

# AGENDA

## **Community Overview and Scrutiny Panel - up to 20 July 2017**

**Thursday, 20 July 2017 AT 10:00  
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG**

**A preparatory meeting for Members will be held at 9:15am in the Flensburg Room.**

### **Apologies for Absence**

To receive apologies for absence and notification of substitutions

### **Declarations of Interest**

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

### **Public and Press**

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

### **Minutes of Previous Meetings**

**5 - 12**

To approve and sign the Minutes of the meeting held on 6 April 2017 and 1 June 2017

[Copy minutes in Minute Book 43(6) and 1 June 2017 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**

**13 - 26**

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.

A discussion of the Panel's Work programme for the coming year will be undertaken. Senior Officers and relevant Portfolio Holders have been invited to attend.

(Copy Report OS.15/17 herewith)

### **A.3 CARLISLE & EDEN COMMUNITY SAFETY PARTNERSHIP ANNUAL PLAN 2017.18**

**27 - 30**

(Communities, Health and Wellbeing)

The Deputy Chief Executive to submit a report seeking consideration of the Carlisle and Eden Community Safety Partnership Plan. This matter was included in the Notice of Executive Key Decisions and will be considered by the Executive at its meeting of 31 July 2017.

Chief Inspector Mackay from Cumbria Constabulary and Mr Evans from Victim Support have been invited to attend the meeting.

(Copy Report CS.14/17 herewith)

**A.4 ANNUAL EQUALITY REPORT 2016/17 AND EQUALITY ACTION PLAN 2017/18 31 - 56**

(Communities, Health and Wellbeing)

The Policy and Communications Manager to submit the Annual Equality Report for 2016/17 and the Equality Action Plan 2017/18.

(Copy Report PC.12/17 herewith)

**FOR INFORMATION ONLY**

**57 - 86**

FOOD LAW ENFORCEMENT SERVICE PLAN

(Copy report GD.41/17 and Minute Excerpt EX.52/17 herewith)

**PART B**

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

- NIL -

**Members of the Community Overview and Scrutiny Panel**

**Conservative** – Ellis, Layden, Mrs Mallinson, Bainbridge (sub), Bloxham (sub), Mrs Finlayson (sub)

**Labour** – Burns (Vice - Chairman), McDonald, McNulty, S Sidgwick, Coleman (sub) Harid (sub), Mrs Riddle (sub)

**Independent** - Paton (Chairman), Bomford (sub)

**Enquiries, requests for reports, background papers, etc to Committee Clerk: Jacqui Issatt - 817557 or [jacqui.issatt@carlisle.gov.uk](mailto:jacqui.issatt@carlisle.gov.uk)**



**MINUTES OF PREVIOUS MEETINGS  
COMMUNITY OVERVIEW AND SCRUTINY PANEL**

**THURSDAY 1 JUNE 2017 AT 10.00AM**

**PRESENT:** Councillor Paton (Chairman), Burns, Bainbridge (as substitute for Councillor Layden), Ellis, Mrs Mallinson, McDonald, McNulty and Sidgwick S.

**ALSO**

**PRESENT:** Councillor Miss Sherriff – Communities, Health and Wellbeing Portfolio Holder (10.10 – 11.35am)  
Councillor Bowditch – City Council representative on the Cumbria Police and Crime Panel

**OFFICERS:** Deputy Chief Executive  
Corporate Director of Governance and Regulatory Services  
Homeless Prevention and Accommodation Services Manager  
Customer Services Manager  
Policy and Performance Officer  
Overview and Scrutiny Officer

**COSP.27/17 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillor Layden, Councillor Mrs Bradley- Economy, Enterprise and Housing Portfolio Holder and Councillor Ms Quilter - Culture, Heritage and Leisure Portfolio Holder.

**COSP.28/17 DECLARATIONS OF INTEREST**

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

**COSP.29/17 PUBLIC AND PRESS**

RESOLVED – That the Agenda be agreed as circulated.

**COSP.30/17 MINUTES OF PREVIOUS MEETINGS**

RESOLVED (1) – That the minutes of the meeting held on 16 February 2017 be signed by the Chairman.

(2) That the minutes of the meeting held on 6 April 2017 be noted.

**COSP.31/17 CALL-IN OF DECISIONS**

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

**COSP.32/17 ROUGH SLEEPING AND BEGGING WITHIN CARLISLE**

The Homeless Prevention and Accommodation Services Manager submitted a report giving the overview of the levels of rough sleeping within Carlisle and District; the work to date to address rough sleeping and begging within the City Centre; and the strategic priorities outlined within the Interagency Homelessness Strategy for 2015-20.

The Homeless Prevention and Accommodation Services Manager outlined the Council's strategic and statutory responsibilities reminding the Panel of the Interagency Homelessness Strategy for Carlisle 2015-20 which was focused on four key priorities as detailed in the report.

She reported that the City Council worked closely with key stakeholders and members of the public to ensure that anyone reported and identified as rough sleeping were assisted at the earliest opportunity as part of the ongoing commitment to 'No Second Night Out', the Severe Weather Emergency Protocol and official rough sleeping submissions in line with government guidance, priorities and national standard levels which were monitored quarterly as part of the Interagency Strategic Working Group.

Carlisle City Council submitted an annual snapshot figure to the Department of Communities and Local Government to assist in monitoring national levels of rough sleeping. Section 1.7 of the report showed a table of the counts taken in 2014/15 and 2016/17 along with an estimate for 2015/16. On 18 November 2016 Homeless Services and an independent verifier from Homeless Link undertook an official rough sleeper count throughout the hours of 12.30am and 4.00am. 55 locations were searched by 5 teams and one person was recorded and reported as rough sleeping. This person was known to the team and had refused any assistance. The Police had been notified in terms of the individual's welfare and as a public safety measure.

Homeless Prevention and Accommodation Services responded to all reports of rough sleeping within Carlisle including actively searching the location(s) reported for the individual and signs of rough sleeping. Where the person was not located a card was left advising that officers were looking to offer assistance and how to make contact should this be required.

The Homeless Prevention and Accommodation Services Manager explained that from September 2015 it was noted that there was an escalating issue with individuals begging within the City Centre who had been assessed as not homeless. Homeless Service managers had been working with officers from Cumbria Police since October 2015 to agree, outline and monitor the effectiveness of joined up approaches to address this. The issues had also been discussed with key stakeholders to monitor, report and advise individuals who were known to their services to seek appropriate help should this be required.

Regular street needs audits had been undertaken jointly with officers from Homeless Prevention and Accommodation services and Cumbria Police since March 2016 to date. Welfare assessments / advice and assistance had been undertaken; and persistent offenders dealt with by positive enforcement by Cumbria Police, resulting in a reported significant reduction in calls to address the issue. As a direct result of this effective joint action taken:

- 4 individuals were given verbal warnings
- 2 individuals were offered housing advice and assistance
- 2 individuals were arrested
- 1 individual was deported

At the last audit carried out in March 2017; there had been no individuals identified, and no individuals rough sleeping or begging had been seen or reported since this date.

This issue was a standing item on the Homeless Strategy Partnership Group and no local concerns were raised at the last meeting held on 26<sup>th</sup> April 2017. There was an ongoing local commitment with key partners in Carlisle as part of the strategic work to monitor, report and address any future issues and welfare concerns that may arise.

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

- How did the Homeless Prevention and Accommodation Services deal with someone who was presenting themselves as homeless and did not fall under the Council's statutory responsibility?

The Homeless Prevention and Accommodation Services Manager responded that each individual had to be evaluated on their own personal circumstances. The support offered would depend on a number of factors including availability of accommodation, support the individual required and whether the individual could go back to their home area. As part of the prevention work the team would endeavour to support the individual with partner agencies.

- A Member commented that the work undertaken by the homelessness team with regard to partnership working was outstanding.
- A Member asked for further information on work being undertaken for young people experiencing homelessness.

The Homeless Prevention and Accommodation Services Manager answered that the work supporting young people was wide and varied. The research undertaken which underpinned the four key priority areas in the 2015-20 Strategy identified young people, females in particular, as being at risk of homelessness and/or abuse. The City Council had a joint protocol with Children and Family Services specifically for vulnerable 16/17 year olds. She added that the Council worked closely with partners to ensure this age group were given maximum priority and all agencies had signed up to a 'script' which meant when a young person presented themselves to any of the partner agencies they only had to explain their situation once and all agencies had the same process. In addition the City Council worked with partners to provide accommodation immediately and then work on a long term plan for the individual.

In response to a further question the Homeless Prevention and Accommodation Services Manager confirmed that the services and support available to young people was promoted through all key partners as well as preventative work being undertaken within schools. The City Council also worked with Children and Family Services to develop a plan for care leavers 12 months prior to them turning 18 to help prevent crisis placements.

The Corporate Director of Governance and Regulatory Services informed the Panel that Homeless Prevention and Accommodation Services had joined his Directorate 18 months ago and they were a really dedicated team led by the Homeless Prevention and Accommodation Services Manager. The team actively worked to develop partnerships and went above and beyond what was required of them, they always tried to look after people's welfare through excellent care and attitude and the team and the Homeless Prevention and Accommodation Services Manager were to be highly commended.

The Panel supported the comments made by the Corporate Director.

- Were any of the 55 locations which were searched for rough sleepers in the rural area?

The Homeless Prevention and Accommodation Services Manager confirmed that the locations covered the whole of the Carlisle District.

- A Member noted that there had been a rise in the number of referrals made by partners and the Homeless Prevention and Accommodation Services Manager felt that this was a positive move. The Council wanted partners to engage individuals at the earliest opportunity to prevent issues rather than being reactive to them.
- The Panel thanked the Homeless Prevention and Accommodation Services Manager for making the clear distinction in the report between homelessness and begging. There was concern that the increase in begging negatively affected residents emotionally and financially and there needed to be some control to protect the most vulnerable in society.

The Homeless Prevention and Accommodation Services Manager agreed that the most vulnerable did need to be protected and this included those who were begging. For those begging it was an unpleasant and degrading activity and it was difficult for individuals to find self-worth, especially if they had been begging for a long period of time. All of the work undertaken by the team was to assist individuals to move forward in a positive way.

- The Panel discussed the options available for those who did want to give money and the Homeless Prevention and Accommodation Services Manager advised that people should donate to a local charity that supported homelessness or to local food banks. She reiterated that giving money or goods which could be sold was not always the best way to help or support individuals.

The Communities, Health and Wellbeing Portfolio Holder informed the Panel that she had recently attended a course which detailed the issues surrounding modern slavery. Modern slavery covered many areas including some begging and it was an issue which the Police were carrying out operations to address.

RESOLVED – That the Panel note the ongoing commitment to address multiple exclusion homelessness and rough sleeping as a key priority area outlined within the Interagency Homelessness Strategy for Carlisle 2015-20 (GD.33/17).

### **COSP.33/17 CUSTOMER SERVICE UPDATE**

The Customer Services Manager presented an update on Customer Services which included the Smarter Service Delivery (SSD) Project, Customer Contact Centre and partnership Working (CE.04/17).

The Customer Services Manager reminded the Panel that the SSD project had been set up initially to meet customer expectations in being able to access City Council services 24 hours a day, 7 days a week on line. A new website had been written in plain English with a portal called 'my account'. The portal allowed customers to register and look at various elements of their council tax account, report environmental health problems, access refuse and recycling services, business rate accounts and submit enquiries to green spaces or planning. She added that there were plans to add other services to the 'my account' portal and currently there were over 14,000 signs up for 'my account'.

The second phase of SSD focused on the installation of a Salesforce platform including the replacement of the Customer Relationship Management (CRM) system which required a subscription only and therefore shrank or grew with the required usage. The Salesforce CRM was fully Cloud based and constantly developed at no additional cost; the expected annual savings compared to the current system were £45,000. The Salesforce CRM integrated with 'my account' functions as well as back office systems. This would allow a customer service advisor to access information available on customer requests for service.

A roadmap of the service migration from Capita CRM to Salesforce CRM had been attached to the report.

The Customer Services Manager reported that the customer contact centre face to face function continued to operate from the temporary porta cabin and the telephony section was situated on the fourth floor of the Civic Centre. The division in the services had been challenging but the team had met the challenges with professionalism and enthusiasm for carrying out excellent customer service.

Prior to the December 2015 flood several partner organisations worked within the ground floor of the Civic Centre and customer services staff carried out services on behalf of partner organisations. Some of the partners had chosen not to return to the Civic Centre, however the Department of Works and Pensions Fraud Section provided services from the Civic Centre and Customer Contact staff provided services on behalf of Cumbria Constabulary and Her Majesty's Passport Officer.

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

- A Member recommended that the City Council website have some signposting to out of hours services for social care and children's care.

The Customer Services Manager responded that there were some links within the City Council website to Cumbria County Council services and agreed to look at putting direct links to out of hours services onto the City Council website.

- A Member felt it was important that the Council continued to provide face to face customer service and was concerned that there was no longer a Police presence in the Civic Centre. He asked if Cumbria Constabulary would be returning to the building and, if not, was the Council compensated for the work undertaken on behalf of Cumbria Constabulary.

The Customer Services Manager responded that she was not aware of any plans for Cumbria Constabulary to return to the Civic Centre and confirmed that Cumbria Constabulary contributed £14,000 per annum for the services provided by the Council.

- Was there an update available on the progress with the ground floor of the Civic Centre?

The Deputy Chief Executive reminded the Panel that the Informal Council Briefing scheduled for 13 June would provide Members with an update and an opportunity to put their thoughts and ideas for the ground floor forward.

- Would the IT section require any additional resources to develop and configure the salesforce system in house and would this impact the potential savings?

The Customer Services Manager explained that ICT assessments were being undertaken with managers to plan the IT resources required for the forthcoming year. Following the completion of the assessments IT and the Senior Management Team would then determine whether additional resources would be required. She added that there would be a demonstration of the Salesforce System for Councillors at the Informal Council Briefing on 13 June 2017.

The Deputy Chief Executive added that the changes to the IT systems would allow skills to be directed to other areas and there would be a reorganisation of the budget to allow for some short term funding to be released.

The Communities, Health and Wellbeing Portfolio Holder praised the work being undertaken by the Customer Services Manager and her team, especially under the circumstances following the flood.

RESOLVED – That the Community Overview and Scrutiny Panel endorse the proposals within report CE.04/17 of supporting further development of Salesforce CRM to combine the use of new and emerging digital service delivery to enable efficiencies as well as continue to meet ever changing customer expectations. The Panel also endorse the addition of partnership working opportunities to enable the Civic Centre to become a true community hub for Carlisle.

### **COSP.34/17 END OF YEAR PERFORMANCE REPORT 2016/17**

The Policy and Performance Officer submitted report PC.08/17 containing the fourth quarter performance against the current service standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'.

The Policy and Performance Officer added that the a brief overview of the current position with regard to the Carlisle Plan had been included in the report and it only included actions which sat under the remit of the Panel. He reminded the Panel that performance reporting options workshops had been planned for Members on 20 June 2017.

A Member asked what the authority was doing as part of the SugarSmart project and how would it link in to public health. The Deputy Chief Executive explained that the Council had received external funding for two Sustainable Food Cities projects and as a result the appointment of a Sustainable Food Cities Co-ordinator was taking place. The Council would sign up to a SugarSmart declaration with other Districts, in addition the Council sat on the Healthy City Steering Group.

Members discussed the option of changing the target for the Service Standard: Average number of days to process new benefits claims and agreed to discuss the matter further at the Workshop on 20 June.

RESOLVED – The Panel considered the performance of the City Council presented in report PC.08/17 with a view to seeking continuous improvement in how the Council delivers its priorities.

### **COSP.35/17 POLICE AND CRIME PANEL 2016/17**

Councillor Bowditch, as the City Council's representative on the Cumbria Police and Crime Panel, submitted a review of the Panel's work for 2016/17.

Councillor Bowditch reminded the Panel of his role and reported that the Panel had met four times to discuss a number of issues. 2016/17 saw the election of a new Police and Crime Commissioner, Mr Peter McCall, and the Panel worked with him in the development of the new Police and Crime Plan. The Panel also confirmed the appointment of a new Chief Finance Officer who scrutinised the Commissioners council tax precept along with a number of other issues.

Councillor Bowditch highlighted the areas which were discussed at each meeting of the Panel, as detailed in the report, along with further information of the appointment of the Joint Chief Finance Officer and the council tax precept.

He summed up by outlining the additional issues which the Panel had considered in the last twelve months, highlighting the issues that had been raised regarding the 101 numbers. There had been concern about the low response rate to the number and he had been assured that the issues were being addressed and the response rate was improving. He reminded the Panel that the Police had a 40% reduction in their budget for Cumbria and suggested that it may be beneficial for the Panel to invite the Police and Crime Commissioner to a meeting to discuss issues.

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

- One of the objectives presented by the PCC had been 'Support Today's Young People'; was there any further information on what this meant?

Councillor Bowditch agreed to provide a written response to the Panel.

- A Member highlighted the issues regarding the 101 number and the impact it had on those who had reported an incident or been a victim of a crime. He also raised the issues of anti-social behaviour that had occurred in the City Centre which he felt were not being treated as a priority. He urged Councillor Bowditch, as the City Council representative, to keep highlighting the issues and pushing for improvement wherever possible.
- Members raised the issue of reporting methods for representatives on external bodies and felt that there should be a process for representatives, in particular those on the PCC and the Health Scrutiny Panel, to report back to the Executive or for them to have a bigger role in discussions that affected the areas within the remits of the external bodies.

RESOLVED –1) That the summary of the work of the Police and Crime Panel 2016-2017, provided by Councillor Bowditch, be welcomed;

2) That the Police and Crime Commissioner and the Chief Superintendent be invited to attend the Panel at a future date;

3) That Councillor Bowditch provide a written response regarding the 'Support Today's Young People' objective.

4) That a clear methodology be established which enabled City Council representatives on the Police and Crime Panel and the Health Scrutiny Panel two way communication between the Executive and the Panels and engaged representatives in discussions regarding issues within their remit.

