

AGENDA

Community Overview and Scrutiny Panel

Thursday, 11 September 2014 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 Meetings

To approve the Minutes of the meetings held on 19 June 2014, 18 July 2014 and 31 July 2014.

[Copy Minutes in Minute Book Vol 41(2)]

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 CARLISLE LEISURE LIMITED

(Culture, Leisure and Young People Portfolio)

Representatives from Carlisle Leisure Limited will attend the meeting to present their Annual Performance report.

A.3 OVERVIEW REPORT AND WORK PROGRAMME

5 - 14

(Cross Cutting)

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

(Copy Report OS.21/14 herewith)

A.4 FIRST QUARTER PERFORMANCE REPORT 2014-15

15 - 32

(Cross Cutting)

The Performance and Communications Manager to submit a report that updates the Panel on the Council's service standards that help measure performance and customer satisfaction. The report also includes updates on key actions contained within the Carlisle Plan.

(Copy Report PC.11/14 herewith)

A.5 PUBLIC SECTOR QUALITY DUTY REVIEW

33 - 40

(Communities, Health and Wellbeing Portfolio)

The Policy and Communications Manager to submit a report that outlines the proposals to review the Comprehensive Equality Scheme and equality objectives, to enable the Council to continue to fulfill the Public Sector Equality Duty.

(Copy Report PC.09/14 herewith)

PART B

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

-NONE-

**Enquiries, requests for reports, background papers,
etc to Committee Clerk: Sheila Norton - 817557**

Members of the Community Overview and Scrutiny Panel

Conservative – Ellis, Mrs Prest (Vice Chairman), Mrs Vasey, Bainbridge (sub), Mrs McKerrell(sub), Mrs Mallinson (sub)

Labour – Burns (Chairman), Harid, McDevitt, Mrs Stevenson, Boaden (sub), Caig (sub) Sherriff (sub)

Liberal Democrat – Gee, Allison (sub)

Community Overview and Scrutiny Panel

Agenda
Item:
A.3

Meeting Date: 11th September 2014

Portfolio: Cross Cutting

Key Decision: No

Within Policy and
Budget Framework

Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME

Report of: Overview and Scrutiny Officer

Report Number: OS 21/14

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 comment on the progress of the Task and Finish Groups.
- Note the arrangements for the training for scrutiny members and to confirm attendance.
- Note and/or amend the Panel's work programme

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 15th August 2014 and was circulated to Members on that date. The following issues fall into the remit of this Panel.

KD.19/14 Proposed Leasing Arrangement - The Executive will be asked to approve the principle and terms for the transfer of a property by lease at their meeting on 15th September 2015. This will be a private item on the agenda.

2. References from the Executive

The Executive considered the following item at their meeting on 18th August 2014 and the relevant excerpt from the minutes of that meeting is attached at **Appendix 1**.

- EX.78/14 Arts Centre Business Plan

3. Task and Finish Groups

(a) Member Involvement and Empowerment

Resources O&S Panel have commissioned a cross-panel Task Group to look at Member Involvement and Empowerment. A request for volunteers from this Panel was circulated on 8th August 14 and Cllrs Burns and Prest were subsequently appointed to the Group. Due to the holiday period the first meeting of the group will be held in September.

(b) Asset Based Community Development (ABCD)

At the last meeting of the Panel on 31st July 2014 Members agreed to appoint a Task Group to undertake work on ABCD. A request for volunteers was circulated on 7/8/14 and subsequently Cllrs Bloxham, Burns, Mallinson (E) and McDevitt were appointed to the Group. Due to the holiday period the first meeting of the group will be held in September.

4. Scrutiny Training

A training session for all Members of O&S Panels, led by John Cade, Visiting Lecturer from Institute of Local Government Studies (INLOGOV), has been arranged for **Wednesday 17th September 2014, 10am-2:30pm.** All scrutiny members were invited to attend the session by email on 19th August. Please could Members inform the Scrutiny Officer if you wish to attend the training but have not yet confirmed.

5. Work Programme

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

Contact Officer: Nicola Edwards Ext: 7122
Appendices attached to report: 1. Executive Minute EX78/14
2. Community O&S Work Programme 2014/15

**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**

EX.78/14 BUSINESS PLAN – ARTS CENTRE

(Key Decision – KD.10/14)

Portfolio Culture, Leisure and Young People

Relevant Overview and Scrutiny Panel Community

Subject Matter

Pursuant to Minute EX.53/14, the Leader submitted report SD.15/14 presenting the proposed Business and Operating Plan for the Old Fire Station Arts Centre. The Plan had been produced to reflect the lessons learned from the pilot programme (undertaken throughout autumn and winter 2013/14) and was designed to provide a viable model to operate the Old Fire Station as an Arts Centre within existing budgetary projections.

The Leader reminded Members that the proposed Business and Operating Plan made a range of proposals and assumptions which were detailed fully within the Plan itself. He added that the key proposals could be summarised by the operating principles outlined within the Plan.

The Business and Operating Plan had been developed following ongoing discussion and consultation with a range of artists and arts groups as part of the pilot programme. Informal discussion and consultation had also been ongoing with a wide range of other existing and potential Old Fire Station users and stakeholders during the period of the pilot programme and had been reflected in the operating principles referred to above.

The Community Overview and Scrutiny Panel had, on 31 July 2014, scrutinised the matter and resolved:

- “1. That report SD.14/14 be noted.
2. That the Business Plan be updated to include the cost of Officers’ time in respect of the Arts Centre.
3. That the risks associated with the Arts Centre be evaluated to determine whether they should be on the Corporate Risk Register.”

A copy of Minute Excerpt COSP.43/14 had been circulated.

The Chairman of the Community Overview and Scrutiny Panel was in attendance at the meeting. He stated that the comments and recommendations of the Panel were as laid out in the Minute. A number of concerns had been raised, most of which were accentuated by the Town Clerk and Chief Executive. In response to the Panel’s recommendations the Leader confirmed that:

Resolution 2 - the Executive would work with Officers with a view to updating the Business Plan to include the cost of Officers' time in respect of the Arts Centre; and

Resolution 3 – the Executive wished to refer the matter to the Corporate Risk Management Group for consideration.

In conclusion, the Leader moved the recommendations, which were seconded by the Deputy Leader and Environment and Transport Portfolio Holder.

