Local Plan – Preferred Options – Agree key employment sites	J Meek	September 2013
<b>Action 2: Work with partners to promote the employment sites in the city</b>		
Developing the M6 Corridor protocol.	J Meek	Spring 2013
Develop a Prospectus promoting Carlisle as a great place to start up, relocate and grow a business.	J Meek	Spring 2013
<b>Action 3: Improving Industrial Estate / Employment land performance</b>		
Develop options for managing / developing the Kingstown Industrial Estate and other key sites.	J Meek	April 2013
<b>Action 4: Develop a City Centre Development and Performance Strategy</b>		
Establish a set of measures to monitor the economic performance of the city centre.	J Meek	April 2013
Develop a revised City Centre Masterplan to form part of the Local Plan. Identifying opportunities for the development of sites for office, leisure and retail accommodation.	J Meek	May 2013
Develop and deliver a city wide broadband and WIFI project designed to develop online access, speeds and uptake.	J Meek	May 2013
Develop and deliver a programme of public realm improvements in key areas of the city.	J Meek	2013/14
<b>Action 5: Invest in Carlisle programme</b>		
Engage and support businesses and new investment in the city via the Economic Development Liaison Panel and improved links with existing businesses.	J Meek	April 2013



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

<b>Action 1: Delivery of a city centre Arts Centre</b>		
Work with partners to select a suitable site or property.	K Gerrard	April 2013
Develop governance, operational and business plans.	K Gerrard	July 2013
Continue to support the development of the Arts Centre through a three year programme of development works.	K Gerrard	2013/14 to 2015/16
<b>Action 2: Old Town Hall Project</b>		
Deliver the Old Town Hall restoration and repair project.	J Meek	June 2013
Develop options to refurbish and modernise the Tourist Information Centre.	J Meek	June 2013
<b>Action 3: Deliver a Carlisle 'Events City' prospectus of cultural and sporting events for 2013/14</b>		
Develop an events programme, budget and resource plan for 2013/14	K Gerrard / J Meek / A Culleton	April 2013
<b>Action 4: Developing a partnership approach to tourism</b>		
Deliver the City Tourism event and work with partners to identify initiatives to support tourism.	J Meek	April 2013
<b>Action 5: Develop our sports and leisure facilities</b>		
Deliver a sport and leisure facilities assessment of need and suitability plan	K Gerrard	February 2013
Develop sport and leisure facilities to address the need for wet and dry facilities by 2015/16	K Gerrard	April 2013
Support the delivery of key sports and leisure facilities via the Harraby School and Community Project.	K Gerrard	2013/14 to 2015/16
Deliver the cycle way link to complete the Carlisle cycle scheme	A Culleton	Summer 2013

**We will work more effectively through partnerships to achieve the City Council's priorities.**

<b>Action 1: Enhanced partnership working</b>		
Map partners relevant to priorities	Senior Management Team (SMT)	April 2013
Identify partners shared aims and objectives and how we can work together	SMT	April 2013
Review member/officer partnership representation	M Lambert	April 2013
Quantify and redirect existing partnership spend	SMT	April 2013
Identify partnership champions and tap into their knowledge of what makes partnerships work	SMT	Ongoing 2013/14

**We will work with partners to develop a skilled and prosperous workforce, fit for the future.**

<b>Action 1: Understanding the current position – business needs and learning providers and collaborating to address these needs</b>		
With key Further Education / Higher Education partners draft a skills analysis for Carlisle	K Gerrard	May 2013
Use this analysis to develop a learning and skills partnership designed to address the current and future skills gaps for Carlisle. To be led through the Carlisle Strategic Partnership / Carlisle Economic Partnership (CEP)	K Gerrard / J Meek	June 2013
<b>Action 2: Develop a collaborative approach to stimulating new business and growing small businesses</b>		
Support the delivery of the Carlisle Growth Hub project and Business Interaction Centre (BIC) in Carlisle.	J Meek	April 2013
Explore with partners other ideas and options for developing and delivering a pathway of support, funding and facilities for business growth. Support the CEP to deliver this pathway.	J Meek	June 2013

**Together we will make Carlisle clean and tidy.**

<b>Action 1: Monitor the new enforcement policy for tackling environmental crimes</b>		
Monitor the outcomes of the enforcement policy and take appropriate actions to ensure targets are achievable.	A Culleton	Ongoing 2013/14
<b>Action 2: Deliver the 'Love Where you Live' campaign</b>		
Implement the marketing, communications and promotional plans	A Culleton	Ongoing 2013/14
Implement education activity with local schools and other appropriate groups	A Culleton	Ongoing 2013/14
Monitor and report on key results from the campaign, identifying new approaches.	A Culleton	Ongoing 2013/14
<b>Action 3 : Deliver the Cleaning Up Carlisle programme in 2013/14</b>		
Increase the usage of mechanical sweepers	A Culleton	Ongoing 2013/14
Implement a programme of street cleansing	A Culleton	Ongoing 2013/14