### **COSP.36/17 OVERVIEW REPORT AND WORK PROGRAMME**

The Overview and Scrutiny Officer submitted report OS.12/17 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 Notice of Executive Key Decisions had been published on 5 May 2017 and included the Food Law Enforcement Service Plan (KD.05/17) which fell within the remit of the Panel.

The Overview and Scrutiny Officer stated that the Panel's work programme had been attached to the report and, following a written response to the Panel regarding financial data for the Old Fire Station, the Panel was asked to view if it wanted a full written report on the matter to their next meeting on 20 July 2017. The Panel discussed the matter and agreed that the written response addressed the issues raised. They agreed that a future update, in a similar format, should be added to the work programme.

It was also proposed that Directors and Portfolio Holders be invited to the next Panel meeting to aid the Panel in defining their work programme for the year.

The Overview and Scrutiny Officer reported that a request had been received from a member of the public, via the Town Clerk and Chief Executive; the Panel consider conducting a review into 'Affordable Ways of Improving Provision of Public Toilets in the City'.

Members were reminded that there was a renewed focus on effective member-led and policy scrutiny and to assist Members, two training sessions were being provided by the LGiU on 27 June 2017.

RESOLVED – 1) That the Overview Report incorporating the Work Programme and Key Decision items relevant to this Panel (OS.12/17) be noted.

2) That an update on the Old Fire Station be added to the work programme for a future meeting of the Panel.

3) That Directors and Portfolio Holders be invited to attend the Panel's meeting on 20 July 2017 to aid the Panel in defining their work programme for the year.

4) That a review on 'Affordable Ways of Improving Provision of Public Toilets in the City' be considered by the Panel on 20 July as part of their work programme setting.

(Meeting ended at 12.13pm)

# Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.2**

Meeting Date: 20 July 2017  
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 15/17

## 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 and a table of ideas for future items for the work programme for this Civic Year.

## Recommendations:

Members are asked to:

- Note the items (within Panel remit) on the most recent Notice of Key Executive Decisions
- Through discussion with officers and Portfolio Holders, develop the Panel's work programme for the year

Contact Officer: Dave Taylor

Ext: 0781 785 8167

Appendices attached to report:

1. Work Programme Ideas for Community O&S Panel 2017/18
2. Community O&S Panel Work Programme 2017/18
3. Minute Excerpt EX.52.17 – Food Law Enforcement Service Plan

## 1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 30<sup>th</sup> June 2017. This was circulated to all Members. The following items fall within the remit of this Panel:

*Items which have been included in the Panel's Work Programme:*

KD.15/17 Carlisle and Eden Community Safety Partnership Annual Plan 2017/18

KD.05/17 Food Law Enforcement Service Plan 2017/18

*Items which have not been included in the Panel's Work Programme:*

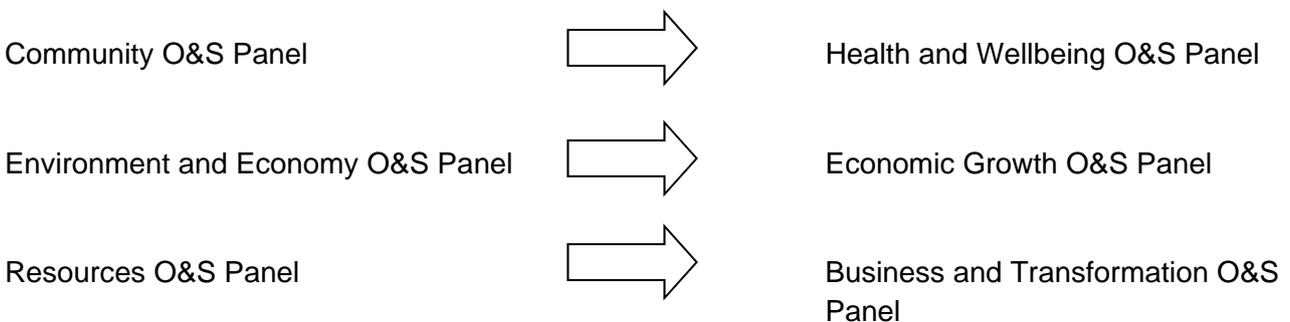
KD.16/17 Authority to dispose of affordable housing commuted sum funding

## 2. References from the Executive

There is one reference from the Executive: EX.52/17 – Food Law Enforcement Service Plan, which is attached to this report.

## 3. Change of Panel Names and Remits

As Members will be aware, a proposal went to the last meeting of the City Council to change the names and remits of the three Overview and Scrutiny Panels. The three new panels map broadly from the current O&S Panels to the new names as follows:



The change of remits would bring O&S in line with the four SMT sub-groups with the Health and Wellbeing group and the Economic Growth group being covered by one panel each. The Business and Transformation O&S Panel would consider issues dealt with by the other two groups, Business Management and Development, and Transformation Plans.

The following table shows how the subject areas covered by this Panel would change:

**O&S Panel Name and Remit Change:****Health and Wellbeing**

| Old name:   | Subject Areas Gained   | Subject Areas Lost   |
|---|--|--|
| <p data-bbox="188 353 371 394"><b>Community</b></p> <p data-bbox="188 495 451 573">Corporate Groups Covered:</p> <p data-bbox="188 629 359 712"><b>Health and Wellbeing</b></p> | <ul style="list-style-type: none"> <li data-bbox="549 315 882 421">• Carlisle Partnership – Including Community Plan</li> <li data-bbox="549 427 871 461">• Civic Relationships</li> <li data-bbox="549 468 707 501">• Council Communication</li> <li data-bbox="549 508 799 542">• Dog Wardens</li> <li data-bbox="549 548 898 582">• Emergency Planning</li> <li data-bbox="549 589 903 622">• Environment Agenda</li> <li data-bbox="549 629 807 734">• Environmental Health</li> <li data-bbox="549 741 807 804">• Environmental Protection</li> <li data-bbox="549 810 699 844">• Events</li> <li data-bbox="549 851 802 884">• Green spaces</li> <li data-bbox="549 891 807 954">• Land drainage (operational)</li> <li data-bbox="549 960 882 1066">• Neighbourhood services, waste and recycling</li> <li data-bbox="549 1072 770 1106">• Pest control</li> <li data-bbox="549 1113 738 1146">• Recycling</li> <li data-bbox="549 1153 842 1187">• Refuse collection</li> <li data-bbox="549 1193 815 1227">• Street cleaning</li> <li data-bbox="549 1234 799 1267">• Street lighting</li> <li data-bbox="549 1274 770 1308">• Streetscene</li> </ul> | <ul style="list-style-type: none"> <li data-bbox="976 315 1249 387">• Empty Property Schemes</li> <li data-bbox="976 394 1321 499">• External Liaison with Education and Skills Providers</li> <li data-bbox="976 506 1270 611">• Housing Delivery (market, starter, affordable)</li> <li data-bbox="976 618 1334 651">• Housing Partnerships</li> <li data-bbox="976 658 1334 721">• Housing Strategy and Support</li> <li data-bbox="976 728 1294 761">• Rural/Urban Policy</li> <li data-bbox="976 768 1334 801">• Consultation Strategy</li> <li data-bbox="976 808 1339 842">• Corporate Complaints</li> <li data-bbox="976 848 1243 882">• Customer Care</li> <li data-bbox="976 889 1286 952">• Customer Contact Services</li> <li data-bbox="976 958 1334 1021">• Equality and Diversity Policy</li> </ul> |

**4. Work Programme**

The Panel's current work programme is attached at **Appendix 2**. At present, this comprises mostly items for this meeting and the next one on 31<sup>st</sup> August. The following officers and Portfolio Holders have been invited to this meeting to assist the Panel in defining their work programme for the year:

- Cllr Heather Bradley
- Cllr Ms Anne Quilter
- Cllr Miss Lee Sherriff (unable to attend, Cllr Colin Glover to attend instead)
- Mark Lambert
- Darren Crossley
- Jane Meek
- Scott Burns
- Tammie Rhodes

Some possible areas of focus in the work programme are included as **Appendix 1** to this report. As ever, it is important to stress that Scrutiny is a Member-led function and that the work programme items are chosen by Members themselves. Also, the items in the table have been identified as areas of policy

development but it should be underlined that no discussions have been held prior to today's meeting with officers or Portfolio Holders about potential scrutiny involvement.

**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**

## Appendix 1: Work Programme Ideas for Community O&S Panel 2017/18

| <b>Major areas of Policy Development within the Organisation</b>   |  |
|--|--|
| Subject Area   | Background   |
| Community Asset Transfer Policy                                    | Identified by officers as area of forthcoming policy development   |
| Cultural Strategy  | Identified by officers as area of forthcoming policy development .No cultural strategy currently and a clear gap in the framework. Panel could have significant involvement in policy development. |
| CDRP (CSP) Strategy  | Identified by officers as area of forthcoming policy development. Due at Panel's 20 <sup>th</sup> July meeting.  |
| Interagency Homelessness Plan 2015-2020                            | Identified by officers as area of forthcoming policy development   |
| Sports Facilities Strategy   | Identified by officers as area of forthcoming policy development   |
| <i>Housing Strategy*</i>   | New Housing Strategy 2017-2020 to be finalised in early part of Civic Year. COSP due to see it in draft form.  |
| <i>Public Space Protection Order#</i>                              | Identified by officers as area of forthcoming policy development. Pencilled in to come to EEOSP at September 7 <sup>th</sup> meeting   |
| <i>Clean Neighbourhood &amp; Environment Enforcement Policy#</i>   | Identified by officers as area of forthcoming policy development   |
| <i>Green Infrastructure Strategy#</i>                              | Identified by officers as area of forthcoming policy development   |
| <i>Partnership Plan#</i>   | Identified by officers as area of forthcoming policy development. New remits - cross-Panel EGOSP and HAWOSP?   |
| <b>Smaller areas of Policy Development within the Organisation</b> |  |
| Carlisle Plan/Plan on a Page Review                                | Identified by officers as area of forthcoming policy development   |
| Support to Community Centres                                       | Identified in Service Plan: Award of appropriate and agreed grants to all centres and receipt and review of business plans from all centres  |
| Develop Marketing Plan for Talkin Tarn                             | Identified in Service Plan   |
| Play Areas Review  | Identified in Service Plan   |

|   |   |
|---|---|
| Healthy City priorities: continue to work with partners to deliver    | Identified in Service Plan  |
| Develop Food City Partnership further                                 | Identified in Service Plan. Officer in post from June 2017. Aim is for a more visible, sustainable food sector/culture.                 |
| Assist in development of a partnership: Dementia Action Alliance      | Identified in Service Plan. Launch event 17 <sup>th</sup> May.  |
| Strategic Homelessness Action Plan: Year 3                            | Identified in Service Plan. Various elements including establishing Local Rent Deposit scheme, implementing hospital discharge protocol |
| Countywide Domestic Abuse project                                     | Identified in Service Plan. Leading on delivery of project.   |
| Rogue Landlord work   | Identified in Service Plan. Key issues include number of inspections and number of notices issued.                                      |
| Affordable Ways of Improving Provision of Public Toilets in the City  | Suggestion from member of the public via the Chief Executive  |
| <i>Equality Policy*</i>   | Identified by officers as area of forthcoming policy development. Annual update to come to 20 <sup>th</sup> July meeting of COSP        |
| <i>Customer Contact Strategy (SSD2 Project)*</i>                      | Identified by officers as area of forthcoming policy development  |
| <i>Long-term Plan to Increase Recycling Rates#</i>                    | Identified in Service Plan  |
| <b>Items previously identified or from last year's work programme</b> |   |
| Youth   | Beginnings of Member-led Task and Finish Group work in 2016/17  |
| Flood Update  | Phasing out these reports   |
| Leisure Contract Procurement  |   |
| Greenwich Leisure Ltd   | Annual performance report – approx Nov  |
| Tullie House Business Plan  | Annual scrutiny of Business Plan  |
| Performance Monitoring Reports  | Already timetabled in for 1/6/17, 31/8/17, 23/11/17 and 22/2/18   |
| Response to Welfare Reform  | Ongoing and changing agenda. Something the Panel want to examine more closely?  |

|                                   |   |
|-----------------------------------|---|
| Old Fire Station                  | Future Update requested at 1 <sup>st</sup> June 2017 meeting  |
| Food Law Enforcement Service Plan | Last seen in June 2016  |
| Housing Renewal Assistance Policy | Considered in November 2016 – any changes likely in next year?  |
| <i>Housing Associations*</i>      | COSP had workshop (March 2017) to consider the future relationship with Riverside. Update on relationship with Riverside due to come to COSP on 31 <sup>st</sup> August meeting. Ongoing relationship with Riverside and other housing associations. Could make local links to their own scrutiny operations. Riverside in loose arrangement to return annually – January 2018? |
| <i>Business Plan for Parks#</i>   | Resolution from 2 <sup>nd</sup> March EEOSP meeting asking for this   |
| <i>Rethinking Waste Project#</i>  | Report due to come to EEOSP late 2017 - assess effects of this on recycling totals etc after 6 months.  |
| <i>Clean Carlisle#</i>            | 6-monthly updates to EEOSP  |

\* These items *will not be* under the remit of this Panel if the proposed changes to Panel names and remits are agreed at Council on 11<sup>th</sup> July 2017

# These items *will be* newly under the remit of this Panel if the proposed changes to Panel names and remits are agreed at Council on 11<sup>th</sup> July 2017

## Appendix 2 – Community Overview and Scrutiny Panel Work Programme

| 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  |                 | 01 Jun 17     | 20 Jul 17 | 31 Aug 17 | 12 Oct 17 | 23 Nov 17 | 11 Jan 18 | 22 Feb 18 | 29 Mar 18 |
| Contact Officer   |                        |               |                              |                           |  |            |   |                 |               |           |           |           |           |           |           |           |
| <b>CURRENT MEETING – 20 July 2017</b>   |                        |               |                              |                           |  |            |   |                 |               |           |           |           |           |           |           |           |
| <b>CDRP</b><br>Gavin Capstick   |                        |               |                              |                           | ✓  |            | Community Safety Partnership Plan. Lee Evans from Victim Support invited to attend    |                 | ✓             |           |           |           |           |           |           |           |
| <b>Policing in Carlisle</b><br>Superintendent Justin Bibby                              |                        |               |                              | ✓                         |  |            | An opportunity for Members to ask questions of Superintendent Bibby                   |                 | ✓             |           |           |           |           |           |           |           |
| <b>Annual Equality Report 2016/17 and Equality Action Plan 2017/18</b><br>Rebecca Tibbs |                        |               |                              |                           | ✓  |            | Monitoring of Equality activity and consideration of Equality Action Plan for 2016/17 |                 | ✓             |           |           |           |           |           |           |           |
| <b>TASK AND FINISH GROUPS / WORKSHOPS</b>   |                        |               |                              |                           |  |            |   |                 |               |           |           |           |           |           |           |           |
| <b>Youth</b>  |                        |               |                              |                           |  |            | Member-led initial work ongoing   |                 |               |           |           |           |           |           |           |           |
| <b>FUTURE ITEMS</b>   |                        |               |                              |                           |  |            |   |                 |               |           |           |           |           |           |           |           |

## Appendix 2 – Community Overview and Scrutiny Panel Work Programme

| Issue<br><br>Contact Officer                              | Type of Scrutiny       |               |                                     |                    |  |            |        | Comments/status  | Meeting Dates |           |           |           |           |           |           |           |
|---|------------------------|---------------|-------------------------------------|--------------------|--|------------|--------|--|---------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|   | Performance Management | Key Decisions | Item/Referred from Executive Policy | Review/Development | Scrutiny of Partnership/ External Agency | Monitoring | Budget |  | 01 Jun 17     | 20 Jul 17 | 31 Aug 17 | 12 Oct 17 | 23 Nov 17 | 11 Jan 18 | 22 Feb 18 | 29 Mar 18 |
|   |                        |               |                                     |                    |  |            |        |  |               |           |           |           |           |           |           |           |
| <b>Cumbria Health Scrutiny Committee</b><br>Cllr Williams |                        |               |                                     |                    |  | ✓          |        | As a Member of the Committee, Cllr Williams to provide an update on the recent work of the Cumbria Health Scrutiny Committee |               |           | ?         |           |           |           |           |           |
| <b>Housing Strategy</b><br>Jeremy Hewitson                |                        |               |                                     | ✓                  |  |            |        | To consider the new Housing Strategy   |               |           | TBC       |           |           |           |           |           |
| <b>Performance Monitoring Reports</b><br>Gary Oliver      | ✓                      |               |                                     |                    |  |            |        | Reporting of performance relevant to remit of Panel  | ✓             |           | ✓         |           | ✓         |           |           | ✓         |
| <b>Relationship with Riverside</b><br>Jane Meek           |                        |               |                                     |                    |  |            | ✓      | Feedback from issues raised at Workshop in February 2017   |               |           | ✓         |           |           |           |           |           |
| <b>Greenwich Leisure Ltd</b><br>Gavin Capstick            |                        |               |                                     |                    |  |            | ✓      | Annual Performance Report  |               |           |           |           | ✓         |           |           |           |
| <b>New Leisure contract procurement</b><br>Gavin Capstick |                        |               |                                     |                    |  |            |        | Update of procurement process.   |               |           |           | ✓         |           |           |           |           |

## Appendix 2 – Community Overview and Scrutiny Panel Work Programme

| Issue<br><br>Contact Officer                                    | Type of Scrutiny       |               |                                     |                    |  |            |        | Comments/status   | Meeting Dates |  |  |  |  |  |  |  |           |
|---|------------------------|---------------|-------------------------------------|--------------------|--|------------|--------|---|---------------|--|--|--|--|--|--|--|-----------|
|   | Performance Management | Key Decisions | Item/Referred from Executive Policy | Review/Development | Scrutiny of Partnership/ External Agency | Monitoring | Budget |   |               |  |  |  |  |  |  |  |           |
|   |                        |               |                                     |                    |  |            |        |   |               |  |  |  |  |  |  |  | 01 Jun 17 |
| <b>Scrutiny Annual Report</b><br>Dave Taylor                    |                        |               |                                     |                    |  |            |        | Draft report for comment before Chairs Group approval   |               |  |  |  |  |  |  |  | ✓         |
| <b>COMPLETED ITEMS</b>  |                        |               |                                     |                    |  |            |        |   |               |  |  |  |  |  |  |  |           |
| <b>Old Fire Station: Budget and Financing</b><br>Gavin Capstick |                        |               |                                     |                    |  | ✓          |        | Report not requested after financial information circulated to Panel Members by email in May 2017               |               |  |  |  |  |  |  |  |           |
| <b>Customer Services</b><br>Jill Gillespie                      | ✓                      |               |                                     |                    |  |            |        | Performance of the new website / coping with the flood / future of CRM and customer services (smarter services) | ✓             |  |  |  |  |  |  |  |           |
| <b>Rough Sleeping and Begging</b><br>Tammie Rhodes              |                        |               |                                     |                    |  | ✓          |        | Report requested by Panel to consider the “apparent increase in rough sleeping and begging in the City Centre”  | ✓             |  |  |  |  |  |  |  |           |

## Appendix 2 – Community Overview and Scrutiny Panel Work Programme

| Issue  | Type of Scrutiny       |               |                              |                           |  |            |        | Comments/status   | Meeting Dates          |           |           |           |           |           |           |           |
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| Contact Officer                                |                        |               |                              |                           |  |            |        |   |                        |           |           |           |           |           |           |           |
| <b>Police and Crime Panel</b><br>Cllr Bowditch |                        |               |                              |                           |  | ✓          |        | As a Member of the Panel, Cllr Bowditch to provide an update on the recent work of the Cumbria Police and Crime Panel | ✓                      |           |           |           |           |           |           |           |
| <b>INFORMATION ONLY ITEMS</b>                  |                        |               |                              |                           |  |            |        |   |                        |           |           |           |           |           |           |           |
| <b>Details</b>                                 |                        |               |                              |                           |  |            |        |   | <b>Date Circulated</b> |           |           |           |           |           |           |           |
| Food Law Enforcement Service Plan              |                        |               |                              |                           |  |            |        |   |                        |           |           |           |           |           |           |           |

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## **EXCERPT FROM THE MINUTES OF THE EXECUTIVE HELD ON 3 JULY 2017**

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**EX.52/17     FOOD LAW ENFORCEMENT SERVICE PLAN**  
(Key Decision – KD.05/17)

**Portfolio**     Environment and Transport

**Relevant Overview and Scrutiny Panel**     Community

**Subject Matter**

The Environment and Transport Portfolio Holder submitted report GD.29/17 providing details of the Food Law Enforcement Service Plan covering the period 1 April 2017 to 31 March 2018. A summary report of the Plan had also been produced at Appendix 1 for Members' assistance.