Summary of options rejected None

DECISION

That the Executive had considered the comments and recommendations of the Community Overview and Scrutiny Panel (as set out in Minute COSP.43/14); and would respond as follows:

Resolution 2 - the Executive would work with Officers with a view to updating the Business Plan to include the cost of Officers' time in respect of the Arts Centre; and

Resolution 3 – the Executive wished to refer the matter to the Corporate Risk Management Group for consideration.

Reasons for Decision

The pilot programme at the Old Fire Station had demonstrated real market demand for a mid-size Arts Centre within Carlisle. It had shown that the Arts Community themselves could proactively offer support for such a facility, if they were provided with the right platform. In doing so, they also offered a significant boost to the long term sustainability of such an Arts Centre.

By necessity the pilot programme saw a low cost, flexible operating model emerge which had proven to be successful and sustainable within limited budgetary provision.

The principles of that approach had been refined within the business and operating plan presented in the report, and used to make financial projections based on known market data and take up and usage during the pilot programme. Those financial projections had been deliberately conservative but still showed that the Arts Centre could sustainably operate within proposed budgetary provision.

The proposed business and operating plan for the Old Fire Station therefore presented a low-cost start up proposal for an Arts Centre, operating within proposed budgetary provision.

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 21 August 2014



Issue	Type of Scrutiny						Comments/status	Meeting Dates								
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnerships/	External Agency	Monitoring		Budget	19	31	11	23	25	15	26	9
									Jun	Jul	Sep	Oct	Nov	Jan	Feb	Apr
CURRENT MEETING – 11th September 2014																
Performance Monitoring Reports	✓						Reporting of performance relevant to remit of Panel Customer Contact Centre, YMCA Resource Centre and the Gypsy and Traveller Site	✓		✓		✓		✓		
Carlisle Leisure Ltd							Annual Performance Report			✓						

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

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								Jun	Jul	Sep	Oct	Nov	Jan	Feb	Apr
							14	14	14	14	14	15	15	15	
Corporate Equality Scheme							Details of review of scheme and determine scrutiny involvement			✓					
TASK AND FINISH GROUPS															
Asset Based Community Development							Scoping Review			✓					
Hate Crime			✓				Monitoring of implementation of recommendations	✓					✓		
FUTURE MEETINGS															

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 21 August 2014

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								Jun	Jul	Sep	Oct	Nov	Jan	Feb	Apr
							14	14	14	14	14	15	15	15	
Shaddongate Resource Centre	✓				✓		Invite YMCA to meeting to scrutinise performance of centre				✓				
Community Safety Partnership	✓		✓				To consider Strategic Assessment 2014 & Partnership Plan 2015/16					?		?	
Children & Young People							Panel meeting devoted to C&YP issues - agenda to							✓	
Play Area Review							be determined							✓	

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

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								Jun	Jul	Sep	Oct	Nov	Jan	Feb	Apr
							14	14	14	14	14	15	15	15	
Riverside Carlisle				✓			Monitoring progress and developments of joint working		✓						✓
Scrutiny Annual Report			✓		✓		Draft report for comment before Chairs Group								✓
Tullie House Trust							Business Plan 2014/15 - 2017/18					✓			
Budget 15/16 - 19/20		✓	✓				Consideration of service implications					✓			
COMPLETED ITEMS															

COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 21 August 2014



Issue	Type of Scrutiny						Comments/status	Meeting Dates								
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnerships	External Agency	Monitoring		Budget	19	31	11	23	25	15	26	9
									Jun	Jul	Sep	Oct	Nov	Jan	Feb	Apr
								14	14	14	14	14	15	15	15	
Carlisle's Sports Strategy							To scrutinise Playing Pitch Strategy.		✓							
Arts Centre		✓					Scrutiny of Business Plan		✓							
Mobile Home Act		✓	✓				Pre-decision scrutiny	✓								
INFORMATION ONLY ITEMS																
Details								Date Circulated								
Food Law Enforcement Service Plan								With papers for 31 st July meeting								

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 11 September 2014
 Portfolio: Finance, Governance and Resources
 Key Decision: No
 Within Policy and Budget Framework: Yes
 Public / Private: Yes

Title: First Quarter Performance Report 2014/15
 Report of: Policy and Communications Manager
 Report Number: PC 11/14

Purpose / Summary:

This Performance Report updates the Panel on the Council's service standards that help measure performance and customer satisfaction. It also includes updates on key actions contained within the Carlisle Plan.

Details of each service standard are in the table at Appendix 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. The updates against the actions in the Carlisle Plan follow on from the service standard information in Appendix 2. A note on the performance of the Customer Contact Centre, requested by the panel, is in Appendix 3.

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

Tracking

Executive:	13 October 2014
Overview and Scrutiny:	Community – 11 September 2014 Resources – 18 September 2014 Economy and Environment – 25 September 2014

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

Service standards were introduced at the beginning of 2012/13. They provide a standard in service that our customers can expect from the City Council and a standard by which we can be held to account. The measures of the standard of services are based on timeliness, accuracy and quality of the service we provide in areas that have a high impact on our customers.

Regarding the information on the Carlisle Plan, the intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Overview and Scrutiny agendas and Portfolio Holder reports.

2. CONSULTATION

The report was reviewed by the Senior Management Team at their meeting on 12 August 2014 and will be considered by the Overview and Scrutiny Panels on the following dates:

Community – 11 September 2014

Resources – 18 September 2014

Economy and Environment – 25 September 2014

3. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to comment on the First Quarter Performance Report prior to it being submitted to Executive.

Contact Officer: Steven O’Keeffe **Ext:** 7258
Appendices **Appendix 1 – 2014/15 Quarter 1 Service Standards**
attached to report: **Appendix 2 – Carlisle Plan Update**

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:

CORPORATE IMPLICATIONS/RISKS

Chief Executive's – Responsible for monitoring and reporting on service standards, customer satisfaction and progress in delivering the Carlisle Plan whilst looking at new ways of gathering and reviewing customer information.

Economic Development – Responsible for managing high level projects and team level service standards on a day-to-day basis.

Governance – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

Local Environment – Responsible for managing high level projects and team level service standards on a day-to-day basis.

Resources – Responsible for managing high level projects team level service standards on a day-to-day basis.