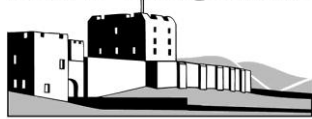
**We will address Carlisle's current and future housing needs.**

<b>Action 1: Deliver the key housing projects arising from the City Housing Strategy</b>		
Deliver a programme to install energy efficiency measures in domestic homes and to tackle fuel poverty.	K Gerrard	2013/16
Utilise a wide range of funding streams to bring empty homes back into use.	K Gerrard	2013/16
<b>Action 2: The strategic housing needs are fully understood and integrated into the Local Plan.</b>		
Ensure that sufficient land is identified in the Local Plan to provide for the housing needs of the area.	K Gerrard / J Meek	By 2014
<b>Action 3: In the light of welfare reform changes ensure that vulnerable residents and client groups housing needs are understood</b>		
Assess the housing and welfare / benefits needs arising from the government Universal Credit programme and seek to work with partners to meet these needs.	K Gerrard	April 2013
Review work programmes and service level	K Gerrard	April 2013 -

## Appendix 2

agreements to ensure advice services supported by the Council are well co-ordinated and deliver good value for money.		onwards
Review the use of Discretionary Housing Payments fund to ensure the most effective use.	K Gerrard	Through to 2016

**CARLISLE**  
**CITY COUNCIL**



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## **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

### ***Panel Report***

#### **Public**

**Date of Meeting:** 14 February 2013

**Title:** Performance Update

**Report of:** Policy and Communications Manager

**Report reference:** PC 05/13

#### **Summary:**

This report updates the Panel on the latest position regarding the Service Standards that help measure our performance and customer satisfaction.

#### **Questions for / input required from Scrutiny:**

1. Consider the Service Standards.

**Contact Officer:** Steven O'Keeffe

**Ext:** 7258

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

## **1. BACKGROUND INFORMATION**

Standards in the services we provide help define what our customers can expect from us and remind our managers and employees of the challenges and obligations we face. With this earlier in the year, we developed a list of Service Standards that we believe affect our customers the most, and standards by which we can be held to account. They are based on timeliness, accuracy and appropriateness of the service we provide in key areas.

## **2. SERVICE STANDARDS**

It is not our intention to measure Service Standards' performance solely against targets. Our current performance already exceeds some of the nationally-set targets; although we are satisfied with that achievement we feel that achievement of locally agreed service standards are of more relevance.

We measure our performance on a monthly basis and display the standards in the Civic Centre reception, as well as publishing them on our website (see [www.carlisle.gov.uk/council-and-democracy/performance-management/service-standards.aspx](http://www.carlisle.gov.uk/council-and-democracy/performance-management/service-standards.aspx)). Senior Management Team also review our performance on a monthly basis.

Following on from the first quarter presentations to Overview and Scrutiny, comparisons with other authorities has been increased to include Nearest Neighbour authorities; they are authorities that may have similar profiles to Carlisle in terms of population, geographical isolation and so on.

Work is on-going to develop further standards with the aim of having them in place for the start of the new financial year.

The latest Service Standard information is attached below as Appendix 1.

### **Management Information**

As well as the list of Service Standards – that may be viewed as quite high-level – several other measures exist that are monitored either by the team(s) directly delivering the service, or through the corporate performance management process.

It is intended that every team within the five Directorates of the City Council will have some measures in place that will help them continually improve the service they provide. This will include a value for money measure and a measure of customer satisfaction. These measures are or will be monitored through the team's service plan.

## Impact Assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?	Yes	Positive
Age	Yes	Positive
Disability	Yes	Positive
Race	Yes	Positive
Gender/ Transgender	Yes	Positive
Sexual Orientation	Yes	Positive
Religion or belief	Yes	Positive
Human Rights	Yes	Positive
Health inequalities	Yes	Positive
Rurality	Yes	Positive

If you consider there is either no impact or no negative impact, please give reasons:

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If an equality Impact is necessary, please contact the Policy & Communications Team.

## APPENDIX 1: Service Standards Figures (October/December 2012)

### Service Standard - Percentage of Household Planning Applications processed within eight weeks



Year to date	Performance Data Trend Chart	Contextual Information								
90.0%	<table><caption>Performance Data Trend Chart Data</caption><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>October 2012</td><td>82.0%</td></tr><tr><td>November 2012</td><td>85.0%</td></tr><tr><td>December 2012</td><td>90.0%</td></tr></tbody></table>	Month	Percentage	October 2012	82.0%	November 2012	85.0%	December 2012	90.0%	<p><b>We aim to:</b></p> <ul style="list-style-type: none"><li>- We aim to find the balance between facilitating new development to meet the needs of today's community, whilst protecting and enhancing the environment for future generations</li><li>- Give our customers an efficient, prompt service when processing their household planning applications</li><li>- Exceed the nationally set targets</li><li>- Where it is not possible to process an application within the specified time, communicate the reasons to all relevant parties</li></ul> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</b></p> <p>Sevenoaks (E) = 77.81% Staffordshire Moorlands (E) = 86.39% Rushcliffe (E) = 88.1% Mansfield (NN) = 84% St Edmundsbury (NN) = 80% West Lancashire (NN) = 75% Other Cumbrian DC average = 88.3 (Q1 2012/13)</p>
Month	Percentage									
October 2012	82.0%									
November 2012	85.0%									
December 2012	90.0%									