The Portfolio Holder explained that the Plan set out how Regulatory Services would deploy its resources in 2017 to 2018 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It sought to target intervention to tackle local issues whilst ensuring that Carlisle City Council achieved its national statutory responsibilities.

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

Details of the Food Standard Agency's expectations in terms of the delivery of official controls on feed and food law; the Service's contribution to the Council's Carlisle Plan; the requirements of The Food Law Codes of Practice (March 2017); and the Food Standards Agency's (FSA) Strategy for 2015-2020 were provided.

The Portfolio Holder indicated that the FSA recognised that they could not achieve their strategic goals in isolation and acknowledged the important role played by local government officers in ensuring food safety. As part of the strategy the FSA had issued a paper entitled 'Regulating our Future – Developing the FSA's New Approach to Regulating Food Businesses' which outlined a programme of work which would change how the authority regulated food businesses.

The Council's Regulatory Services were concerned about the new proposals and the need to be mindful of how those regulatory changes proposed by the FSA would affect the health and well-being of citizens and visitors of Carlisle. As part of a coordinated

approach with other Cumbrian Local Authority Environmental Health Departments Officers were responding directly to the FSA outlining their concerns regarding those future proposals.

The Environment and Transport Portfolio Holder concluded by moving the recommendations, which course of action was formally seconded by the Leader.

**Summary of options rejected** None

## **DECISION**

That the Executive:

1. Agreed the key actions of the Food Law Enforcement Service Plan as appended to Report GD.29/17.
2. Referred the said Plan to Overview and Scrutiny for consideration and comment in accordance with the Council's Budget and Policy Framework.

## **Reasons for Decision**

The recommended key actions had been identified following consultation and reflected the resources available to Regulatory Services in the financial year 2017 to 2018



# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.3**

Meeting Date: 20th July 2017  
Portfolio: Communities, Health and Wellbeing  
Key Decision: Yes: Recorded in the Notice Ref:KD  
Within Policy and Budget Framework YES  
Public / Private Public

Title: CARLISLE & EDEN COMMUNITY SAFETY PARTNERSHIP  
ANNUAL PLAN 2017/18  
Report of: The Deputy Chief Executive  
Report Number: CS.14/17

**Purpose / Summary:** The North Cumbria Community Safety Partnership (CSP) have developed their Partnership Plan (Appendix 1) for 2017/18. The plan has been developed by the Community Safety Partnership's Leadership group with input from Carlisle City Council Officers and the Portfolio Holder for Communities, Health & Wellbeing.

The purpose of this report is to present the Community Safety Partnership's work programme for the coming year in the form of their partnership plan. While this is presented as a developed document it represents a 'live' work programme, - which develops throughout the year and can be influenced and shaped through the City Council's representation on the CSP's Leadership Group.

**Recommendations:** Community Overview & Scrutiny Panel are asked to consider the CSP Partnership Plan and Action Plan and provide comment and feedback to the Executive.

### Tracking

|                        |                                 |
|------------------------|---------------------------------|
| Executive:             | 31 <sup>st</sup> July 2017      |
| Overview and Scrutiny: | 20 <sup>th</sup> July 2017      |
| Council:               | 12 <sup>th</sup> September 2017 |

## **1. BACKGROUND**

- 1.1** The Crime and Disorder Act 1998 placed statutory obligations on local authorities and the Police to act in co-operation with the Probation Service, Health Authorities and other relevant agencies, to work together to develop and implement a partnership plan for tackling crime and disorder in their area.
- 1.2** The legislation requires local Community Safety Partnerships (CSP's) to produce a plan setting out how it intends to tackle crime and disorder and allowing the development of strategies to tackle short, medium and long term priorities.

The Carlisle and Eden Community Safety Partnership's Leadership Group takes responsibility for developing the Community Safety Partnership's annual plan based on evidence drawn from the Joint Strategic Needs Assessment produced by the Cumbria Intelligence Observatory and the Police. The Leadership Group includes representation from Carlisle City Council via the Portfolio Holder for Communities Health and Wellbeing and the Contracts and Community Services Manager.

The plan itself is a high level and brief summary of priorities for 2017-2018 but is supported by a more detailed action plan this is delivered by the Community Safety Partnership task group members.

The Joint Strategic Needs Assessment upon which it is based is detailed and reliable, however at the last Community Overview & Scrutiny Panel it was noted that the inclusion of the City Centre area in specific Wards can effectively misrepresent the position in the rest of those wards. A commentary will be included in the next Joint Strategic Needs Assessment to reflect this effect.

## **2. PROPOSALS**

- 2.1** It is proposed that the Community Overview and Scrutiny Panel consider the Community Safety Partnership Plan and provide comment and feedback to Carlisle City Council's Executive.

## **3. CONSULTATION**

- 3.1** The Partnership Plan has already been considered by members of the Community Safety Partnership Leadership group.

#### **4. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

**4.1** It is recommended that Community Overview and Scrutiny Panel consider the plan so that they can offer feedback to the Executive. The Executive will ultimately be asked to recommend the plan to full Council for adoption so as to affirm proposed actions around crime and anti-social behaviour and ensure Carlisle City Council meets its legislative responsibilities.

#### **5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

**5.1**

**Contact Officer: Darren Crossley**

**Ext: 7004**

**Appendices  
attached to report:**

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

- None

#### **CORPORATE IMPLICATIONS/RISKS:**

**Community Services -**

**Corporate Support and Resources –**

**Economic Development –**

**Governance and Regulatory Services –**

## MESSAGE FROM THE CHAIR

Partnership working is often the most effective way of providing good strong, joined up solutions to issues that affect communities. Carlisle and Eden Community Safety Partnership (CSP) is an example of how public agencies can work together to show leadership in tackling problems within our communities.

The CSP is a statutory body which works to address crime and disorder. Along with CSPs in the West and South of the county we work to make our county safer for residents.

As the newly appointed Chair of Carlisle and Eden CSP I am looking forward to continue to work alongside the dedicated members of our own CSP as well as collaboratively with the other two CSPs. We already have strong leadership and I hope to enhance and drive this forward.

Cyber crime and Child Sex Exploitation will be priorities along with Anti Social Behaviour and Alcohol-Related Crime amongst other ongoing issues.

We will continue to work with the Office of the Police and Crime Commissioner, who provide financial support, and continue to undertake the good work in making our county a safer place over the coming year.

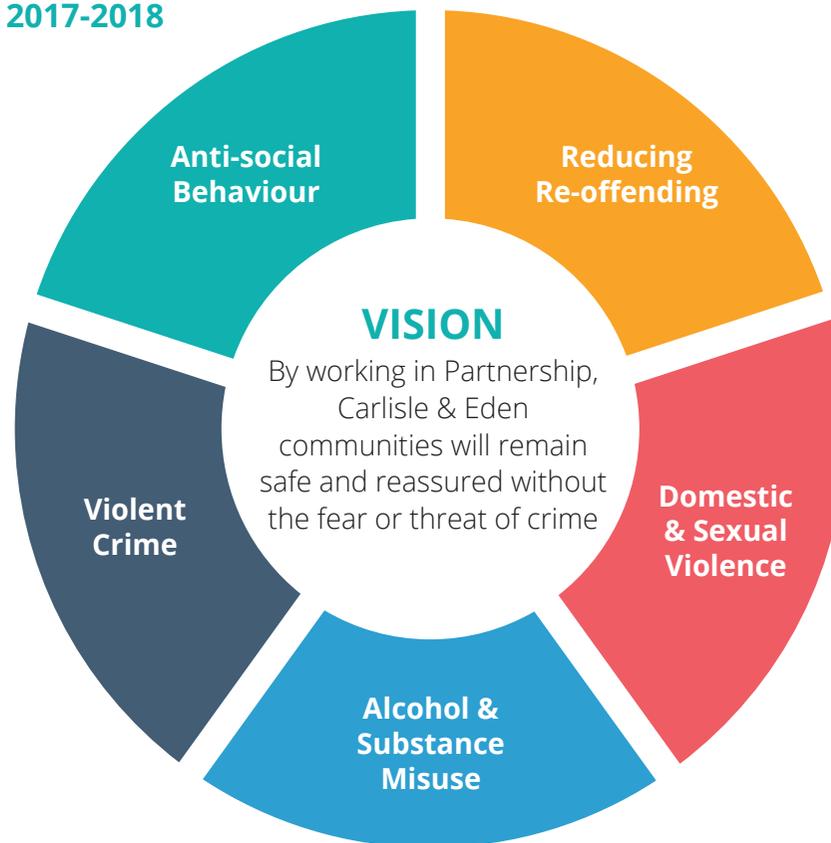
### Lee Sherriff

North Cumbria CSP Chair

To view the full strategic assessment on which this plan is based please go to:

[www.cumbriobservatory.org.uk](http://www.cumbriobservatory.org.uk)

## KEY PRIORITIES 2017-2018



## TACKLING PRIORITIES 2017-2018

**Violent Crime** – This will be managed through the Problem Solving Group, Pubwatch and statutory partners.

**Alcohol & Substance Misuse** – This will be managed through multi agency partnerships such as Cumbria Constabulary, licensees, Pubwatch and will include a focus on New Psychoactive Substances.

**Domestic & Sexual Violence** – Actively support the countywide work being undertaken on domestic and sexual violence.

**Reducing Re-offending** – To maintain the Integrated Offender Management program and encourage the use of restorative justice.

**Anti-social Behaviour** – To work with partners to reduce ASB, delivering positive projects to reduce offending and make use of current legislation.

## NORTH CUMBRIA CSP MEMBERS

- Cumbria Constabulary
- Cumbria County Council
- Magistrates Court
- Probation Services
- Carlisle City Council
- Eden District Council
- Housing Associations
- Cumbria Fire and Rescue
- Youth Offending Service
- Office of the Police & Crime Commissioner (OPCC)
- Health
- Pubwatch
- AWAZ

While continuing to tackle our priorities the following areas have been highlighted as current and will be prioritised in 2017 -18

- **Cyber Crime**
- **Child Sex Exploitation**
- **Trafficking**

# Report to Community Overview and Scrutiny Panel

Agenda  
Item:

**A.4**

Meeting Date: 20 July 2017  
 Portfolio: Communities, Health and Wellbeing  
 Key Decision: No  
 Within Policy and Budget Framework: YES  
 Public / Private: Public

Title: ANNUAL EQUALITY REPORT 2016/17 AND EQUALITY ACTION PLAN 2017/18  
 Report of: Policy and Communications Manager  
 Report Number: PC 12/17

**Purpose / Summary:**

This report presents the Annual Equality Report for 2016/17 and the Equality Action Plan 2017/18.

**Recommendations:**

Scrutiny is asked to:

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

**Tracking**

|                        |              |
|------------------------|--------------|
| Executive:             | 31 July 2017 |
| Overview and Scrutiny: | 20 July 2017 |
| Council:               |              |

## **1. BACKGROUND**

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

## **2. PROPOSALS**

- 2.1 The Annual Equality Report 2016/17 (Appendix 1) provides an overview of equality work, including the workforce profile, details of equality impact assessments, customer satisfaction, complaints, consultation and engagement.
- 2.2 This report provides contextual data about the workforce and training, and employee support. The Council has a positive approach to equality both in supporting staff and engaging with the community. This is supported by the commitment to be open and transparent, acknowledging gaps in our data and looking at how we can improve.
- 2.3 Work is already ongoing for 2017/18 to address issues highlighted within the report and continue good practice. As the authority develops its systems and collation of data, the Council can also develop the consistency and accuracy of information recorded and reported. The Equality Action Plan 2017/18 sets out actions on how the Council will continue to work towards achieving the equality objectives and address the issues identified.

## **3. CONSULTATION**

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

#### **4. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

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

#### **5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

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

**Contact Officer: Steven O'Keeffe Ext: 7258**

**Appendices Appendix 1 - Annual Equality Report 2016/17 and Equality  
attached to report: Action Plan 2017/18**

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

- None

#### **CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Deputy Chief Executive –**

**Economic Development –**

**Governance –**

**Local Environment –**

**Resources -**

## Carlisle City Council Annual Equality Report 2016/17 and Equality Action Plan 2017/18

| Contents  | Page    |
|---|---------|
| Key data - workforce profile                            | 2 - 3   |
| Workforce profile                                       | 4 - 5   |
| Employee support  | 5 - 6   |
| Training and development                                | 6 - 8   |
| Equality impact assessment, consultation and engagement | 9 - 12  |
| Customer satisfaction                                   | 13      |
| Complaints  | 13 -15  |
| Equality objectives and Equality Action Plan 2017/18    | 16 - 20 |
| Appendix 1 – Workforce profile as at 31 March 2017      | 21 - 22 |

### Introduction

Under the Equality Act (2010), the Council must provide information about how equality is considered in decision making, policy development and engagement. This report presents our equality information from April 2016 to March 2017.

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

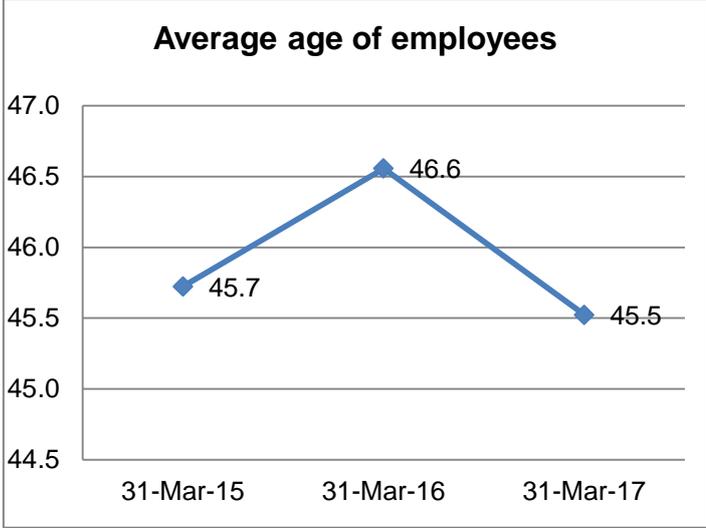
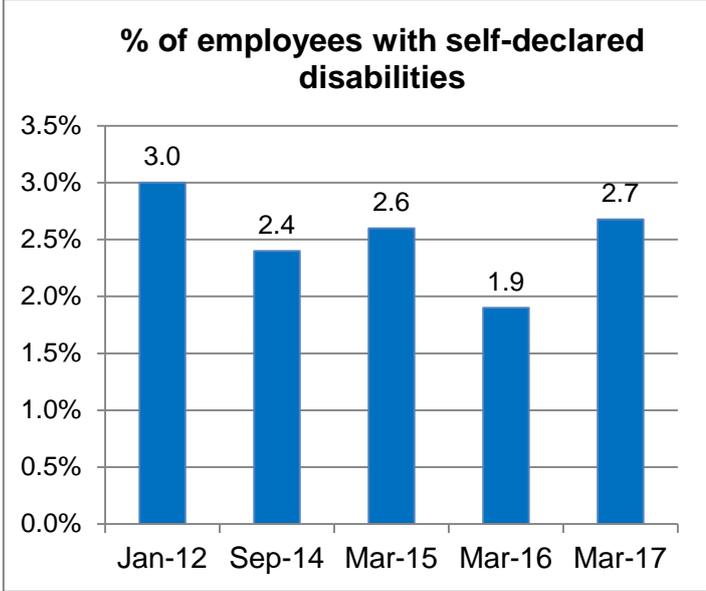
This document is reported to our Senior Management Team, Executive, Overview and Scrutiny, and published on our website.