APPENDIX 1: 2014/15 QUARTER 1 SERVICE STANDARDS

Service Standard: Average number of days to process new benefits claims

Service Standard	Year to Date Figure	Performance by Month																										
<p>Average number of new claims should be processed within 22 days</p>	<p>30 days (2013/14 – 21.6 days)</p>	<table border="1"> <caption>Monthly Performance (Days)</caption> <thead> <tr> <th>Month</th> <th>Performance (Days)</th> </tr> </thead> <tbody> <tr><td>Jul-13</td><td>17</td></tr> <tr><td>Aug-13</td><td>22</td></tr> <tr><td>Sep-13</td><td>23</td></tr> <tr><td>Oct-13</td><td>25</td></tr> <tr><td>Nov-13</td><td>21</td></tr> <tr><td>Dec-13</td><td>23</td></tr> <tr><td>Jan-14</td><td>27</td></tr> <tr><td>Feb-14</td><td>22</td></tr> <tr><td>Mar-14</td><td>20</td></tr> <tr><td>Apr-14</td><td>26</td></tr> <tr><td>May-14</td><td>29</td></tr> <tr><td>Jun-14</td><td>37</td></tr> </tbody> </table>	Month	Performance (Days)	Jul-13	17	Aug-13	22	Sep-13	23	Oct-13	25	Nov-13	21	Dec-13	23	Jan-14	27	Feb-14	22	Mar-14	20	Apr-14	26	May-14	29	Jun-14	37
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Jun-14	37																											

The dip in performance which is likely to continue for the next few months is down to a number of factors.

The shared service is currently experiencing an unprecedented level of sickness and vacancies. Overtime is being worked and Capita agency staff used. During this holiday period, whilst such measures are helping, the backlog of assessment work is a cause of concern.

A fundamental review of the Revenues and Benefits shared service is currently being progressed with the desired outcomes of improving productivity, significant budget savings and improved customer service provision to residents (particularly in Allerdale/Copeland). Such major reviews always lead to short term dips in performance but long term productivity gains and required budget savings (to meet MTPF targets). An improved service to residents and improved shared service arrangements will result over the longer term.

Appendix 2: Carlisle Plan Update

PRIORITY – We will support the growth of more high quality and sustainable business and employment opportunities

The Council's Key Decisions will support business growth, with its services being viewed as 'business friendly' through working more closely with them to meet business' needs.

Carlisle Local Plan 2015 - 2030

The emerging Carlisle Local Plan sets out a planning framework for guiding the location and level of development in the District up to 2030, as well as a number of principles that will shape the way that Carlisle will develop between now and then.

The Plan targets the delivery of approximately 9,000 new homes across the 2015-2030 period, and identifies the land available to accommodate this growth. This target represents the most ambitious level of housing growth pursued within Carlisle to date, in response to evidenced demographic and economic needs. The Plan also requires the delivery of a mix of dwelling types and tenures including affordable homes. From a housing perspective the Local Plan will therefore be amongst the most influential strategies at play across the next fifteen years.

Following the close of the most recent consultation exercise, efforts are now being focussed on further refining the Local Plan towards a 'publication draft' which will be subject to public consultation in January 2015.

Following elections in May the Local Plan Working Group membership has been reviewed and confirmed. This forum will once again be used to steer the emerging policies and proposals within the Plan, having added significant value to this process with regards to previous drafts.

The accompanying Infrastructure Delivery Plan, the purpose of which is to demonstrate that the necessary infrastructure can be delivered to support the realisation of the plans objectives, is also continuing to evolve with a number of meetings having been held and information exchanged with key infrastructure service providers.

Promoting Carlisle including Prospectus for Carlisle

Carlisle Ambassadors' meeting was held on 21 May 2014 (theme: Destination for Entertainment, fun and freedom) at Carlisle Racecourse.

The first hoarding design is in place at Durranshill advertising site availability.

The Carlisle Prospectus is now in print along with folders designed to hold the branded suite of literature to promote Carlisle.

Employment sites- Durranshill

The Council have received funding from the Growth Fund to improve the Industrial Estate at Durranshill. The project will reinvigorate the estate through a package of measures including site infrastructure which will unlock development land, promoting economic growth and deliver jobs.

PRIORITY - We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle

This priority supports tourism, the arts and creative industries. It is recognised that arts and leisure are important in making Carlisle a great place to work, live and visit. Developing public realm improvements is a key piece of work under this priority. This involves the City and County councils working together.

Old Town Hall Phase 2 / TIC

Johnston and Wright (Lead Consultant) are continuing to develop the approved Stage 1 Project Plan to detailed design stage.

Pre-application meetings held with Planning, Building Control and Access Officers prior to formal submissions in July 2014, in parallel with issue of Pre-Qualification Questionnaire(s) on 23rd June 2014 via the City Council's CHEST system for short listing of building contractors. Four expressions of interest were received with three organisations short listed for the main tender, which will be issued on 20th August 2014. The programme is on track to formalise an appointment in November 2014 in line with the proposed start in early January 2015 and completion by July 2015.

Property Services have issued 'Notice of Proposed Building Works' letters to ground floor tenants on 24th June 2014 in parallel with serving the Section 25 Notice on Mr Fletcher Jewellers to secure vacation of his unit prior to site handover on 5th January 2015.

Property Services are also assisting the Tourist Information Manager on the sourcing of temporary alternative accommodation for the six month period of site works.

Public Realm The procurement process to appoint a manufacturer to deliver a fully costed signage suite is in progress.

Arts Centre

Asbestos removal commenced 26 June 2014.

We are awaiting cost analysis from the contractor for a finally amended scheme to ensure we remain within budget, this is due 16 July.

Harraby Campus Development

Planning approval has been granted. The final business case is now being developed for consideration by Cumbria County Council's cabinet.

PRIORITY - We will work more effectively with partners to achieve the City Council's priorities

The City Council wants to establish Carlisle as a nationally recognised sub-regional capital by becoming an effective partner in the key areas of housing and economic growth.

Home Improvement Agency (HIA)

Homelife Carlisle was highly commended at the National HIA Awards presented at the House of Lords on 10 June. This is in the Integration Champion category for the work they are doing with Social Care and the Clinical Commissioning. 55 volunteers have now been recruited to the Community Neighbour Programme; of which 36 are actively working with older people in the urban and rural wards. We will shortly be offering a paid for service for Handypeople, Gardeners and Cleaners.