## Service Standard - Percentage of missed waste or recycling collections



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Year to date	Performance Data Trend Chart	Contextual Information								
0.02%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>October 2012</td><td>0.025%</td></tr><tr><td>November 2012</td><td>0.021%</td></tr><tr><td>December 2012</td><td>0.023%</td></tr></tbody></table>	Month	Percentage	October 2012	0.025%	November 2012	0.021%	December 2012	0.023%	<p>The figures are collected on a monthly basis and profiling takes place to be as accurate as possible (i.e. collections are reduced during the winter when there are no green bin collections).</p> <p>Industry Standard is 40 misses per 100,000. Our percentage figure converts to 26 misses.</p> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</b></p> <p>Rushcliffe (E) = 44 per 100,000 Chorley (E) = 36 per 100,000 Other Cumbrian DC average = 53 per 100,000 (Q1 2012/13)</p>
Month	Percentage									
October 2012	0.025%									
November 2012	0.021%									
December 2012	0.023%									

## Service Standard - Percentage of household waste sent for recycling



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Year to date	Performance Data Trend Chart	Contextual Information
<p>49.4%</p>	<p>The chart displays a single bar for October 2012 with a value of 49.4%. The y-axis ranges from 0.0% to 0.1% in 0.1% increments. The x-axis shows 'October 2012' and 'November 2012'.</p>	<p>More than 40 per cent of England's household waste was recycled, reused or composted last year, representing a new record for the country according to provisional statistics released by Defra in 2011. This beat the government's target of achieving a 40 per cent recycling rate by June 2010. The current national average is 46 per cent of collected waste. The figure represented an ongoing trend that has seen the proportion of waste sent to landfill fall from 79 per cent a decade ago. However, England still lags well behind countries such as Germany that have all but eliminated waste streams to landfill. In addition, recycling rates of about 40 per cent are still well short of the 2020 target that require local authorities to increase recycling rates to 50 per cent. There are nationally set targets of 50% recycling by 2020.</p> <p>NB: At the time of publication, November's figures were not available.</p> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</b></p> <p>Sevenoaks (E) = 32%  Staffordshire Moorlands (E) = 59%  Chorley (E) = 49%  Cheltenham (HC) = 34%  St Edmundsbury (NN) = 55.2%  North West Leicestershire (NN) = 45%  Erewash (NN) = 44%</p>

## Service Standards - Processing new benefit claims in less than 28 days



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Year to date	Performance Data Trend Chart	Contextual Information								
76.7%	<table><thead><tr><th>Month</th><th>Percentage</th></tr></thead><tbody><tr><td>October 2012</td><td>70.0%</td></tr><tr><td>November 2012</td><td>76.7%</td></tr><tr><td>December 2012</td><td>76.7%</td></tr></tbody></table>	Month	Percentage	October 2012	70.0%	November 2012	76.7%	December 2012	76.7%	<p><b>New claim'</b> means any claim made following a change of address to a different local authority area or any other claim that leads to an award, except when there is no break in entitlement and no change of local authority following a change of address. <b>'Time taken to process'</b> means the time counted in calendar days <b>from</b>, and including, the day a new claim for Housing Benefit or the relevant information forwarded from DWP is physically received at any designated office of a local authority <b>to</b>, and including the day the claim is decided. Time should be counted in accordance with the MIS guidance. This means that if a claim is received on a Monday and a decision made on the same day, the time taken is one day.</p> <p>28 days represents the cut off for the middle quartiles of all district councils.</p>
Month	Percentage									
October 2012	70.0%									
November 2012	76.7%									
December 2012	76.7%									



## Service Standard - Overall satisfaction with council services

Year to date	Performance Data Trend Chart	Contextual Information								
69.5%	<table><thead><tr><th>Month</th><th>Performance (%)</th></tr></thead><tbody><tr><td>October 2012</td><td>69.5%</td></tr><tr><td>November 2012</td><td>69.5%</td></tr><tr><td>December 2012</td><td>69.5%</td></tr></tbody></table>	Month	Performance (%)	October 2012	69.5%	November 2012	69.5%	December 2012	69.5%	<p>Figure taken from the Govmetric. This is a system that collects data and allows the Council to access a summary of customer satisfaction levels. GovMetric is also used across two other communication channels: when customers contact the Council Customer Contact Centre via telephone or when we respond to a customer via email.</p> <p><b>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</b></p> <p>Rushcliffe (E) = 78.4% Wychavon (E)= 69% Chorley (E) = 65.5% Wyre Forest (NN) = 52% Fenland (NN) = 95% Bristol (HC) = 69.9%</p>
Month	Performance (%)									
October 2012	69.5%									
November 2012	69.5%									
December 2012	69.5%									