## Key data – workforce profile

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

| As at 31 March 2017   | Context   |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
|---|---|-------------------|------------|--------|---------------------|---------------------|--------|---------------|--------|--|-----------------|-----|--------|------------|-----------------|-------------------|------------|--------|-----|------|--------|--------|-----|------|--------|--------|-----|------|------|--------|-----|------|------|--------|-----|------|-----|
| <b>Number of employees<sup>1</sup></b>  | <table border="1"> <caption>Number of employees</caption> <thead> <tr> <th>Date</th> <th>Number of employees</th> </tr> </thead> <tbody> <tr> <td>Jan-12</td> <td>625</td> </tr> <tr> <td>Sep-14</td> <td>550</td> </tr> <tr> <td>Mar-15</td> <td>531</td> </tr> <tr> <td>Mar-16</td> <td>467</td> </tr> <tr> <td>Mar-17</td> <td>448</td> </tr> </tbody> </table>                                      |                   |            |        | Date                | Number of employees | Jan-12 | 625           | Sep-14 | 550  | Mar-15          | 531 | Mar-16 | 467        | Mar-17          | 448               |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Date  |   |                   |            |        | Number of employees |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Jan-12  | 625   |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Sep-14  | 550   |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-15  | 531   |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-16  | 467   |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-17  | 448   |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| 448   |   |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| <b>Gender</b>   | <table border="1"> <thead> <tr> <th>Date</th> <th colspan="3">% Female Employees</th> </tr> </thead> <tbody> <tr> <td>Jan-12</td> <td colspan="3">53.0</td> </tr> <tr> <td>Sep-14</td> <td colspan="3">57.0</td> </tr> <tr> <td>Mar-15</td> <td colspan="3">55.9</td> </tr> <tr> <td>Mar-16</td> <td colspan="3">53.1</td> </tr> <tr> <td>Mar-17</td> <td colspan="3">51.1</td> </tr> </tbody> </table> |                   |            |        | Date                | % Female Employees  |        |               | Jan-12 | 53.0   |                 |     | Sep-14 | 57.0       |                 |                   | Mar-15     | 55.9   |     |      | Mar-16 | 53.1   |     |      | Mar-17 | 51.1   |     |      |      |        |     |      |      |        |     |      |     |
| Date  | % Female Employees  |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Jan-12  | 53.0  |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Sep-14  | 57.0  |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-15  | 55.9  |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-16  | 53.1  |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-17  | 51.1  |                   |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| <table border="1"> <thead> <tr> <th>Gender</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>229</td> <td>51.1</td> </tr> <tr> <td>Male</td> <td>219</td> <td>48.9</td> </tr> </tbody> </table> | Gender  | Number            | %          | Female | 229                 | 51.1                | Male   | 219           | 48.9   | <table border="1"> <thead> <tr> <th>Date</th> <th>% BME employees</th> <th>% White employees</th> <th>Undeclared</th> </tr> </thead> <tbody> <tr> <td>Jan-12</td> <td>0.8</td> <td>91.7</td> <td>7.7</td> </tr> <tr> <td>Sep-14</td> <td>0.8</td> <td>86.8</td> <td>12.4</td> </tr> <tr> <td>Mar-15</td> <td>0.6</td> <td>87.6</td> <td>11.9</td> </tr> <tr> <td>Mar-16</td> <td>0.6</td> <td>86.5</td> <td>12.8</td> </tr> <tr> <td>Mar-17</td> <td>1.3</td> <td>89.5</td> <td>9.2</td> </tr> </tbody> </table> |                 |     |        | Date       | % BME employees | % White employees | Undeclared | Jan-12 | 0.8 | 91.7 | 7.7    | Sep-14 | 0.8 | 86.8 | 12.4   | Mar-15 | 0.6 | 87.6 | 11.9 | Mar-16 | 0.6 | 86.5 | 12.8 | Mar-17 | 1.3 | 89.5 | 9.2 |
| Gender  | Number  | %                 |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Female  | 229   | 51.1              |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Male  | 219   | 48.9              |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Date  | % BME employees   | % White employees | Undeclared |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Jan-12  | 0.8   | 91.7              | 7.7        |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Sep-14  | 0.8   | 86.8              | 12.4       |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-15  | 0.6   | 87.6              | 11.9       |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-16  | 0.6   | 86.5              | 12.8       |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Mar-17  | 1.3   | 89.5              | 9.2        |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| <b>Broad ethnicity</b>  | <table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>BME employees</td> <td>6</td> <td>1.3</td> </tr> <tr> <td>White employees</td> <td>401</td> <td>89.5</td> </tr> <tr> <td>Undeclared</td> <td>41</td> <td>9.2</td> </tr> </tbody> </table>   |                   |            |        | Ethnicity           | Number              | %      | BME employees | 6      | 1.3  | White employees | 401 | 89.5   | Undeclared | 41              | 9.2               |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Ethnicity   | Number  | %                 |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| BME employees   | 6   | 1.3               |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| White employees   | 401   | 89.5              |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |
| Undeclared  | 41  | 9.2               |            |        |                     |                     |        |               |        |  |                 |     |        |            |                 |                   |            |        |     |      |        |        |     |      |        |        |     |      |      |        |     |      |      |        |     |      |     |

<sup>1</sup> Number of employees based on the number of posts. Staff who have multiple posts are counted twice.

| <p><b>As at 31 March 2017</b></p> <p><b>Age</b></p> <p>Average age of employees</p> <p>45.5</p> <p>Employees aged between 45-64</p> <p>56.5%</p>   | <p><b>Context</b></p>  <p>Employees aged between 45-64 (31.03.16)</p> <p>59.3%</p> |        |   |          |    |     |            |    |      |   |
|--|--|--------|---|----------|----|-----|------------|----|------|---|
| <p><b>Employees with self-declared disabilities</b></p> <table border="1" data-bbox="165 1126 683 1261"> <thead> <tr> <th>Disability</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Disabled</td> <td>12</td> <td>2.7</td> </tr> <tr> <td>Undeclared</td> <td>84</td> <td>18.8</td> </tr> </tbody> </table> <p><b>Training</b></p> <p>Employees undertaking an equality training course (Apr-16 to Mar-17)<sup>2</sup></p> <p>25.7%</p> | Disability   | Number | % | Disabled | 12 | 2.7 | Undeclared | 84 | 18.8 |  <p>Employees undertaking an equality training course (Apr-15 to Mar-16)<sup>3</sup></p> <p>24.4 %</p> |
| Disability   | Number   | %      |   |          |    |     |            |    |      |   |
| Disabled   | 12   | 2.7    |   |          |    |     |            |    |      |   |
| Undeclared   | 84   | 18.8   |   |          |    |     |            |    |      |   |

<sup>2 3</sup> If an employee attended more than one course they are only counted once. For detailed information please see the Training and development section from page 6.

## Workforce profile

The Council has a duty under the Equality Act (2010) to publish information about the protected characteristics of our employees. Staff provide this information voluntarily; we aim to create an environment where employees feel comfortable and confident to do this. It is of great benefit to the Council to be aware of the needs of its workforce, enabling us to make adjustments or provision for different needs. It also assists us with workforce planning and how we can support and develop staff. We are working to improve the data in terms of how it is recorded and reported, and we will continue to monitor how the workforce changes and look at areas for action.

The [2015/16 Annual Equality Report](#) identified gaps in our workforce data, with age and gender the only characteristics being fully declared. The Council aims to create an environment where employees feel comfortable and secure in providing this information, although individuals are not obliged to do so. Identifying methods to encourage employees to report sensitive data was an action in the Equality Action Plan 2016/17.

All employees received a personal data form attached to their February 2017 payslip, requesting that they complete and return the details to Personnel and Payroll. Information provided has been added to employee details and the percentage of undeclared information has reduced for all characteristics (please see Appendix 1 for the full workforce profile). Sexuality and religion have the largest increase in information declared, from over 80% of information missing to just under 40%. This demonstrates that the approach to encourage employees to declare information was partly successful. The personal data form reflected the codes within our Personnel and Payroll system, iTrent, however some staff found this information confusing. The Council will continue to explore ways in which to ensure staff feel comfortable in providing this data and are able to update this as circumstances change. We will consider the use of other mechanisms to supplement this information, such as surveys and occupational health figures.

In areas where we have information declared, the diversity of our employees for some of the protected characteristics has slightly increased. Our workforce has also changed following the voluntary redundancy and early release programme in 2016/17. The average age of employees has reduced, due to an increase in the number of employees aged 16-24 and a reduction in staff aged 45+. The continued transformation of the Council through service reviews has identified improved strategies for recruitment and career growth opportunities for existing staff. This is evidenced by an increase in career grade posts across the Council,

currently 81 individuals are on a career grade. The new apprenticeship levy has had an impact on generating younger talent and we recruited 4 apprentices in 2016/17. The number of apprentices recruited is expected to increase during 2017/18, current plans include an additional 4 apprentices. The apprenticeship levy will also provide additional internal training and potential career enhancement for current employees. Recruitment and selection figures will be transferred into iTrent and will be provided in future reports when available.

The Government has published the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017. These implement a mandatory gender pay gap reporting requirement for public sector employers by 30 March 2018. The Government considers that the reduction in the gender pay gap is progressing too slowly, and aims to improve transparency and commit to closing the gender pay gap through these measures. The development of this information to meet the regulation requirements is included as an action in the 2017/18 Equality Action Plan.

## **Employee support**

As part of our Timewise accreditation, we have continued to develop flexible working through our Agile Working Strategy. We have raised awareness across the Council by:

- Setting up a working group to progress the objectives of agile working
- Holding an agile working session at June 2016 Management Briefing
- Delivering 'bite size' training events to managers on agile working topics
- Developing an Intranet site
- Updating our Homeworking Policy
- Adopting the Timewise logo on our website and documentation

The Council also completed a staff survey regarding agile working which highlighted the following:

- 52% of staff have used agile working in some way, of which 83% is adhoc.
- 60% of staff felt that the use of agile working had increased within the last 12 months.

The Council was certified as a Disability Confident Employer (Level 2) in August 2016 (this has replaced the positive about disabled people 'two ticks' scheme). We have been successfully assessed as taking positive actions against the two themes: getting the right people for our business; and keeping and developing our people. A presentation about Disability Confident was given at

Management Briefing in November 2016 to ensure managers are aware of the Council's commitment.

The staff disability awareness group has continued to meet to discuss what action can be taken too improve the Council's approach to disability. Their work has included supporting the promotion of mental health and meeting with a Disability Employment Specialist to discuss what support can be offered to employees/employers through the Department for Work and Pensions and Job Centre.

Mental health and wellbeing has been a key focus for the Council throughout the year. Examples of support and training offered to staff included:

- Promotion of Mental Health Awareness Week (May 2016)
- Mental Health presentation to Management Briefing and staff promotion of MIND (national charity for mental health issues) (October 2016)
- Mental Health First Aider Training and Mental Health Awareness Training
- Health and Wellbeing day (November 2016)
- Promotion of the Council's Employee Assistance Programme (December 2016 payslip)
- Development of Health Advocates to help us work towards The Better Health at Work Award (March 2016)

The results of the [2016 Employee Opinion Survey](#) were reported to the Resources Overview and Scrutiny Panel in October 2016. Overall, 89.8% of employees rate the Council as a good or very good employer compared to 90.8% in 2014. The report is positive for employee satisfaction and well-being, and also highlights areas for further action and development. These findings are supported by our sickness absence figures. 2016/17 has seen a 14% annual decrease in sickness absence compared to 2015/16<sup>4</sup>. We have also seen a reduction in stress related conditions, coinciding with an improved awareness of the conditions and the introduction of intervention and wellbeing initiatives.

## **Training and development**

We provide a range of training and development for staff through courses, e-learning, briefings, information and employee development. Management training sessions for recruitment and selection, disciplinary and grievances, and attendance management all include equality briefings and discussions on the

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<sup>4</sup> [CE 06-17, 2016/17 Sickness Absence End of Year, Resources Overview and Scrutiny Panel, 13 June 2017](#)

impact of these on employees. In addition to this managers attended in-depth sessions on equality and diversity. Staff are encouraged to undertake self-development through advice and guidance available on the Council's Intranet. This can be used to refresh or develop an individual's knowledge as required. Coaching and mentoring is also available for staff and managers.

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

Details of equality related training and attendance by staff in 2016/17 are provided in the tables below. In total, 182 staff attended an equality training course, with a number of staff attending more than one course. Feedback is encouraged for all courses to assist the Council in developing the corporate training programme. The Council has changed the provider for the delivery of eLearning to Skillgate. This will enable us to access more functions and increased support to enhance learning. Modules are currently being developed within the package and hope to be finalised by the Summer. As eLearning was only available for part of the year, the figures have not been included in this report.

| <b>Equality training courses (Apr-16 to Mar-17)</b>                       |   |  |                         |
|---|---|--|-------------------------|
| 25.7% unique employees completed an equality training course <sup>5</sup> |   |  |                         |
| <b>Course</b>   | <b>Course description</b>   | <b>Date(s)</b>                               | <b>Numbers attended</b> |
| ASIST Training (Suicide)  | To equip individuals to feel more comfortable, confident and competent in helping to prevent the immediate risk of suicide. | 22/09/2016                                   | 5                       |
| Dementia Friends  | To broaden awareness on this health condition and provide details of the Dementia Friends project.                          | 21/09/2016                                   | 6                       |
| Dignity & Respect   | To ensure that staff are aware of the Council's Encouraging Mutual Dignity and Respect Policy.                              | 25/07/2016,<br>26/07/2016<br>&<br>11/10/2016 | 21                      |
| Domestic Violence Champions   | To provide training and support to champions to improve community and organisational responses to                           | 10/01/2017                                   | 14                      |

<sup>5</sup> If an employee attended more than one course they are only counted once.

| <b>Equality training courses (Apr-16 to Mar-17)</b> |  |                                    |    |
|---|--|------------------------------------|----|
|   | domestic abuse and sexual violence.  |                                    |    |
| Equality & Diversity Training                       | To introduce Equality and Diversity and how it can positively affect behaviours in the workplace.  | 14/07/2016, 5/07/2016 & 18/10/2016 | 60 |
| Mental Health Awareness for Managers                | To help managers spot the early signs of a mental health problem and feel confident helping someone experiencing a problem.                                | 07/03/2017                         | 14 |
| Mental Health First Aid                             | To help staff spot the early signs of a mental health problem and feel confident helping someone experiencing a problem.                                   | 26/05/2016                         | 6  |
| Suicide Alertness Training                          | To assist employees to recognise the signs that someone may be thinking of suicide and raise awareness of what resources are available to help prevent it. | 09/11/2016                         | 13 |
| Stress Management                                   | To provide information on how to identify and deal effectively with the symptoms of stress.  | 22/11/2016                         | 8  |
| Timewise - Flexible Working & Diversity             | Opportunities for supporting a diverse workforce and case studies on how flexible working can achieve goals.   | 02/02/2017                         | 11 |
| Timewise - Know the Policy                          | Introduction to policies, check understanding, improve appreciation of worker rights when considering flexible working requests.                           | 08/02/2017                         | 9  |
| Timewise - Managing Agile Working                   | Onus on managers to effectively manage and include agile workers.  | 23/03/2017                         | 9  |
| Timewise - Recruitment                              | Policy and options for using flexibility to improve diversity.   | 02/03/2017                         | 6  |

### **Member training**

11 members attended the Equality and Diversity sessions and 3 members attended the Suicide Alertness training. Equality is incorporated into other training and information provided to members including the employment panel (5 members) and code of conduct (6 members).

## Equality impact assessments, consultation and engagement

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

- [Cumbria Choice \(Choice Based Lettings\) policy](#) (approved by the Executive November 2016)

Two phases of stakeholder consultation were conducted and the Council provided the Cumbria Choice Project Board with a list of relevant consultees. The policy was reviewed by Andy Gale Housing Consultancy – a nationally recognised expert on choice based lettings policies – to check it was robust. The policy was also cross-referenced to ensure it complied with the Council’s Governance arrangements and Policy Framework. A detailed Equality Impact Assessment was carried out in partnership with the Housing Quality Network.
- Budget Consultation 2017/18

Due to feedback from the budget consultation, the proposal to remove the allotments pensioner discount for anyone over 60 years of age was deleted. The proposed price increase for annual parking permits at Talkin Tarn was removed, and it was agreed that up to 10 complementary parking permits would continue to be provided for the Talkin Tarn Club. These amendments demonstrate the Council’s commitment to health and wellbeing and recognition of the valuable social contribution that clubs and allotments make to the community.

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2016/17 is shown in the table below.

| Title                                      | Start date | End date   | Internal / external use |
|--|------------|------------|-------------------------|
| Customer Satisfaction Survey               | 09/03/2016 | 31/03/2107 | External                |
| Visitor Survey                             | 11/03/2016 | 01/06/2016 | External                |
| Carlisle Spring Fayre                      | 27/04/2016 | 16/08/2016 | External                |
| Upperby Gala Survey                        | 08/06/2016 | 16/08/2016 | External                |
| Discover Carlisle Summer Events Guide 2016 | 09/06/2016 | 04/10/2016 | External                |
| Review Of Agile Working                    | 10/06/2017 | 05/04/2017 | Internal                |
| Employee Opinion Survey 2016               | 16/06/2016 | 16/08/2016 | Internal                |

| <b>Title</b>                                    | <b>Start date</b> | <b>End date</b> | <b>Internal / external use</b> |
|---|-------------------|-----------------|--------------------------------|
| Tourist Information Centre Visitors Survey 2016 | 30/06/2016        | 31/03/2017      | External                       |
| Probation Policy & Procedure Review             | 03/08/2016        | 06/09/2016      | Internal                       |
| IT User Survey                                  | 24/08/2016        | 28/09/2016      | Internal                       |
| Old Fire Station What's On                      | 22/09/2016        | Ongoing         | External                       |
| Carlisle Visitors Survey Autumn 2016            | 20/10/2016        | 27/11/2016      | External                       |
| Discover Carlisle Winter Events Guide 2016      | 21/10/2016        | 17/01/2017      | External                       |
| Employee Skills & Qualification Audit 2017      | 09/02/2017        | 12/04/2017      | Internal                       |
| Carlisle City Council Events Survey 2016        | 15/02/2017        | 12/04/2017      | External                       |

The Council provides events to engage local people in a full range of cultural, sporting, historic and fun activities. We aim to develop a local sense of place and pride in Carlisle, celebrating our communities. Events held in 2016/17 included Upperby Gala, International Markets, Carlisle Pageant and the Fireshow.