Homelessness Strategy

Consultation with key stakeholders on the four key priority areas identified locally has begun with two sessions having taken place so far including an interactive workshop to identify local challenges and solutions. The key priority areas are:

- Appropriate accommodation and Support Pathways
- Multiple Excluded Homelessness and Rough Sleeping
- Increase and improve positive outcomes for young people experiencing homelessness
- Prevention of Homelessness

The information gained from these sessions along with local research findings will be utilised to form the basis of a draft local strategy which will be out for consultation in October / November and implementation in December.

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

The City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP). Part of the CEP action plan of key priorities sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs.

The City Council is supporting the Knowledge Transfer Project which will help maximise the potential of 'e'-commerce by supporting local retailers (SMEs) and especially independents to make use of the internet to promote and grow their business. This two year project will support businesses to develop specific products together with experts from the University of Cumbria with the aim of maximising the use of proposed City Centre WiFi, using apps, for example, to support the local economy.

The appointment of the KTP Associate took place in January 2014. A background report, including social economic analysis, has been produced, the findings of which will influence the development of the on-line web portal for City centre businesses which is scheduled for launch in November 2014.

The City Council also continues to lead by example as one of Carlisle's large employers by investing in the development of its staff. This includes working with the University of Cumbria, Carlisle College and local training providers to deliver a wide range of technical and professional learning and development opportunities to staff. The City Council works closely with the National Apprenticeship Service and local training providers on its apprenticeship programme and all three of the staff who have recently completed apprenticeships have continued to be employed by the Council.

The City Council has taken on a further three apprentices through the Apprenticeship Growth Bid approved as part of the 2014-15 budget. An apprentice mechanic started in the garage at the Bousteads Grassing depot in July and two ICT apprentices will be joining the Digital and Information Services team in September. A new graduate has also been recruited to a temporary graphic design post through the project as there was no local provision for apprenticeship graphic design training.

PRIORITY - Together we will make Carlisle clean and tidy

The City Council recognises the shared responsibility between it and the community and is committed to a pro-active approach to making Carlisle a place that its residents can be proud of.

Rethink waste Project

The inaugural board meeting has taken place. The new technical team is now in place and will be key to the implementation of the revised service. They are currently looking at issues and options.

Gull Sack Project

The Love Where You Live campaign identified that the source of litter of the streets was partly attributed to refuse sacks being attacked by seagulls. The gull sack project was rolled out across Carlisle over six months from autumn 2013. When used correctly this has reduced the levels of litter caused by the waste collections. Problems have arisen when residents put loose waste into the gull sacks or don't use them. The Technical Team are continuing with a 2014 summer campaign supporting households to ensure that gull sacks are used correctly.

Litter Bin Project

An audit of litter bins has been carried out and the data is currently being collated. The review will look at the litter bin design and determine their optimum location.

Recycling Bring Site Project

A review was completed in March 2014 and the service was brought back 'in-house' in April 2014. Collections rounds are being assessed to ensure maximum tonnage and efficiencies.

Enforcement and Education

An update on the Enforcement and Education Team activities is below including latest performance figures.

Enforcement:

- Prosecutions – total fine £300 for bin issues; two fines for dog fouling (£190 and £160); a fine of £165 for littering. One “Simple Caution” for fly tipping.
- 3 Dog Fouling FPN (all paid); 9 Litter FPN served (6 paid); 1 dog of Lead FPN paid; 1 waste receptacle (bin) FPN served.

There has also been an increase in seagull signage around the City.

Education:

- Trinity Year 10 litter campaign
- Trinity year 7 antisocial behaviour campaign – littering and dog fouling joint initiative with Police PCSOs.

The vacant Team Leader post has delayed the progress on some initiatives. It is hoped this post will be filled in the next few months. An interim Manager has been brought in for three months to help with project delivery in the both the Enforcement and Education Team and the Food Safety Team.

PRIORITY - We will address Carlisle's current and future housing needs

The key to this priority is the delivery of the City Council's housing strategy.

Delivery of the Affordable Housing Programme:

There are currently four affordable schemes funded through the current Affordable Homes Programme (2011-15) either recently completed or currently on site and due to complete by early 2015, totalling 79 new homes. No issues are currently anticipated with delivery. The Homes and Communities Agency (HCA) announced in July 2014 that all four bids in Carlisle under the 2015-18 Programme have been successful in receiving funding, totalling £1.87m. This will deliver a further 79 affordable homes for rent across four sites: three in the City and a scheme in Longtown.

The Brampton Extra Care scheme (38 affordable properties for people aged 55 and over as well as some younger disabled people) was approved at the June 2014 Development Control Committee. The scheme will be delivered by Impact Housing Association (IHA) who received funding through the HCA's Care and Supported Specialised Housing Fund. The development is a result of partnership working between Carlisle City Council, Cumbria County Council, IHA and Brampton and Beyond Community Trust.

Empty Homes:

The Register of Empty Properties is currently being updated. Intelligence is being shared with Council Tax department on empty homes. Early indications are that every £5,000 of grant generates into the local economy approximately £24,000 in business.

Owners of long term problematic empty properties are being profiled & targeted. There are increased interventions on empty homes outside grant area.

To July 2014:

45 units have been allocated £213,442 100% progress.

25 units are paid/complete £126,742 50% progress.

There is a potential surplus of £42,282 for an additional 8 units.

Gypsy and Traveller Transit site:

The City Council's contracted provider has confirmed that it is not viable to build a transit site at Low Harker Dene to address unauthorised encampments. Records show these have reduced from an average of 13 per annum during the period 2010 to 2012 to four in

2013 and six so far in 2014. Going forward the, City Council is considering options for addressing unauthorised encampments.

YMCA Empty Home Project:

The YMCA has confirmed that they expect to return 10 empty properties back to use by December 2015. This is considered a realistic estimated based on five properties let; four properties under repair and negotiations underway with one owner.