We also support local events that promote diversity and community spirit. Examples of this include Cumbria Pride (July 2016), which celebrated LGBT communities through music and performances. AWAZ Cumbria, in partnership with Carlisle One World Centre and a range of other organisations, hosted the first Carlisle Unity Festival (August 2016). This celebrated diversity and community networks, with a focus on empowering the voices of Black and Minority Ethnic (BME) people and other marginalised groups living in Carlisle. The Harbin Performance Troupe visited Tullie House Museum and Art Gallery and the Old Fire Station as part of a 2017 Overseas Tour Project in January. The Chinese troupe performed live music, dance and martial arts events as part of their programme.

Partnership working enables the Council to engage with different organisations and groups to build closer links with all communities. Examples of work undertaken are:

- Carlisle Dementia Action Alliance (formed October 2016, launched May 2017)  
The Alliance joins together a number of organisations working to help people affected by dementia throughout the district. The Council has

committed to ensuring that as an organisation we are dementia friendly, aware and supportive to individuals and families. We also have a role to work with and encourage our partners to be more dementia aware. We have pledged 4 actions we will take to be more inclusive of people with dementia.

- Carlisle New Horizon Project (bid submitted January 2017)  
Working with AWAZ and the Carlisle Equality and Diversity Partnership, a bid was submitted to the Communities Fund. The project aimed to tackle social isolation within disadvantaged communities by fostering positive relationships and safeguarding vulnerable people. The proposed activity included rehabilitation and preventative work by developing a partnership between representative community groups and public sector service providers. Although the bid was unsuccessful, it demonstrates the Partnership's commitment to challenge prejudice and promote equality in Carlisle.
- Support for victims of domestic abuse (February 2017)  
The Council submitted a partnership bid as the lead local authority for Cumbrian local councils to support victims of domestic abuse. The successful funding bid to the Department for Communities and Local Government resulted in revenue funding over the next two years. Cumbrian local authorities will use the funding to improve access to specialised accommodation and support based services for those people /households with more complex needs who have been identified as being at high risk.
- Ministerial Visit to Cumbria (March 2017)  
The Council hosted a Ministerial visit from Lord Bourne of Aberystwyth, Parliamentary Under Secretary of State for Faith and Integration, Department for Communities and Local Government. A Council representative also attended a meeting with partners from diverse communities to discuss advancing race equality and community integration in Carlisle.
- Improving The Private Rented Sector -Tackling Rogue Landlords (March 2017)  
The Council has secured funding from the Controlling Migration Fund to support this project. It will improve compliance levels for businesses and landlords, leading to a better standard of accommodation, retail

and hospitality, and helping to ensure that every resident has a warm and safe place to live. The project will be delivered in partnership with Cumbria Fire and Rescue Services, Cumbria Constabulary and the Local UK Border Agency and Immigration Compliance and Enforcement team.

- The Lanes Shopping Centre toilets and Changing Places facility (completed Spring 2017)

The new facility will include two accessible toilets accessed from the main toilet entrance area. Funding has been provided by the Council and Carlisle Shopping Centre Limited. There will also be a Changing Places facility, funded by Cumbria County Council, to provide facilities for people who are unable to use standard accessible toilets.

## Customer satisfaction

Overall satisfaction with Council services was 57% 'very satisfied' or 'satisfied' in 2016/17. In statistical terms we can be 95% confident that the actual satisfaction rate for Carlisle lies between 54.1% and 60.0%.

This was measured through a combination of survey work undertaken through the website, Focus magazine and within the Customer Contact Centre. Our satisfaction survey includes optional equality monitoring questions. This records information about the equality characteristics of people using our services in relation to their level of satisfaction. We are continuing to develop our satisfaction monitoring to identify areas for further work and link this to our consultation and engagement programme.

## Complaints

The Council's Complaints and Feedback Policy contains details of how complaints are managed. Formal corporate complaints are received in writing and recorded through the Council's Customer Relationship Management system. The equality monitoring form attached to the complaints form is optional. The figures for April 2016 to March 2017 are provided in the table below and relate to the number of equality monitoring forms received, not the number of complaints (59 complaints were received in 2016/17).

The complaints equality monitoring form was revised last year to include questions about if the complainant felt that the issue was related to equality. Information is voluntary, however, it should help us to identify if there are equality issues that need to be addressed. The revised equality monitoring form was attached to the hard copy complaint form from June 2016. It was added to the online complaint form in May 2017 to ensure that all complainants can access the form. As the form changed during 2016/17, some information is not comparable. We will continue to develop our monitoring of responses to screen for equality issues. The Council is committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2016/17, a full response to complaints was issued to 95% of customers within 15 days of receipt at each stage.<sup>6</sup>

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<sup>6</sup> [PC 09-17 End of Year Performance Report 2016/17, Resources Overview and Scrutiny Panel, 13 June 2017](#)

| <p><b>Apr 2016 - March 2017</b></p> <p>Number of complaint equality monitoring forms</p>   | <p><b>Context</b></p> <table border="1"> <thead> <tr> <th>Date</th> <th>Number of complaint equality monitoring forms</th> </tr> </thead> <tbody> <tr> <td>2013 to Aug-14<sup>7</sup></td> <td>36</td> </tr> <tr> <td>Sep-14 to Mar-15</td> <td>15</td> </tr> <tr> <td>Jan-16 to Mar-16<sup>8</sup></td> <td>6</td> </tr> <tr> <td>Apr-16 to Mar-17</td> <td>20</td> </tr> </tbody> </table> | Date     | Number of complaint equality monitoring forms | 2013 to Aug-14 <sup>7</sup> | 36   | Sep-14 to Mar-15 | 15     | Jan-16 to Mar-16 <sup>8</sup> | 6   | Apr-16 to Mar-17 | 20 |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
|--|--|----------|---|-----------------------------|------|------------------|--------|-------------------------------|-----|------------------|----|---|---|------|--------|----------|--------------|------------|----|----|----|--------------|----|----|----|--------------------------|----|----|----|-------------|----|----|---|
| Date   | Number of complaint equality monitoring forms  |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| 2013 to Aug-14 <sup>7</sup>  | 36   |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Sep-14 to Mar-15   | 15   |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Jan-16 to Mar-16 <sup>8</sup>  | 6  |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Apr-16 to Mar-17   | 20   |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| <p>20</p>  |  |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| <p><b>Gender</b></p> <table border="1"> <thead> <tr> <th>Gender</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>10</td> <td>50</td> </tr> <tr> <td>Female</td> <td>10</td> <td>50</td> </tr> <tr> <td>Undeclared</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p><b>Age</b></p>  | Gender   | Number   | %   | Male                        | 10   | 50               | Female | 10                            | 50  | Undeclared       | 0  | 0 | <table border="1"> <thead> <tr> <th>Date</th> <th>% Male</th> <th>% Female</th> <th>% Undeclared</th> </tr> </thead> <tbody> <tr> <td>2013-Aug14</td> <td>50</td> <td>39</td> <td>11</td> </tr> <tr> <td>Sep14-Mar 15</td> <td>47</td> <td>40</td> <td>13</td> </tr> <tr> <td>Jan16-Mar16<sup>9</sup></td> <td>33</td> <td>33</td> <td>33</td> </tr> <tr> <td>Apr16-Mar17</td> <td>50</td> <td>50</td> <td>0</td> </tr> </tbody> </table> | Date | % Male | % Female | % Undeclared | 2013-Aug14 | 50 | 39 | 11 | Sep14-Mar 15 | 47 | 40 | 13 | Jan16-Mar16 <sup>9</sup> | 33 | 33 | 33 | Apr16-Mar17 | 50 | 50 | 0 |
| Gender   | Number   | %        |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Male   | 10   | 50       |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Female   | 10   | 50       |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Undeclared   | 0  | 0        |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Date   | % Male   | % Female | % Undeclared                                  |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| 2013-Aug14   | 50   | 39       | 11  |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Sep14-Mar 15   | 47   | 40       | 13  |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Jan16-Mar16 <sup>9</sup>   | 33   | 33       | 33  |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Apr16-Mar17  | 50   | 50       | 0   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| <p style="text-align: center;"><b>% of equality form complainants aged 45+</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>% of equality form complainants aged 45+</th> </tr> </thead> <tbody> <tr> <td>2013-Aug14</td> <td>61.2</td> </tr> <tr> <td>Sep14-Mar 15</td> <td>53</td> </tr> <tr> <td>Jan16-Mar16</td> <td>100</td> </tr> <tr> <td>Mar16-Mar17</td> <td>55</td> </tr> </tbody> </table> |  | Period   | % of equality form complainants aged 45+      | 2013-Aug14                  | 61.2 | Sep14-Mar 15     | 53     | Jan16-Mar16                   | 100 | Mar16-Mar17      | 55 |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Period   | % of equality form complainants aged 45+   |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| 2013-Aug14   | 61.2   |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Sep14-Mar 15   | 53   |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Jan16-Mar16  | 100  |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |
| Mar16-Mar17  | 55   |          |   |                             |      |                  |        |                               |     |                  |    |   |   |      |        |          |              |            |    |    |    |              |    |    |    |                          |    |    |    |             |    |    |   |

<sup>7</sup> Data collection was standardised as April-March (annual) from April 2015 onwards

<sup>8,9</sup> Information from April 2015 to December 2015 was lost during the December 2015 flood

**Apr 2016 - March 2017**

**Ethnicity**

| Ethnicity     | Number | %   |
|---------------|--------|-----|
| White British | 20     | 100 |
| White Other   | 0      | 0   |
| BME           | 0      | 0   |
| Undeclared    | 0      | 0   |

**Sexuality**

| Sexuality    | Number | %  |
|--------------|--------|----|
| Heterosexual | 16     | 80 |
| Homosexual   | 0      | 0  |
| Lesbian      | 0      | 0  |
| Bi-Sexual    | 0      | 0  |
| Undeclared   | 4      | 20 |

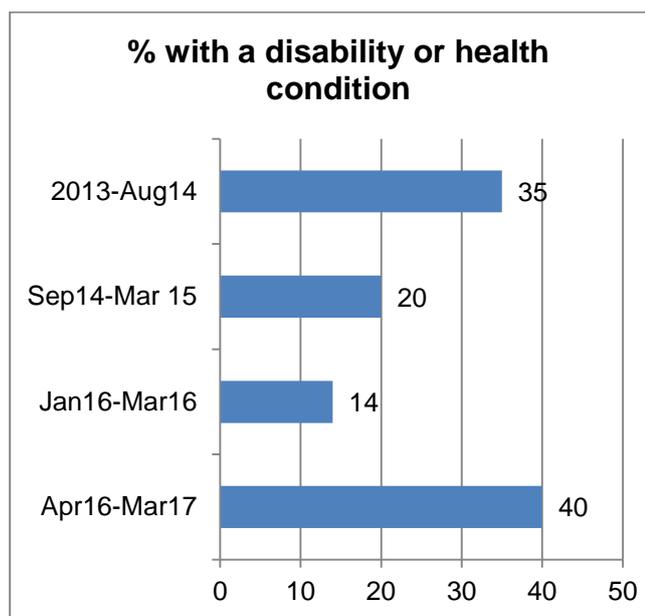
**Disability**

| Disability | Number | %  |
|------------|--------|----|
| No         | 12     | 60 |
| Yes        | 8      | 40 |
| Undeclared | 0      | 0  |

**Context**

| Date                      | % White British | % White Other | % Undeclared |
|---------------------------|-----------------|---------------|--------------|
| 2013-Aug14                | 88.9            | 2.8           | 8.3          |
| Sep14-Mar 15              | 80.0            | 13.3          | 6.7          |
| Jan16-Mar16 <sup>10</sup> | 100.0           | 0.0           | 0.0          |
| Apr16-Mar17               | 100.0           | 0.0           | 0.0          |

| Date                      | % Hetero - sexual | % Homo - sexual | % Undeclared |
|---------------------------|-------------------|-----------------|--------------|
| 2013-Aug14                | 69.4              | 0.0             | 30.6         |
| Sep14-Mar 15              | 80.0              | 6.7             | 13.3         |
| Jan16-Mar16 <sup>11</sup> | 83.3              | 0.0             | 16.7         |
| Apr16-Mar17               | 80                | 0.0             | 20           |



<sup>10 11</sup> Information from April 2015 to December 2015 was lost during the December 2015 flood

## Equality objectives 2016-19

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

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

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

| Equality Action Plan 2017/18   |   |  |          |   |
|--|---|--|----------|---|
| Equality objective   | Action  | Progress   | Due date | Lead team(s)  |
| Improve health, wellbeing and economic prosperity in Carlisle                  | Deliver the Carlisle Plan 2015-18 priorities and work in partnership to achieve these across the district.  | <a href="#">2016/17 End of Year Performance Report</a> reported to Executive 03/07/17. Includes detailed progress on the Carlisle Plan on a Page actions and projects. | Ongoing  | All Council Services  |
| Improve quality of workforce profile and report recruitment and selection data | Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment model. | iTrent recruitment module under development to include equality reporting requirements.  | Ongoing  | Human Resources, Policy and Communications, Personnel and Payroll |
| Improve quality of workforce profile and report recruitment and                | Promote self-declaration within iTrent for staff to increase data for all equality characteristics  | Employees were given a window to update their information in February 2017, and will be given  | Ongoing  | Human Resources, Personnel and Payroll                            |

| <b>Equality Action Plan 2017/18</b>  |   |  |                 |   |
|--|---|--|-----------------|---|
| <b>Equality objective</b>  | <b>Action</b>   | <b>Progress</b>  | <b>Due date</b> | <b>Lead team(s)</b>   |
| selection data   | within the workforce profile.   | further opportunities to update and review this in future.   |                 |   |
| Improve quality of workforce profile and report recruitment and selection data | Develop information to meet the gender pay gap reporting regulations (2017).  | Information being prepared against reporting requirements.   | 30 March 2018   | Human Resources, Policy and Communications, Personnel and Payroll |
| Ensure people have appropriate access to the services they need                | Assess responses to satisfaction survey and equality questions to identify issues for further development.  | Overall satisfaction figure survey for 2016/17 reported. Monitor responses for 2017/18 to build upon the baseline figure and identify areas for investigation. | March 2018      | Policy and Communications   |
| Ensure people have appropriate access to the services they need                | Review complaint equality monitoring form responses to screen for equality issues to help determine if action is needed to address these.   | The revised complaint equality monitoring form is now available in hard copy and online. Responses will be monitored to identify any issues.                   | Ongoing         | Customer Services, Policy and Communications                      |
| Ensure people have appropriate access to the services they need                | Review intranet equality information, including customer information, consultation and access to impact assessment resources. This will include information about partners that can be engaged in consultation and engagement work with | Intranet equality information has been reviewed and updated with relevant information for staff.   | Completed       | Policy and Communications   |

| <b>Equality Action Plan 2017/18</b>                             |  |   |                 |   |
|---|--|---|-----------------|---|
| <b>Equality objective</b>                                       | <b>Action</b>  | <b>Progress</b>   | <b>Due date</b> | <b>Lead team(s)</b>                                       |
|   | communities across Carlisle.   |   |                 |   |
| Ensure people have appropriate access to the services they need | Review communications and accessibility policy, and related engagement and consultation policies.  | Work completed in February 2017   | Completed       | Policy and Communications                                 |
| Ensure people have appropriate access to the services they need | Review our suppliers' framework for equality related goods and services, ensuring that relevant and appropriate partners are consulted on the procurement process. | Suppliers' framework has been updated in line with our communications and accessibility guidance.   | Completed       | Policy and Communications                                 |
| Ensure people have appropriate access to the services they need | Continue to support the development of the Smarter Service Delivery project.   | The second phase of the project focuses on the installation of a Salesforce platform including the replacement of the Customer Relationship Management (CRM) system. This will enhance the delivery of excellent customer care and help to ensure customers are treated fairly and equally according to need. The project is looking at how partnership working in the Civic Centre can be developed to provide a community | Ongoing         | Customer Services, IT Services, Policy and Communications |

| <b>Equality Action Plan 2017/18</b>                                     |  |  |                 |                                  |
|---|--|--|-----------------|----------------------------------|
| <b>Equality objective</b>   | <b>Action</b>  | <b>Progress</b>  | <b>Due date</b> | <b>Lead team(s)</b>              |
|   |  | hub for Carlisle.  |                 |                                  |
| Ensure people have appropriate access to the services they need         | Ensure that service managers are briefed about the new policy, action plan and resources available to them to support equality work.   | Equality training sessions for all managers and supervisors held in 2016. This is supported by online learning and training sessions as needed.  | Ongoing         | Policy and Communications        |
| Ensure people have appropriate access to the services they need         | Continue to engage appropriately with relevant groups and communities on policy development and service delivery, to ensure that the Council considers equality in decision making.                        | Evidence of continued engagement on proposed changes and service delivery in annual report (impact assessments, consultations and engagement).   | Ongoing         | All Council Services             |
| Ensure people have appropriate access to the services they need         | To keep the assumptions employed in the Gypsy and Traveller Accommodation Assessment (GTAA) relating to the turnover of Gypsy and Traveller pitches under review.  | Appropriate methodology still being determined.  | Ongoing         | Investment and Policy            |
| Celebrate communities to foster good relations between different people | Continue to review and develop events programme to help celebrate different communities in Carlisle. Explore the possibility of: <ul style="list-style-type: none"> <li>a cultural bazaar/world</li> </ul> | Carlisle Unity festival held in 2016 and scheduled for 2017. Events programme is reviewed and developed annually to continue to celebrate diversity. The Council also support community events | Ongoing         | Contracts and Community Services |

| <b>Equality Action Plan 2017/18</b>                                     |   |  |                 |                      |
|---|---|--|-----------------|----------------------|
| <b>Equality objective</b>   | <b>Action</b>   | <b>Progress</b>  | <b>Due date</b> | <b>Lead team(s)</b>  |
|   | <p>cinema event to celebrate the art and culture of an increasingly diverse Carlisle.</p> <ul style="list-style-type: none"> <li>• providing further recognition or an award, as a way of acknowledging that in times of crisis communities support each other, following the recent flooding in Carlisle.</li> </ul> | such as the Diverse Cumbria awards (May 2017).   |                 |                      |
| Celebrate communities to foster good relations between different people | Work with partners to reduce the incidence and impact of hate crime on the local community  | The Council continues to support hate crime reporting, including in Community Centres. The Clean Neighbourhood Team delivers coordinated action where emerging issues are identified. The Council will work with partners to achieve relevant objectives within the Carlisle and Eden Community Safety Partnership Plan. | Ongoing         | All Council Services |

Appendix 1 – Workforce profile as at 31 March 2017

| <b>Workforce profile 31 March 2017</b> |          | <b>Carlisle Census 2011</b>                                   |          |
|--|----------|---|----------|
| Number of staff                        | 448      | Population of Carlisle  | 107,524  |
| <b>Age Range</b>                       | <b>%</b> | <b>Age Range (years)</b>                                      | <b>%</b> |
| 16-24                                  | 4.2      | 0-15  | 17.2     |
| 25-34                                  | 12.3     | 16-64   | 64.3     |
| 35-44                                  | 25.4     |   |          |
| 45-54                                  | 34.8     |   |          |
| 55-64                                  | 21.7     |   |          |
| 65+                                    | 1.6      | 65+   | 18.5     |
| <b>Marital Status</b>                  |          |   |          |
| <b>Marital Status</b>                  | <b>%</b> | <b>Marital Status</b>   | <b>%</b> |
| Civil Partner                          | 1.8      | Civil Partner   | 0.2      |
| Divorced                               | 4.2      | Divorced  | 9.7      |
| Married                                | 50.7     | Married   | 47.3     |
| Separated                              | 2.7      | Separated   | 2.5      |
| Single                                 | 30.8     | Single  | 32.2     |
| Undeclared                             | 8.9      | Undeclared  |          |
| Widowed                                | 0.9      | Widowed   | 8.2      |
| <b>Ethnicity</b>                       |          |   |          |
| <b>Ethnicity</b>                       | <b>%</b> | <b>Ethnicity</b>  | <b>%</b> |
| Asian or Asian British                 | 0.2      | Asian or Asian British  | 1.2      |
| Black or Black British                 | 0.2      | Black or Black British  | 0.1      |
| Chinese                                | 0.4      | Chinese   |          |
| Other Ethnic Group                     | 0.2      | Other Ethnic Group  | 0.1      |
| Mixed                                  | 0.2      | Mixed   | 0.5      |
| Undeclared                             | 9.2      | Undeclared  |          |
| White British                          | 88.2     | White British   | 95.0     |
| White Irish                            | 0.2      | White Irish   |          |
| White Other                            | 0.7      | White Other   | 3.1      |
| White - Other European                 | 0.4      | White - Other European  |          |
| <b>Gender</b>                          |          |   |          |
| <b>Gender</b>                          | <b>%</b> | <b>Gender</b>   | <b>%</b> |
| Female                                 | 51.1     | Female  | 50.8     |
| Male                                   | 48.9     | Male  | 49.2     |
| <b>Disability (self-declared)</b>      |          |   |          |
| <b>Disability (self-declared)</b>      | <b>%</b> | <b>Disability and health – day to day activities limited?</b> | <b>%</b> |
| No                                     | 78.6     | No  | 80.8     |

Appendix 1 – Workforce profile as at 31 March 2017

| Workforce profile 31 March 2017 |      | Carlisle Census 2011 |      |
|---------------------------------|------|----------------------|------|
| Yes                             | 2.7  | Yes a lot            | 9.2  |
| Undeclared                      | 18.8 | Yes a little         | 10.0 |
|                                 |      |                      |      |
| Sexuality                       | %    | Data not available   |      |
| Heterosexual                    | 59.6 |                      |      |
| Lesbian or Homosexual           | 0.4  |                      |      |
| Undeclared                      | 39.1 |                      |      |
|                                 |      |                      |      |
| Religion                        | %    | Religion             | %    |
| Buddhist                        | 0.4  | Buddhist             | 0.26 |
| Christian                       | 37.9 | Christian            | 69.1 |
| No religion                     | 21.4 | No religion          | 22.9 |
| Other                           | 0.7  | Other                | 0.95 |
| Undeclared                      | 39.5 | Undeclared           | 6.8  |

**Pregnancy and Maternity**

The number of employees who commenced their maternity leave in 2016/17 was 6.

| Grievances - April 2016 to March 2017 |      |            |      |
|---------------------------------------|------|------------|------|
| Number of grievances                  |      | 6          |      |
| Age Range                             | %    | Disability | %    |
| 16-24                                 | 0    | Yes        | 0    |
| 25-34                                 | 0    | No         | 83.3 |
| 35-44                                 | 16.7 | Undeclared | 16.7 |
| 45-54                                 | 50   |            |      |
| 55-64                                 | 33.4 |            |      |
| 65+                                   | 0    |            |      |
|                                       |      |            |      |
| Ethnicity                             | %    | Gender     | %    |
| White British                         | 83.3 | Male       | 50   |
| Undeclared                            | 16.7 | Female     | 50   |



**Report to Community  
Overview and Scrutiny  
Panel  
FOR INFORMATION ONLY**

Agenda  
Item:

Meeting Date: 20th July 2017  
Portfolio: Environment and Transport  
Key Decision: Yes: Recorded in the Notice Ref:KD05/17  
Within Policy and Budget Framework YES  
Public / Private Public

Title: FOOD LAW ENFORCEMENT SERVICE PLAN  
Report of: Corporate Director of Governance and Regulatory Services  
Report Number: GD 41/17

**Purpose / Summary:**

The Food Law Enforcement Plan sets out how Regulatory Services will deploy its resources in 2017 to 2018 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It seeks to target intervention to tackle local issues whilst ensuring Carlisle City Council achieves its national statutory responsibilities. To assist members, a summary report of the plan has been produced as Appendix 1.

**Recommendations:**

That the Community Overview and Scrutiny panel:

- i. Note the Food Law Enforcement Service Plan

**Tracking**

|                        |   |
|------------------------|---|
| Executive:             | <b>3rd July 2017 &amp; 31st July 2017</b> |
| Overview and Scrutiny: | <b>20th July 2017</b>                     |
| Council:               | <b>12th September 2017</b>                |

## 1. BACKGROUND

- 1.1 Standards of hygiene when eating out was the main concern for members of the public who took part in the December 2015 Food Standards Agency's (FSA) Biannual Public Attitudes Tracker Survey. Other concerns from the survey include food poisoning, food hygiene in the home, levels of sugar and salt in food and the amount of food waste. The City Council through its Food and Public Protection Team plays a significant role in protecting the public by its food inspections and infectious disease investigations.
- 1.2 In improving food standards, Regulatory Services are contributing to ensuring a safe, healthy and sustainable food chain for the benefit of consumers. Service plans are an important part of the process to ensure that national priorities and standards are addressed and delivered locally. Service plans help local authorities to:
- follow the principles of good regulation;
  - focus on key delivery issues and outcomes;
  - provide an essential link with corporate and financial planning;
  - set objectives for the future, and identify major issues that cross service boundaries;
  - provide a means of managing performance and making performance comparisons;
  - provide information on an authority's service delivery to stakeholders, including businesses and consumers.
- 1.3 The "Framework Agreement on Official Feed and Food Controls by Local Authorities" (2010) sets out what the Food Standard Agency expects from Carlisle City Council in delivering official controls on feed and food law. To help to ensure local transparency and accountability, and to show the Service's contribution to the authority's Carlisle Plan, the Framework Agreement recommends that food service plans are approved at the relevant level established for that local authority. The Food Law Enforcement Service Plan is in Carlisle City Council's Policy Framework in Article 4 of the Constitution.
- 1.4 The Plan covers the period 1st April 2017 to the 31st March 2018 and includes targeted educational and promotional work under taken by the section along with the required food premise inspections and sampling.
- 1.5 The Food Law Codes of Practice (March 2017), issued by the FSA, details how local authorities deliver their enforcement duties but allows local authorities

flexibility over how to deliver the national food controls. The Plan sets out how and at what level official food controls will be provided, in accordance with the Codes of Practice.

- 1.6 In 2014 the Food Standards Agency's (FSA) published its strategy for 2015-2020. Within the strategy the FSA identified its strategic goal as "Food We Can Trust", and claims that there will need to be a fundamental redesign of its regulatory role and the way in which regulation of food businesses is delivered. The FSA recognises that they cannot achieve their strategic goals in isolation and acknowledge the importance local government officers play in ensuring food safety. As part of the strategy the FSA has issued a paper entitled 'Regulating our Future – Developing the FSA's New Approach to Regulating Food Businesses' outlining a programme of work that will change how we regulate food businesses. Carlisle City Council Regulatory Services are concerned about the new proposals and we need to be mindful of how these regulatory changes proposed by the FSA will affect the health and well-being of citizens and visitors of Carlisle. As part of a coordinated approach with other Cumbrian Local Authority Environmental Health Departments we are responding directly to the FSA about our concerns regarding their future proposals.

## **2. PROPOSALS**

- 2.1 That the Community Overview and Scrutiny panel:
- i. Agree the key actions of the Food Law Enforcement Service Plan
  - ii. Refer the said plan to Executive for approval in accordance with the Council's Budget and Policy Framework.

## **3. CONSULTATION**

- 3.1 Consultation to Date. - The Plan has been drafted in consultation with officers within Regulatory Services.
- 3.2 Consultation proposed. - The Plan is to be considered by the Executive on the 31<sup>st</sup> July 2016.

## **4. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

- 4.1 The recommended key actions have been identified following consultation and reflect the resources available to Regulatory Services in the financial year 2017 to 2018.

## **5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES**

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

- Deliver an improved service to existing and new businesses in the District – joining up our statutory and advisory support functions. The Food Safety Service provides free and impartial advice on both legal and technical matters relevant to the trade. A key requirement of the Regulators Code is to use the regulators unique contact with local businesses as a means of ensuring growth as well as compliance.

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

- Continue to support and develop the Food City Partnership. As a member of the group the Food Safety Service have a key role in the delivery of the Local Healthy Options Award and advising food businesses on healthy menu alternatives.

### ***Priority 5: Promote Carlisle regionally and internationally as a place with much to offer – full of opportunities and potential***

- We work in partnership in delivering projects with organisations such as: Cumbria County Council Trading Standards, Cumbria Food Group (made up of all 6 Cumbrian Local Authorities), PHE Laboratory Preston, PHE Health Protection Team, Food Standards Agency.

**Contact Officer:            Andrew Smith (Principal Health &            Ext:    7098  
   Housing Officer)**

**Appendices                    Appendix 1 – Food Law Enforcement Plan - Summary Report  
attached to report:        Appendix 2 – Food Law Enforcement Service Plan 2017 to  
   2018**

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

- None

## **CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Deputy Chief Executive –**

**Economic Development –**

**Governance** – The Council has a Food Law Enforcement Service Plan in accordance with the Food Standard Agency's Framework Agreement which applies to local enforcement of all feed and food laws, and incorporates the latest guidance and standards on feed and food law enforcement. As stated in the report, the Food Law Enforcement Service Plan forms part of the Council's revised Policy Framework and, as such, requires consideration by the relevant Overview & Scrutiny Panel before being referred for approval to Council by the Executive.

**Local Environment –**

**Resources** – The costs of implementing and monitoring this Food Law Enforcement Service Plan can be met from within existing base budgets under the control of the Governance and Regulatory Services Directorate in 2017/18.

# Report to Executive

Agenda  
Item:

Meeting Date: 3 July 2017  
 Portfolio: Environment and Transport  
 Key Decision: Yes: KD.05/17  
 Within Policy and  
 Budget Framework YES  
 Public / Private Public

Title: FOOD LAW ENFORCEMENT SERVICE PLAN  
 Report of: Corporate Director of Governance and Regulatory Services  
 Report Number: GD 29/17

**Purpose / Summary:**

The Food Law Enforcement Plan sets out how Regulatory Services will deploy its resources in 2017 to 2018 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It seeks to target intervention to tackle local issues whilst ensuring Carlisle City Council achieves its national statutory responsibilities. To assist members, a summary report of the plan has been produced as Appendix 1.

**Recommendations:**

That the Executive:

- i. Agree the key actions of the Food Law Enforcement Service Plan
- ii. Refer the said plan to Overview & Scrutiny for consideration and comment in accordance with the Council's Budget and Policy Framework.

**Tracking**

|                        |   |
|------------------------|---|
| Executive:             | <b>3<sup>rd</sup> July 2017 &amp; 31<sup>st</sup> July 2017</b> |
| Overview and Scrutiny: | <b>20<sup>th</sup> July 2017</b>                                |
| Council:               | <b>12<sup>th</sup> September 2017</b>                           |

## **1. BACKGROUND**

- 1.1** Standards of hygiene when eating out was the main concern for members of the public who took part in the December 2015 Food Standards Agency's (FSA) Biannual Public Attitudes Tracker Survey. Other concerns from the survey include food poisoning, food hygiene in the home, levels of sugar and salt in food and the amount of food waste. The City Council through its Food and Public Protection Team plays a significant role in protecting the public by its food inspections and infectious disease investigations.
- 1.2** In improving food standards, Regulatory Services are contributing to ensuring a safe, healthy and sustainable food chain for the benefit of consumers. Service plans are an important part of the process to ensure that national priorities and standards are addressed and delivered locally. Service plans help local authorities to:
- follow the principles of good regulation;
  - focus on key delivery issues and outcomes;
  - provide an essential link with corporate and financial planning;
  - set objectives for the future, and identify major issues that cross service boundaries;
  - provide a means of managing performance and making performance comparisons;
  - provide information on an authority's service delivery to stakeholders, including businesses and consumers.
- 1.3** The "Framework Agreement on Official Feed and Food Controls by Local Authorities" (2010) sets out what the Food Standard Agency expects from Carlisle City Council in delivering official controls on feed and food law. To help to ensure local transparency and accountability, and to show the Service's contribution to the authority's Carlisle Plan, the Framework Agreement recommends that food service plans are approved at the relevant level established for that local authority. The Food Law Enforcement Service Plan is in Carlisle City Council's Policy Framework in Article 4 of the Constitution.
- 1.4** The Plan covers the period 1st April 2017 to the 31st March 2018 and includes targeted educational and promotional work under taken by the section along with the required food premise inspections and sampling.

- 1.5** The Food Law Codes of Practice (March 2017), issued by the FSA, details how local authorities deliver their enforcement duties but allows local authorities flexibility over how to deliver the national food controls. The Plan sets out how and at what level official food controls will be provided, in accordance with the Codes of Practice.
- 1.6** In 2014 the Food Standards Agency's (FSA) published its strategy for 2015-2020. Within the strategy the FSA identified its strategic goal as "Food We Can Trust", and claims that there will need to be a fundamental redesign of its regulatory role and the way in which regulation of food businesses is delivered. The FSA recognises that they cannot achieve their strategic goals in isolation and acknowledge the importance local government officers play in ensuring food safety. As part of the strategy the FSA has issued a paper entitled 'Regulating our Future – Developing the FSA's New Approach to Regulating Food Businesses' outlining a programme of work that will change how we regulate food businesses. Carlisle City Council Regulatory Services are concerned about the new proposals and we need to be mindful of how these regulatory changes proposed by the FSA will affect the health and well-being of citizens and visitors of Carlisle. As part of a coordinated approach with other Cumbrian Local Authority Environmental Health Departments we are responding directly to the FSA about our concerns regarding their future proposals.

## **2. PROPOSALS**

- 2.1** That the Executive:
- i. Agree the key actions of the Food Law Enforcement Service Plan
  - ii. Refer the said plan to Overview & Scrutiny for consideration and comment in accordance with the Council's Budget and Policy Framework.

## **3. CONSULTATION**

- 3.1** Consultation to Date. - The Plan has been drafted in consultation with officers within Regulatory Services.
- 3.2** Consultation proposed. - The Plan to be considered by the Community Overview and Scrutiny Committee on the 20<sup>th</sup> July 2017.

## **4. CONCLUSION AND REASONS FOR RECOMMENDATIONS**

- 4.1** The recommended key actions have been identified following consultation and reflect the resources available to Regulatory Services in the financial year 2017 to 2018.

## 5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

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

- Deliver an improved service to existing and new businesses in the District – joining up our statutory and advisory support functions. The Food Safety Service provides free and impartial advice on both legal and technical matters relevant to the trade. A key requirement of the Regulators Code is to use the regulators unique contact with local businesses as a means of ensuring growth as well as compliance.

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

- Continue to support and develop the Food City Partnership. As a member of the group the Food Safety Service have a key role in the delivery of the Local Healthy Options Award and advising food businesses on healthy menu alternatives.

### *Priority 5: Promote Carlisle regionally and internationally as a place with much to offer – full of opportunities and potential*

- We work in partnership in delivering projects with organisations such as: Cumbria County Council Trading Standards, Cumbria Food Group (made up of all 6 Cumbrian Local Authorities), PHE Laboratory Preston, PHE Health Protection Team, Food Standards Agency.

**Contact Officer:**            **Andrew Smith (Principal Health &            Ext:    7098**  
   **Housing Officer)**

**Appendices**                    **Appendix 1 – Food Law Enforcement Plan - Summary Report**  
**attached to report:**        **Appendix 2 – Food Law Enforcement Service Plan 2017 to**  
   **2018**

**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:**

**Community Services –**

**Economic Development –**

**Governance and Regulatory Services –** The Council has a Food Law Enforcement Service Plan in accordance with the Food Standard Agency's Framework Agreement which applies to local enforcement of all feed and food laws, and incorporates the latest guidance and standards on feed and food law enforcement. As stated in the report, the Food Law Enforcement Service Plan forms part of the Council's revised Policy Framework and, as such, requires consideration by the relevant Overview & Scrutiny Panel before being referred for approval to Council by the Executive.