Appendix 3: Customer Contact Centre performance

Introduction

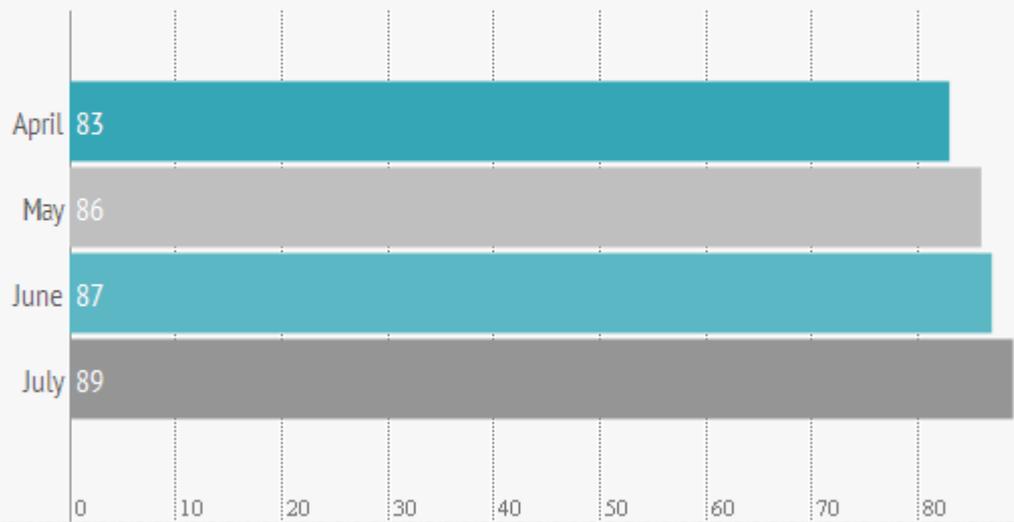
Staff within the Customer Contact Centre continuously analyse the changes in demand regarding the way our customers contact us and what they contact us about. The customer service team are also reacting to an increase in transaction times for those customers who wish to contact the Council regarding a number of issues at the same time. An example of this is a customer who is moving house. They can speak to the same advisor for their Council Tax change of address, Housing Benefit claim, Refuse & Recycling arrangements, Parking permit for example.

The team are also reacting to changes in times of demand. The contact centre is staffed to deal with increased demand at predicted times, such as when Council Tax reminders are sent out. However, there are times of unpredictable demand when customers contact us. Demand is often expected but we have no control over when the customer actually chooses to contact the Council.