**Corporate Support and Resources –** The costs of implementing and monitoring this Food Law Enforcement Service Plan can be met from within existing base budgets under the control of the Local Environment Directorate in 2017/18.

## FOOD LAW ENFORCEMENT SERVICE PLAN 2017 – 2018 - Summary Report

Regulatory Services – Food & Public Protection Team

### Background

This Service Plan sets out how Carlisle City Council intends to provide an effective food safety service that meets the requirements of the Food Standards (FSA) Framework. The main objective of the service plan is to ensure that all food and drink intended for sale for human consumption that is produced, stored, distributed, handled or consumed in Carlisle City is safe, hygienic and compliant with food hygiene and standards legislation and that all food businesses and food handlers comply with the Food Hygiene Regulations.

### Food Business Profile

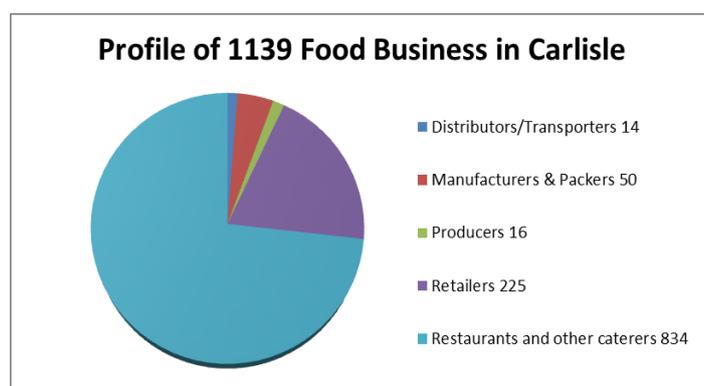


Figure 1: Chart showing the breakdown of food business types

| Category     | Frequency of intervention | Number of premises |
|--------------|---------------------------|--------------------|
| A            | 6 months                  | 0                  |
| B            | 12 months                 | 20                 |
| C            | 18 months                 | 173                |
| D            | 24 months                 | 459                |
| E            | 36 months                 | 411                |
| UNRATED      |                           | 17                 |
| OUTSIDE      |                           | 59                 |
| <b>Total</b> |                           | <b>1139</b>        |

Table 1: Breakdown of food businesses by risk category and frequency of interventions (Category A being highest risk)

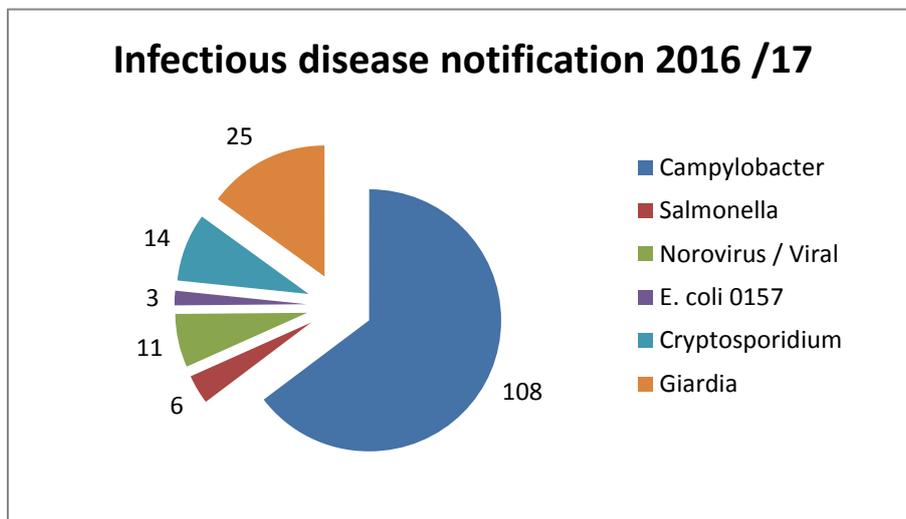
### Key work activities during 2016/17

Table 2: Summary of food hygiene related visits made 2016/17

| Type of visit:                                    | Number     |
|---|------------|
| Food Inspection & Audit Visits                    | 383        |
| Food Hygiene Complaint Visits                     | 81         |
| Food Hygiene Revisits following inspection        | 64         |
| Food Hygiene Rating Scheme (FHRS) Re-score Visits | 4          |
| Food Sampling Visits                              | 35         |
| Food Advisory Visits                              | 47         |
| Food Hygiene Other Visits                         | 59         |
| <b>Total</b>                                      | <b>673</b> |

Table 3: Number of incidents received/responded to 2016/17

| Type of Incident / Action                     | Number |
|---|--------|
| Premises hygiene complaints / Food Complaints | 128    |
| FSA Food Alerts (inc Product Recall)          | 62     |
| FSA Food alerts for action by LA              | 3      |
| FSA Allergy Alerts                            | 80     |
| Requests for food advice                      | 49     |
| Infectious disease cases                      | 167    |



**Figure 2** - Chart showing the number of foodborne / waterborne infectious diseases received and investigated during 2016/17

### **Enforcement actions by authorised officers 2016/17:**

- 1 Prosecution of Food Business Operator
- 156 written warnings for food hygiene contraventions
- 4 Hygiene Improvement Notices
- 1 Voluntary Closure of Food Premises

Manufacturer of meat products prosecuted for serious breaches of food law. The food business was fined £275,000 for 12 food hygiene offences and ordered to pay £28,907 costs to the local authority.

### **Planned inspections/interventions by risk category for 2017/18**

| Risk Category                 | No of targetted premises |
|-------------------------------|--------------------------|
| A (High risk)                 | 0                        |
| B                             | 20                       |
| C                             | 115                      |
| D                             | 243                      |
| E (Low risk)                  | 104                      |
| Unrated (awaiting inspection) | 17                       |
| TOTAL                         | 499                      |

### **Key objectives for 2017/18:**

- Inspect food businesses at intervals in accordance with the Food Standard's Agencies Code of Practice and educate and enforce where necessary. Prioritise resources toward business that are high risk and those that are non-compliant (0-2 FHSR rated)
- Continue to work with and promote the National Food Hygiene Rating System – upload ratings onto FSA's FHSR website and issue FHSR rating stickers to food businesses.
- Sample foodstuffs for microbiological safety in accordance with local and national programmes.
- Participate in "public health" related activities with partner organisations and deliver the Local Healthy Options Award.
- Assist in the delivery of the Rogue Landlord Project 2017 – 2019 – provision of food hygiene training.
- Work in partnership with other agencies and regulatory bodies to achieve common goals

## **FOOD LAW ENFORCEMENT SERVICE PLAN 2017 - 2018**

**Carlisle City Council**

Regulatory Services – Food & Public Protection Team

**Governance**

## 1. Introduction

This Service Plan sets out how Carlisle City Council intends to provide an effective food safety service that meets the requirements of the Food Standards (FSA) Framework Agreement. It covers the functions carried out by authorised officers of the Food and Public Protection Team under the provisions of the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and relevant regulations made under the European Communities Act 1992.

## 2. Service aims and objectives

To ensure that all food and drink intended for sale for human consumption that is produced, stored, distributed, handled or consumed in Carlisle City is safe, hygienic and compliant with food hygiene and standards legislation and that all food businesses and food handlers comply with the Food Hygiene Regulations. This will be achieved through:

- Programmed inspections
- Targeted interventions
- Investigation of complaints
- Investigation and control of infectious diseases
- Sampling initiatives
- Training
- Advisory visits
- Promotional events

### 2.1 Links to Corporate Priorities and Plans

The Food Law Enforcement Service Plan supports and contributes to the Carlisle Plan 2015 – 2018 and the Regulatory Services Service Plan. The service provides a range of mandatory and discretionary activities that protect the health and well-being of the citizens of Carlisle. This Service links directly to some of the key priority actions of the Carlisle Plan:

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

- Deliver an improved service to existing and new businesses in the District – joining up our statutory and advisory support functions. The Food Safety Service provides free and impartial advice on both legal and technical matters relevant to the trade. A key requirement of the regulators code is to use the regulators unique contact with local businesses as a means of ensuring growth as well as compliance.

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

- Continue to support and develop the Food City Partnership. As a member of the group, the Food Safety Service have a key role in the delivery of the Local Healthy Options Award and advising food businesses on healthy menu alternatives.

***Priority: Promote Carlisle regionally and internationally as a place with much to offer – full of opportunities and potential***

- We work in partnership in delivering projects with organisations such as: Cumbria County Council Trading Standards, Cumbria Food Group (made up of all 6 Cumbrian Local Authorities), PHE Laboratory Preston, PHE Health Protection Team, Food Standards Agency.

## **2.2 Links to Other Strategies**

The Service seeks to achieve the priority outcomes for regulatory services as detailed in the Better Regulation Delivery Office document “Priority Regulatory Outcomes – A New Approach to Refreshing the National Enforcement Priorities for Local Authority Regulatory Services” (November 2011). Regulators must take into account and give due weight to the priority outcomes when developing policies and operational procedures, setting standards or giving guidance on enforcement.

### **Regulatory Priority Outcomes:**

- 1. Support economic growth, especially in small businesses, by ensuring a fair, responsible and competitive trading environment. (Direct Link to the Carlisle Plan)**
- 2. Improve quality of life and well-being by ensuring clean and safe neighbourhoods (Direct Link to the Carlisle Plan)**
- 3. Help people live healthier lives by preventing ill health and harm and promoting public health.**
- 4. Ensure a safe, healthy and sustainable food chain for the benefit of consumers and the rural economy**

The “**Regulators’ Code 2014**” made under section 23 of the Legislative and Regulatory Reform Act 2006, applies to all the activities delivered by Regulatory Services. The code requires Regulatory Services, along with its principal function of protecting public health, to engage with and support business growth.

All interventions with businesses and members of the community are carried out with regard to the local authority’s commitment to equality of opportunity for local people as stated in the Equal Opportunities Policy.

### **3 Background**

#### **3.1 Organisational structure**

The structure of Food and Public Protection Team can be seen in page 12. The Principal Health & Housing Officer (Food and Public Protection) is responsible for the day to day supervision of the team and has a lead responsibility for the food hygiene function. The Food and Public Protection Team is positioned within the Regulatory Services Department and perform other regulatory duties, including Health and Safety, nuisance complaints, public health burial & exumations, animal related licensing and registrations for acupuncture, cosmetic piercing & tattooing/skin colouring. The Council's Pest Control Service also sits within the Food and Public Protection Team.

#### **3.2 Scope of the service**

The Food and Public Protection Team are responsible for the enforcement of the Food Safety and Hygiene (England) Regulations 2013.

Carlisle City Council carries out all functions relating to food safety matters, including the following:

- Carrying out interventions e.g. inspections, audits, sampling at food establishments
- Providing advice to food business operators including help on implementing the most appropriate food safety management system for that business; for example the Food Standards Agency's Safer Food, Better Business food safety management system
- Operating inland imported food control at retail and catering establishments etc.
- Registration food establishments
- Identifying and assessing premises that require approval of specific food products and ensuring that they are issued with conditional and full approval as necessary
- Undertaking food sampling
- Issuing export certificates
- Investigation of complaints concerning food establishments and food handling practices
- Investigation of cases of suspected and confirmed food poisoning
- Providing food hygiene training where appropriate
- Liaison with the local authority's procurement team when selecting new food contracts
- Consulting on relevant planning and premises licence applications

#### **3.3 Demands on the food enforcement service**

The City Council's food safety service is delivered from the 5<sup>th</sup> Floor of the Civic Centre, Rickergate, Carlisle Tel 01228 817200

Email: [environmentalhealth@carlisle.gov.uk](mailto:environmentalhealth@carlisle.gov.uk).

As of 1<sup>st</sup> April 2017 a total of **1139** food premises are subject to programmed food hygiene interventions as per the table below:

| Type of Premises               | Number      |
|--------------------------------|-------------|
| Distributors/Transporters      | 14          |
| Manufacturers & Packers        | 50          |
| Producers                      | 16          |
| Retailers                      | 225         |
| Restaurants and other caterers | 834         |
| <b>Total</b>                   | <b>1139</b> |

The City Council also has 6 “approved” processes subject to Regulation 853/2004.

| Ref no | Name                              | Product                      | App Number |
|--------|-----------------------------------|------------------------------|------------|
| 66460  | Nestle                            | Dairy - Milk powder/cream    | VK302      |
| 66469  | Esk                               | Dairy - Milk/cream           | VK010      |
| 66442  | Cavaghan and & Gray (Eastern Way) | Meat / Fish / Dairy / Egg    | VK001      |
| 66444  | Cavaghan and & Gray (Riverbank)   | Fish / Dairy / Egg           | VK011      |
| 66576  | Bells Fishmongers                 | Fish                         | VK007      |
| 66457  | Calder Foods                      | Meat Products / Fish / Dairy | VK004      |

All food premises are rated according to their level of risk, as defined by the Food Standards Agency Code of Practice. The risk rating determines the frequency and nature of the interventions that are classed as official controls. The table below provides a summary of the food business risk profile:

| Category     | Intervention Type   | Frequency | Number of premises |
|--------------|---|-----------|--------------------|
| A            | Full & Partial Inspection / Audit   | 6 months  | 0                  |
| B            | Full & Partial Inspection / Audit   | 12 months | 20                 |
| C            | Full & Partial Inspection / Audit / Other Official control - Broadly compliant premises | 18 months | 173                |
| D            | Inspection / Audit / Other Official Control (e.g. surveillance, verification, sampling) | 24 months | 459                |
| E            | Inspection / alternative enforcement strategy   | 36 months | 411                |
| UNRATED      | Awaiting inspection   |           | 17                 |
| OUTSIDE      | Outside inspection programme  |           | 59                 |
| <b>Total</b> |   |           | <b>1139</b>        |

Officers will aim to inspect new food premises within 28 days of being notified to the City Council. Each business will be rated in accordance with the Food Standards Agency - Food Law Code of Practice and incorporated into the inspection programme. Officers will decide if a revisit is necessary following an inspection and the Civica database will be used to programme the revisit date. The food sampling programme is an intervention that supports the other official controls undertaken by officers.

The Food and Public Protection Team are also required to meet additional demands arising from local activities, such as inspecting the visiting markets and other seasonal festivals.

Officers are required to undertake inspections/interventions outside normal working hours, for example where food businesses operate only at night or at weekends to attend markets and festivals.

The City Council has procedures in place to share its food premises database with the County Council's Trading Standards Department who have responsibility for Food Standards within the District.

In addition to businesses that form part of the programme, the local authority annually inspected approximately 68 new food businesses.

In 2016 -17 the local authority dealt with a range of incidents and enquiries. These are set out in the following table.

| Type of Incident / Action                     | Number |
|---|--------|
| Premises hygiene complaints / Food Complaints | 128    |
| FSA Food Alerts (inc Product Recall)          | 62     |
| FSA Food alerts for action by LA              | 3      |
| FSA Allergy Alerts                            | 80     |
| Requests for food advice                      | 49     |
| Infectious disease cases                      | 167    |

Summary of food hygiene related visits made 2016/17

| Type of visit:                                    | Number |
|---|--------|
| Food Inspection & Audit Visits                    | 383    |
| Food Hygiene Complaint Visits                     | 81     |
| Food Hygiene Revisits following inspection        | 64     |
| Food Hygiene Rating Scheme (FHRS) Re-score Visits | 4      |
| Food Sampling Visits                              | 35     |
| Food Advisory Visits                              | 47     |
| Food Hygiene Other Visits                         | 59     |
| Total   | 673    |

## 4 Service Delivery

### 4.1 Food interventions

In the financial year 2017-2018, targetted inspections/interventions are due to be carried out at 499 premises. The target for each category is detailed on page 14.

| Risk Category | No of targetted premises | Carried over |
|---------------|--------------------------|--------------|
| A             | 0                        | 0            |
| B             | 20                       | 0            |
| C             | 115                      | 3            |
| D             | 243                      | 12           |
| E*            | 104*                     | 138*         |
| Unrated       | 17                       | -            |
| TOTAL         | 499                      | 153          |

These numbers will alter throughout the year as new businesses open and existing businesses close.

Priority will always be given to high risk food businesses (A & B risk rated businesses) and any national or local situations which require urgent attention for example Food Standards Agency food alerts or food poisoning outbreaks.

\* Category E premises are defined in the Food Law Code of Practice as low risk food establishments and allows local authorities to adopt an alternative enforcement strategy to ensure resources are prioritised accordingly towards higher risk premises. Local authorities must ensure low-risk premises are subject to an alternative enforcement intervention every 3 years. The current strategy adopted by this authority alternates a visit with an enforcement questionnaire every 3 years. 138 businesses are overdue an intervention of which a strategy is in place to ensure these premises receive an intervention this financial year.

Revisits following an inspection will be undertaken by officers when deemed necessary or in response to a requested revisit or appeal under the Food Hygiene Rating Scheme (FHRS). A total of 68 revisits were undertaken in 2016/17 of which 4 were requested revisits under the FHRS.

During the course of delivering the food safety service, officers may need to resort to formal action in some circumstances. During 2016/17 officers issued:

#### **156 Written warnings for food hygiene contraventions**

#### **4 Hygiene Improvement Notices**

#### **1 Voluntary Closure of Food Premises**

#### **1 Prosecution of Food Business Operator \***

\* A significant amount of resource was allocated to the investigation and successful prosecution of a local approved manufacturer for serious breaches of food law. The food business was fined £275,000 for 12 food hygiene offences and ordered to pay £28,907 costs to the local authority.