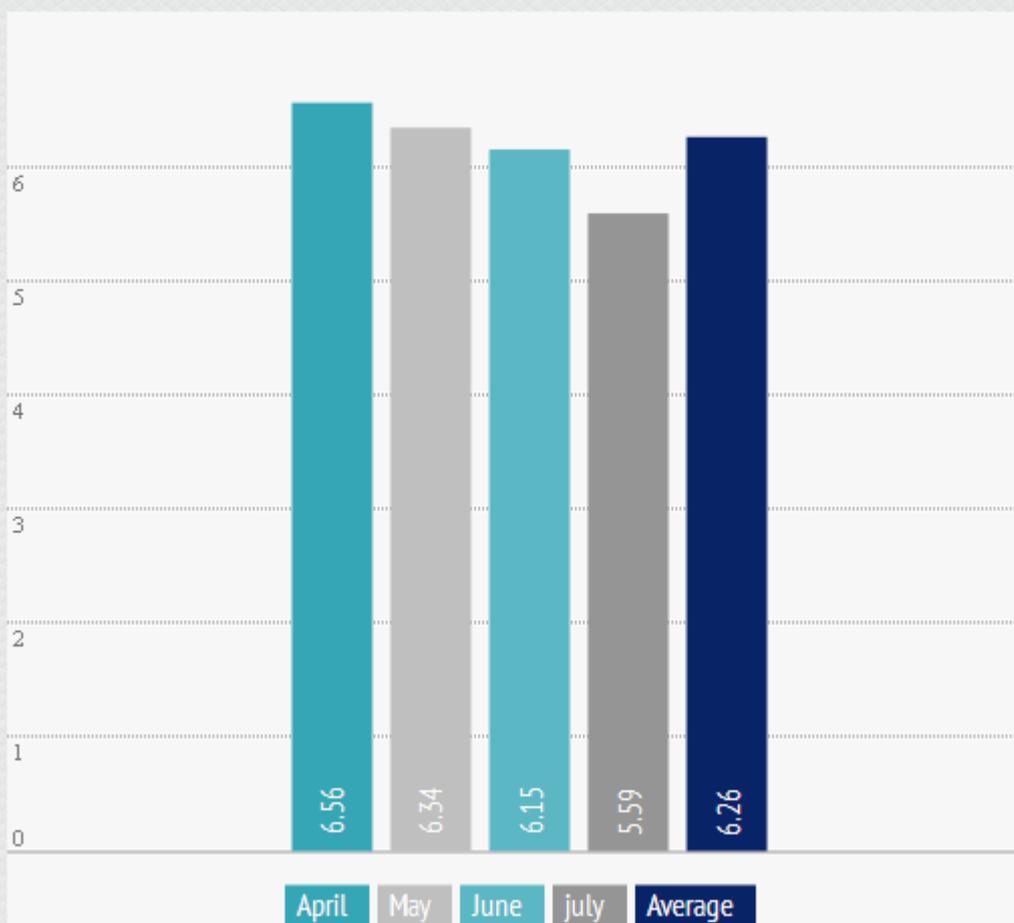
Telephone Contact



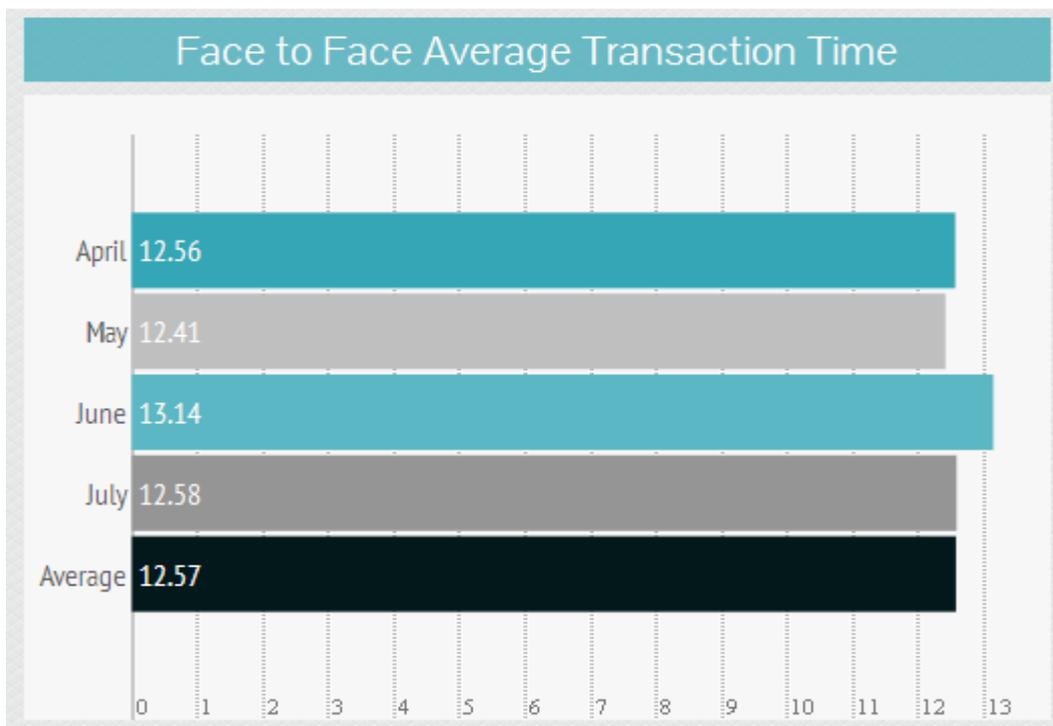
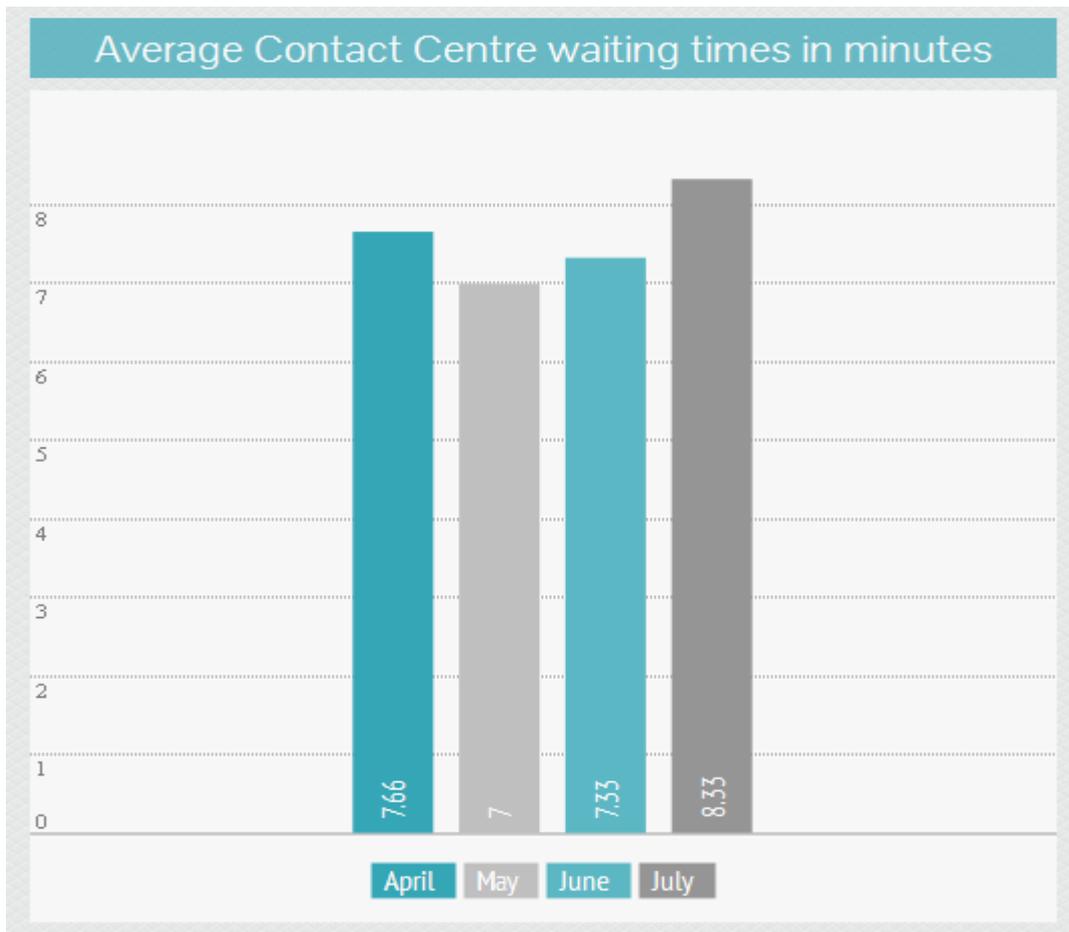
Percentage of calls responded to 2014



Average waiting time phones in minutes 2014

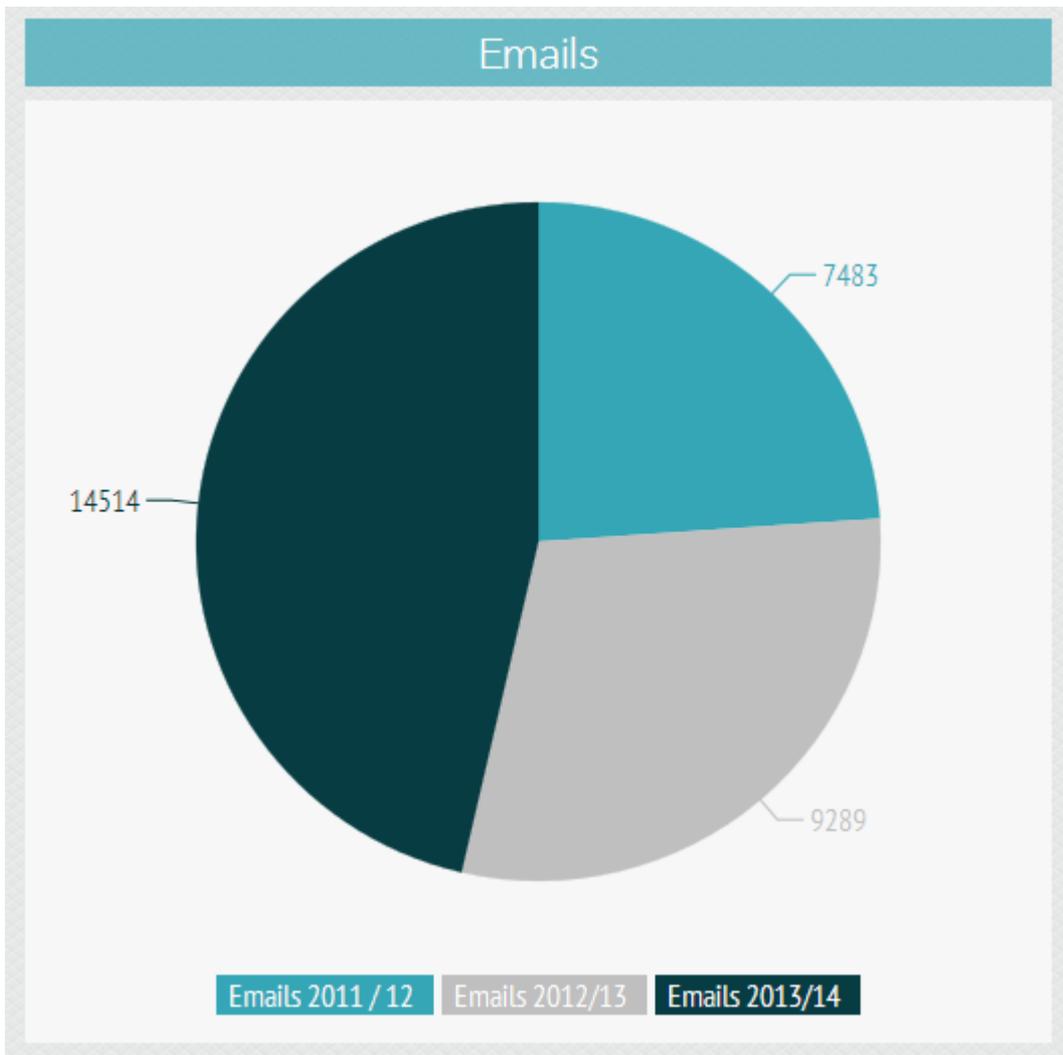


Face to Face Contact



E-Mail Contact

Over the last 3 years there has been a 77% increase in customers contact the contact centre via e-mail. This evidences customers using technology more when contacting the Council. Customer services are working in close collaboration with IT Services to produce an easy to use, transactional website. This will enable 24/7 service delivery for customer to transact with the Council at a time and in a way which is convenient for them. This will leave the more traditional methods of customer contact, such as telephony and face to face, for those customers who need more support dependent on their circumstances.



Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.5

Meeting Date: 11 September 2014
 Portfolio: Communities, Health & Wellbeing
 Key Decision: No
 Within Policy and
 Budget Framework YES
 Public / Private Public

Title: Public Sector Equality Duty review
 Report of: Policy and Communications Manager
 Report Number: PC 09/14

Purpose / Summary:

This report outlines proposals to review the Comprehensive Equality Scheme and equality objectives, to enable the Council to continue to fulfil the Public Sector Equality Duty. It also provides an overview of the progress of equality work since 2012 (Appendix 1).

Recommendations:

The Panel are asked to note and comment on the proposals for the Public Sector Equality Duty review.

Tracking

Executive:	15 September 2014
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1. BACKGROUND

The Equalities Act (2010) replaced the previous anti-discrimination laws with a single Act. A key measure in the Act is the Public Sector Equality Duty which came into force in April 2011. This duty ensures that public bodies tackle discrimination and provide equality of opportunity for all.

The Council must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The Council must also:

- publish information to demonstrate our compliance with the Equality Duty, at least annually.
- set equality objectives, at least every four years.

The Council's Comprehensive Equality Scheme outlines how we meet the duties of the Equality Act. The scheme was adopted by the Council in September 2010 and updated in April 2011, following a successful peer assessment where the Council reached the Achieving level of the Equality Framework for Local Government.

In 2012, the Council set its equality objectives for the 3 year period 2012-2015 as:

- Improve the quality and volume of our customer information.
- Improve access and inclusion for all our services and across our partnerships.
- Diffuse community tensions and promote understanding.

It is an appropriate time for the Council to review its approach to equality and ensure that it reflects current legislation and best practice. Further information about the progress of equality work since 2012 is provided in Appendix 1.

2. PROPOSALS

The aim of the review is to refresh the Council's approach to equality to ensure it continues to meet the Public Sector Equality Duty. It will look at the Comprehensive Equality Scheme, equality objectives, equality impact assessment process and equality information the Council publishes to identify how we can improve our performance.

This will be undertaken by considering a range of information including consultation with staff, community/user groups feedback, customer information and surveys. The Council's progress will be benchmarked against other local authorities and information available from the Equality and Human Rights Commission. A Public Sector Equality Duty training session will be held in October 2014 to assist managers in implementing the duty. Outcomes from this session will feed into the review.

The review will be ongoing throughout 2014/15, it is proposed that the refreshed approach will be brought back to the Executive in April 2015. Community Overview and Scrutiny are asked to consider how they would like to be involved in the review and developing the new approach.

3. CONSULTATION

Comments from the Scrutiny Panel will be presented at the Executive meeting on 15 September 2014.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to note and comment on the proposals for the Public Sector Equality Duty review.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

The Public Sector Equality Duty supports the Carlisle Plan's priorities by promoting equality of opportunity for all and encouraging a prosperous, vibrant city.

Contact Officer: Steven O'Keeffe Ext: 7258

Appendices Appendix 1 – Progress of equality work 2012 to 2014 attached to report:

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

CORPORATE IMPLICATIONS/RISKS:

**Chief Executive's –
Economic Development –
Governance –
Local Environment –
Resources -**

Appendix 1 - Progress of equality work 2012 to 2014

Publish information to demonstrate our compliance with the Equality Duty

The Council updated the Comprehensive Equality Scheme in April 2011, following a successful peer assessment where the Council reached the Achieving level of the Equality Framework for Local Government. The Scheme sets out how the Council promotes equality of opportunity through its services, employment, procurement and partnership working.

We have continued to publish general equality impact assessments of service areas on our website. Specific impact assessments are also undertaken where it is felt that a policy change or decision may impact on a particular group. Examples of this include impact assessments of the Local Plan (2014), Localised Support for Council Tax (2012), and Historic Core On-street Parking (2012).

We provide information on the equality and diversity reporting section of our website about the Council's workforce profile, complaints and customer satisfaction with Council services.