## **4.2 Enforcement policy**

Regulatory Services, within which the Food & Public Protection Team sits, adopts the principles laid down in the Enforcement Concordat, which states that enforcement must be fair, consistent and equitable. The local authority's Food Safety Enforcement Policy outlines the enforcement options available for dealing with problems relating to non-compliance with the legislation. The Policy has been written having regard to Government's Regulators Code and can be found on the website: <http://www.carlisle.gov.uk/Portals/0/Documents/Residents/Environment/A2%20Food%20Safety%20Enforcement%20Policy%202015.pdf>

## **4.3 Food complaints**

The investigation of customer's complaints regarding food safety is an important area of work for the team. The local authority has a response target of 5 days for such complaints, however more serious complaints/allegations will be visited on the day of receipt where possible. In 2016/17 the local authority dealt with 128 food hygiene related complaints.

## **4.4 Primary and home authority principle**

The Home Authority Principle was developed by food and trading standards authorities to aid consistent enforcement. The scheme provides businesses with a home authority source of guidance and advice and provides a system for the resolution of disputes.

Alternatively, businesses can form a 'Primary Authority' statutory partnership with a local authority to assist with consistent enforcement. The guidance and advice the local authority provides will be taken into consideration by officers carrying out inspections and dealing with instances of non-compliance.

Carlisle City Council fully endorses the Home authority and Primary Authority principle but has yet not received any requests for business support in this area.

## **4.5 Advice to business**

The Food and Public Protection Team provide advice and support for all food businesses on request. Information is available on the local authority website, <http://www.carlisle.gov.uk/Residents/Environmental-Problems/food-safety> Information leaflets are also available from the Civic Centre Offices. Officers are available to visit businesses to advise on any aspect of food safety and hygiene. Advice is also given during the planning and building control processes.

## **4.6 Food sampling**

A food sampling programme is produced every year which outlines the local authority's sampling strategy and approach to specific local and national demands.

The Cumbria Sampling Group co-ordinate the sampling programme for Carlisle, Allerdale, Copeland and Eden. The plan is developed by the group to incorporate priorities identified by Public Health England and the Food Standards Agency.

Microbiological examinations are undertaken by Public Health England, Food, Water and Environmental Microbiology Laboratory York, National Agri-Food Innovation Campus, Block 10, Sand Hutton, York YO41 1LZ.

In 2016/17 the Food and Public Protection Team took **67** food samples, **58** of which were reported as satisfactory and **9** unsatisfactory. Where necessary visits are made to those premises to identify reasons why the food samples will have been unsatisfactory and repeat sampling is undertaken. If necessary, results will be notified to other local authorities. The level of sampling undertaken for 2016/17 is lower than the previous year which was due to a reconfiguration of the PHE FW&E network in the North of England.

When necessary, food complaint samples are sent to the Public Analyst at Lancashire County Scientific Services, Pedders Way, Ashton-on-Ribble, Preston PR2 2TX for non-microbiological food analysis. The analysis includes testing for food composition and contamination. No samples were submitted for analysis for the period 2016/17.

#### **4.7 Control and investigation of outbreaks and food-related infectious disease**

The Food and Public Protection Team will investigate food-related infectious disease notifications in accordance with procedures agreed with Public Health England. The response to notifications of illness will be dependant on the severity of illness ranging from immediate response in the case of serious infections e.g. E.coli 0157 & typhoid; to postal questionnaires for cases of campylobacter.

Investigation of outbreaks will be in accordance with the Outbreak Control Plan agreed with the Public Health England.

The table below summarises the number of cases notified to Carlisle City Council in 2016/17.

| <b>Disease</b>    | <b>Number</b> |
|-------------------|---------------|
| Campylobacter     | 108           |
| Salmonella        | 6             |
| Norovirus / Viral | 11*           |
| E. coli 0157      | 3             |
| Cryptosporidium   | 14            |
| Giardia           | 25            |

\*number of outbreaks e.g. residential homes

There were no confirmed food poisoning outbreaks during 2016/17; however officers of the Food & Public Protection Team investigated a number of norovirus/viral outbreaks associated with residential care settings.

#### **4.8 Food safety incidents**

Food alerts are issued by the Food Standards Agency to relate information on national food issues to local authorities, the majority being for information only. Food alerts for action require officers to undertake a wide variety of courses of action dependent upon the issue at hand. In 2016/17 a total of 65 Food Alerts were received by the authority, of which 3 required action by the Food & Public Protection Team.

#### 4.9 Liaison with other organisations

Environmental Health involves a number of stakeholders in the supply and operation of its food hygiene services including:

- Public Health England
- The County Council's Public Health and Trading Standards Departments
- Cumbria Food Liaison Group
- Cumbria Health Protection Liaison Group
- Care Quality Commission
- Cumbria Chamber of Commerce and the Carlisle and Penrith Federation of Small Business
- Food Standards Agency
- Better Regulation Delivery Office
- Carlisle Food City Steering Group
- Neighbouring local authorities

#### 4.10 Food safety and promotions

Carlisle City Council participates in the Food Standards Agency National Food Hygiene Ratings Scheme. The scheme is designed to provide information about business hygiene standards to members of the public but is also a useful tool to drive up performance standards of food businesses. Other promotional initiatives used included:

- Local Healthy Options Award
- Food Safety Week – date to be confirmed by FSA
- Attendance at local events

### 5.0 Resources

#### 5.1 Staffing resource

A structure chart is available on page 12. The number of full time equivalent (FTE) officers estimated to be deployed solely on food safety is set out in the following table:

| Officer Post                                      | FTE        |
|---|------------|
| Regulatory Services Manager                       | 0.1        |
| Principal Health & Housing Officer                | 0.4        |
| Environmental Health Officers / Technical Officer | 2.1        |
| <b>Total</b>                                      | <b>2.6</b> |

#### 5.2 Officer development

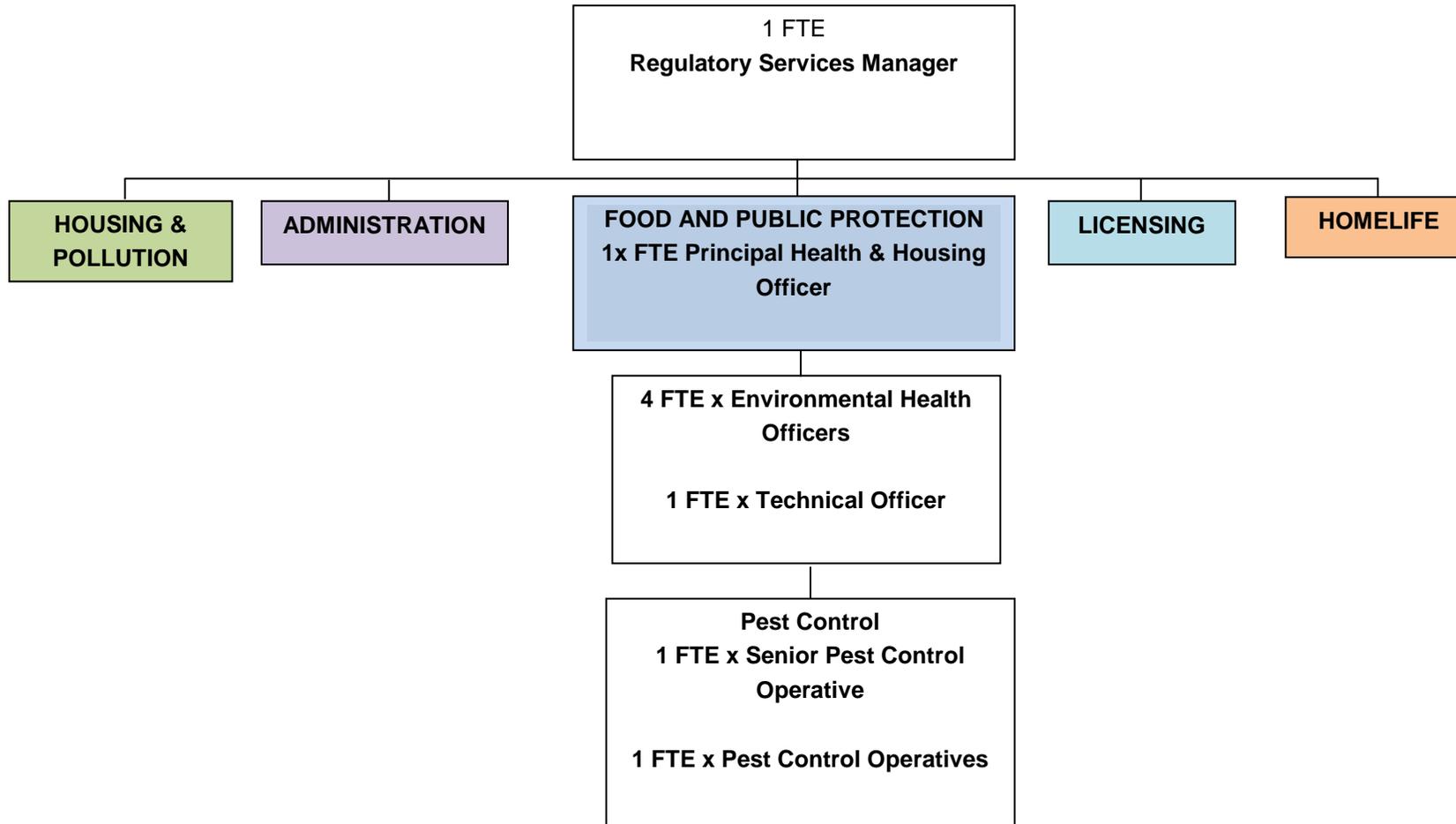
Carlisle City Council are committed to ensuring officers authorised to perform food safety enforcement functions receive relevant structured ongoing training to promote competency, ensure understanding of legislation and technological developments. As stipulated within the Food Law Code of Practice (England) March 2017, all authorised officers will receive a minimum of 10 hours training on food safety issues. All existing officers have obtained the Certificate of Registration of the Environmental Health Registration Board (EHRB) or the Diploma in Environmental Health award by the Royal Environmental Health Institute of Scotland (REHIS). A record of certificates of registration, qualifications and records of on-going training for authorised officers are stored and maintained by the department. The Principal Health & Housing Officer for Food & Public Protection team is required to monitor and report on compliance with our competency requirements. Any essential training needs identified will be provided either in-house or externally.

### **5.3 Quality assessment and performance management**

The Principal Health & Housing Officer (Food & Public Protection) and the Environmental Health & Housing Manager will monitor quality and performance on a monthly basis. Audit actions will be recorded on the department's database management system (FLARE – Civica App).

# REGULATORY SERVICES

Structure Chart 2017 / 2018



| Outcome                                 | Key Actions   | 2016/17 Performance   | Target 2017/18  | Progress |
|---|---|---|---|----------|
| <p>• <b>Support Economic Growth</b></p> | <p>Improve communication between the County's Regulatory Services through working through Cumbria's Food Liaison Group and Public Protection Group.<br/><i>(Priority)</i></p>   | <p>Full representation at Cumbria Food Liaison Group &amp; Public Protection Group Meetings.</p>                      | <p>Full representation and contribution at Food Liaison Group and Public Protection Group Meetings.</p> |          |
|   | <p>Review the Council's Web Site in relation to service provided by the Food &amp; Public Protection Team to ensure information to the public is relevant and accessible and facilitates e-government for accessing application forms etc and specifying service provision and charges where appropriate.<br/><i>(Priority)</i></p> | <p>Food &amp; Safety webpages reviewed and amended where necessary.</p>   | <p>Food &amp; Safety webpages to be monitored to ensure information is accurate and reliable.</p>       |          |
|   | <p>Provide an informal out of hour's service for Food &amp; Health and Safety where circumstances necessitate.<br/><i>(Priority where circumstances require immediate action to protect public health)</i></p>  | <p>Arrangements made for out of hours food hygiene inspections and special events (e.g. Markets, Festivals, etc.)</p> | <p>React to out of hours requests where circumstances necessitate.</p>                                  |          |

|   |   |   |   |   |
|---|---|---|---|---|
| <ul style="list-style-type: none"> <li>• <b>Sustainable Food Chain</b></li> <li>• <b>Healthier lives</b></li> </ul> | <p>Inspect food businesses at intervals in accordance with the Food Standard's Agencies Code of Practice and educate and enforce where necessary.</p> <p>(Priority)</p> | <p>Category A – 100%</p> <p>Category B – 98%</p> <p>Category C – 96%</p> <p>Category D – 93%</p> <p>Category E – 71% (of targeted) through the Alternative Enforcement Programme</p> <p>Unrated – 86%</p>                             | <p>Category A – 100%</p> <p>Category B – 100%</p> <p>Category C – 95%</p> <p>Category D – 95%</p> <p>Category E – 80% <b>through the Alternative Enforcement Programme</b></p> <p>Unrated (of those identified at the start of the year) – 100%</p> |   |
|   | <p>Continue to work with and promote the National Food Hygiene Rating System.</p> <p>(Priority)</p>   | <p>FHRS ratings for registered businesses within the scope of the scheme uploaded onto the FSAs FHRS website and issued window sticker following intervention.</p> <p>Continued compliance with the FSAs brand standard agreement</p> | <p>Ensure continued compliance with the Food Standards Agency brand standard agreement.</p> <p>Ensure registered food businesses within the scope of the scheme are issued a rating displayed on the FHRS website.</p>                              | <p>Check on:</p> <ul style="list-style-type: none"> <li>• <a href="http://food.gov.uk/ratings">food.gov.uk/ratings</a></li> <li>• FHRS Web Data Tool</li> </ul> |

|  |  |   |  |  |
|--|--|---|--|--|
|  | <p>To sample foodstuffs for microbiological safety in accordance with local and national need</p> <p>Local sampling programme – Priority</p> <p>Participation in National Surveys - Desirable</p>  | <p>Participation in PHE coordinated surveys.</p> <p>67 samples taken:</p> <ul style="list-style-type: none"> <li>• 58 satisfactory</li> <li>• 9 unsatisfactory</li> </ul> | <p>Collect samples as requested by the Public Health England coordinated sampling programme and local priority samples as determined by risk.</p>  |  |
|  | <p>To actively take part in Cumbria Food Liaison Group (FLG) plan of work</p> <p>(Priority)</p>  | <p>Representation at all FLG meetings</p> <p>Contributed to FLG work plan</p>   | <p>Full Contribution and Attendance at meetings and development of Action Plan</p>   |  |
|  | <p>Work with the Healthy Cities Steering Group and Carlisle Food Sub-group on actions in delivering the Healthy Cities Improvement Action Plan</p> <p>(Desirable)</p> <p>Deliver of the Local Healthy Options Award.</p> <p>(Priority)</p> | <p>Contributed to Health &amp; Wellbeing Day with a focus on nutrition.</p> <p>Healthy Eating Options Awards - promoted as part of routine food safety interventions</p>  | <p>Continued support of Healthy Cities Steering Group &amp; Healthy Communities Working Group. Participate in at least one coordinated campaign.</p> <p>Continue to deliver and develop the Local Healthy Eating Options Awards - promote award as part of routine food safety interventions / review award criteria</p> |  |

|  |   |   |   |  |
|--|---|---|---|--|
|  | <p>Identify all non-compliant businesses / 0-2 FHRs rated food businesses and take appropriate action to raise compliance level (to broadly compliant)</p> <p>(Priority)</p>        | <p>97% of all food businesses broadly compliant</p>   | <p>98% of food businesses broadly compliant</p>                   |  |
|  | <p>Participate in “public health” related activity as requested by partners such as the County Council, Public Health England and the Food Standards Agency.</p> <p>(Desirable)</p> | <p>Food Safety Week 2016 – issuing of press release</p> <p>Valentines Food Safety press release</p> | <p>At least one campaign per year</p>                             |  |
|  | <p>Assist in the delivery of the Rogue Landlord Project 2017 - 2019</p> <p>(Priority)</p>   |   | <p>Delivery of food hygiene training for hard to reach groups</p> |  |

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## **EXCERPT FROM THE MINUTES OF THE EXECUTIVE HELD ON 3 JULY 2017**

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**EX.52/17     FOOD LAW ENFORCEMENT SERVICE PLAN**  
(Key Decision – KD.05/17)

**Portfolio**     Environment and Transport

**Relevant Overview and Scrutiny Panel**     Community

**Subject Matter**

The Environment and Transport Portfolio Holder submitted report GD.29/17 providing details of the Food Law Enforcement Service Plan covering the period 1 April 2017 to 31 March 2018. A summary report of the Plan had also been produced at Appendix 1 for Members' assistance.

The Portfolio Holder explained that the Plan set out how Regulatory Services would deploy its resources in 2017 to 2018 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It sought to target intervention to tackle local issues whilst ensuring that Carlisle City Council achieved its national statutory responsibilities.

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

Details of the Food Standard Agency's expectations in terms of the delivery of official controls on feed and food law; the Service's contribution to the Council's Carlisle Plan; the requirements of The Food Law Codes of Practice (March 2017); and the Food Standards Agency's (FSA) Strategy for 2015-2020 were provided.

The Portfolio Holder indicated that the FSA recognised that they could not achieve their strategic goals in isolation and acknowledged the important role played by local government officers in ensuring food safety. As part of the strategy the FSA had issued a paper entitled 'Regulating our Future – Developing the FSA's New Approach to Regulating Food Businesses' which outlined a programme of work which would change how the authority regulated food businesses.

The Council's Regulatory Services were concerned about the new proposals and the need to be mindful of how those regulatory changes proposed by the FSA would affect the health and well-being of citizens and visitors of Carlisle. As part of a coordinated

approach with other Cumbrian Local Authority Environmental Health Departments Officers were responding directly to the FSA outlining their concerns regarding those future proposals.

The Environment and Transport Portfolio Holder concluded by moving the recommendations, which course of action was formally seconded by the Leader.

**Summary of options rejected** None

## **DECISION**

That the Executive:

1. Agreed the key actions of the Food Law Enforcement Service Plan as appended to Report GD.29/17.
2. Referred the said Plan to Overview and Scrutiny for consideration and comment in accordance with the Council's Budget and Policy Framework.

## **Reasons for Decision**

The recommended key actions had been identified following consultation and reflected the resources available to Regulatory Services in the financial year 2017 to 2018