Equality objectives 2012-15

Improve the quality and volume of our customer information

The Council's Customer Access Strategy focuses on ensuring our customers' experiences are of the highest possible standard and they can confidently and easily access the council services they need. Key to this is developing customer information to shape service delivery around our customers needs. It is intended that all customer service requests, requests for information and advice will be co-ordinated through the customer contact centre and recorded on the CRM database. This acts as a central point of information and is being developed as an intelligence tool. This work is supported by the drive to encourage residents to register for online services, website redesign and launch, and partnership work to improve accessibility in the community (for example using community centres as hubs).

We have implemented an integrated customer satisfaction and perception survey on our website, which enables us to gather continuous feedback from our customers. The findings of this survey feed into our customer satisfaction service standard that is reported to the Executive and Scrutiny Panels on a quarterly basis. This will also form a baseline to inform the development of new equality objectives.

The Council gathers customer information for specific service areas or issues through a number of mechanisms that can include Carlisle Focus surveys, online surveys, face to face interviews, road shows, and consultation events. The development of the Council's

social media tools are an additional means of improving communication with customers and encouraging feedback on our services. This has seen growing engagement over the past years as the Council builds its digital profile.

Improve access and inclusion for all our services and across our partnerships

As outlined under the previous equality objective, the Council's Customer Access Strategy aims at improving access for our customers. The redevelopment of the Civic Centre Foyer has improved access and it is continued to be developed as an information hub for partners. Cumbria Deaf Vision has moved its office into the building and is able to offer a signing service for contact centre customers upon request. Community kiosks have recently been made available within Brampton and Greystone Community Centres. These devices allows visitors to access services provided by the Council, Cumbria Constabulary and a number of local partners, that previously would have involved a visit to the Civic Centre in the city centre.

As part of the Carlisle Local Plan 2015 - 2030 development, an equality impact assessment has been undertaken to consider the likely impact of policies in the Local Plan to ensure it is in line with equality legislation and the Council's equality objectives. The impact assessment is being consulted on along side the draft Local Plan and is available on the Council's website. The assessment was shared with stakeholders with interests in single or multiple protected characteristics to encourage further feedback.

The Council provides many different services to the community that tackle discrimination and provide equality of opportunity for all. Some recent examples of good practice in the Council include:

- Food safety training sessions were run with the Chinese community in early 2014 and work has been undertaken to support Community Centres. The Environmental Health Team are also working in partnership with other districts in Cumbria, Public Health England and the NHS to look at how people with mental health issues can be referred from the Council to additional support services.
- All taxi drivers have to attend a disability awareness course as part of the licence approval process. The course was developed in response to complaints about the treatment of disabled customers.
- The Council continues to support the Carlisle Access Group, which promotes and improves the access of disabled people to buildings, facilities and services within the district. The Council is working with this group to review applications for cafe pavement seating areas and check accessibility is maintained.
- The Old Town Hall is undergoing significant regeneration to improve the facilities, which include a reception counter for customers with disabilities.
- The Council provides a permanent gypsy and traveller site at Low Harker Dene and is developing a transit site at the same location.

- The Homelessness Strategy is under review and will be open to consultation in Autumn 2014. It is envisaged that this will continue the important investment the Council has made in services for people who are homeless, including the John Street accommodation, Water Street Accommodation and Shaddon Gateway.

Work is ongoing to develop our workforce to better reflect the diversity of Carlisle and address the ageing profile of our employees. A key action from the Organisation Development Plan 2013-15 is to continue to identify areas of the Council where apprenticeships and graduate traineeships could be introduced. These schemes aim to encourage and develop younger employees. The introduction of the iTrent Human Resources management system will enable employee data to be analysed more effectively and a quarterly workforce profile for each Directorate will be developed to facilitate this.

Improving access to our services is underpinned by the learning and development of staff. The Council has developed a range of equality and diversity modules for the e-learning system, Learning Pool, that cover the Public Sector Equality Duty, Disability Awareness, Autism Awareness, Faith and Belief, Mental Health Awareness and Learning Disability Awareness.

The Council works in partnership with other local authorities in Cumbria through the Achieving Cumbria Equality (ACE) Group. This group seeks to develop best practice across Cumbria by sharing information, developing training and procuring services to support equality work. The group has developed Public Sector Equality Duty training that will be delivered to our service managers in Autumn 2014.

The budget is screened for equality impacts as part of the annual budget setting process. This identifies if a change will have a positive or negative impact on a specific group and what measures can be taken to address the impact if appropriate.

Diffuse community tensions and promote understanding

The Council supports local communities and promotes diversity through a range of events. These events offer opportunities for the community to join together and celebrate differences:

- The Council is working in partnership with Prism Arts to run a free summer school for young people and adults with learning disabilities to create puppets for the Carlisle Pageant performance.
- Free guided Breeze cycle rides were offered as part of the Festival of Sport. Breeze's aim is to help women feel more confident and comfortable about going on a bike ride. The programme also featured sports taster sessions including Watchtree Wheelers, an organisation that specialises in adaptive cycling and encourages people of all abilities to ride.

- Carlisle City Council and Carlisle Leisure Limited provided a programme of tennis activities in April 2014 that included taster sessions, wheelchair tennis and cardio tennis. A Disability Multi Sport Open Day was also held in Bitts Park with Come & Try sessions available for young people aged between 11 and 16 years old.

Events supported by the Council include:

Holocaust Memorial Day	2012
Carlisle Access Group's 21 st anniversary	2012
Olympic Torch Relay	2012
Queen's Jubilee Celebrations	2012
Tour of Britain	2012, 2013
Peace Day	2012
English Tourism Week	2013
Homecoming Parade	2013
Carlisle Pageant	2013, 2014
Cumbria Gay Pride	2014
Patriot Games (Festival of Sport)	2014
Easter International Market	Annual
Carlisle Music City	Annual
Upperby Gala	Annual
Open air performances in Bitts Park	Annual
Fireshow	Annual
Remembrance service	Annual
Christmas Lights Switch on	Annual
Christmas International Market	Annual

Following the Community Scrutiny Panel's Hate Crime report in March 2014, the Council has committed to working in partnership with Cumbria Constabulary to re-launch the hate incident reporting scheme. We are encouraging partners and third sector organisations to take up the opportunities offered in our events programme for 2014-15 to raise awareness of hate crime and the reporting scheme. Reporting centres were featured in the Carlisle Focus Summer/Autumn 2014 edition to help promote awareness.

