

Meeting Date: 8th September 2020

Public/Private*: Public

Title: **Communities, Health and Wellbeing Portfolio Holder's Report –
Councillor Elizabeth Mallinson**

DEFENCE EMPLOYER RECOGNITION SCHEME – SILVER AWARD

The Council was successful in its application for the Silver Award of the Defence Employer Recognition Scheme in August 2020. This award recognises the Councils' support to the Armed Forces community, including the Carlisle and Eden Forces Link Project and partnership working through the Cumbria Armed Forces Covenant Partnership.

The scheme encourages employers to demonstrate and advocate support to Defence and the Armed Forces community, and align their values with the [Armed Forces Covenant](#). The Council is proud to have achieved this award and plans to work towards the Gold Award in future.

ANNUAL EQUALITY REPORT AND EQUALITY ACTION PLAN 2020

Following the approval of the revised Equality Policy and Equality Objectives 2020-24 in May, the Annual Equality Report has been reported to Scrutiny and the Executive.

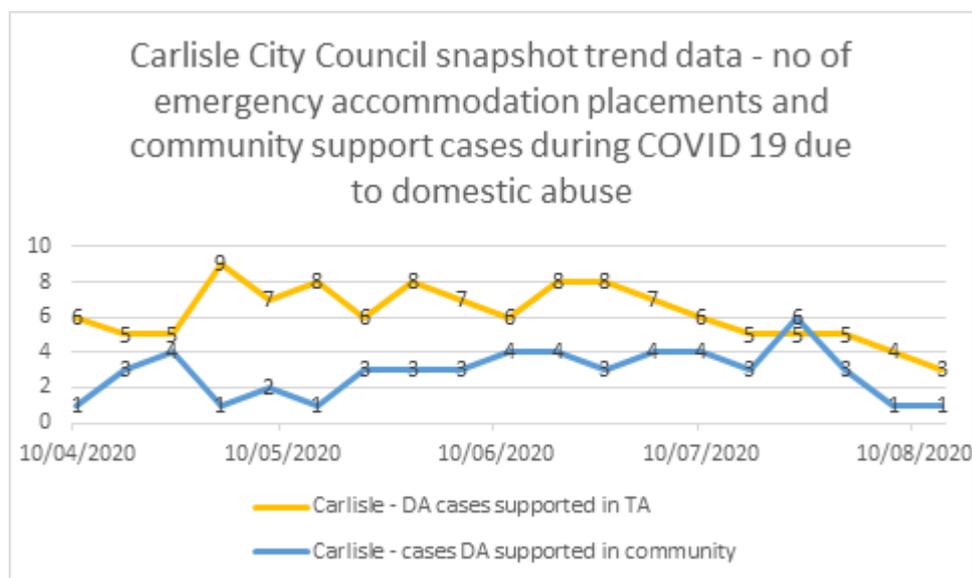
The Annual Equality Report celebrates what the Council has achieved during the previous year and work undertaken to promote equality. This includes the workforce profile, employee support, customer satisfaction, complaints, consultation and engagement. The Report also helps the Council learn and plan how it can achieve the equality objectives through the Equality Action Plan.

DOMESTIC ABUSE PLACEMENTS IN EMERGENCY ACCOMMODATION DURING COVID 19

From 1st April 2020, the Homeless Prevention and Accommodation Services have assisted:

- 14 households with emergency accommodation as a direct result of domestic abuse
- 36 households with community support as a direct result of domestic abuse

The service works closely with wider statutory and safeguarding partners to keep people safe, this has increased in frequency during the lockdown period, with weekly snapshot and comparative trend data being closely monitored and reported in order to ensure that capacity to assist appropriately is maintained.



DISABLED FACILITIES GRANT UPDATE

The Disabled Facility Grant service is now fully operational and essential adaptations are now being undertaken in all properties, with COVID secure arrangements in place for all customers.

The Council has just approved its first relocation grant under the Housing Renewal Assistance Policy, this was to assist a family in moving to a property that can be better adapted for their family's daily needs.

Up until the 14th August, 151 households have had Discretionary Grant funding either approved or paid by Homelife HIA, this included 35 individuals that have received support to enable hospital discharge.

CUSTOMER SERVICES

Customer Services have continued to handle telephone, email and social media requests throughout the pandemic. We started working from home on 1st April and since then have answered over 45,000 calls and over 6,500 emails.

We have kept services running for the most vulnerable people including Foodbank referrals and personalised call backs for the less digitally aware. Since April we have made 128 referrals to the Foodbank and performed over 100 call backs.

The Contact Centre is now open on an appointment basis. Our Team has been split into 3 bubbles with the telephone functionality remaining at home. The Contact Centre has been modified to include staff toilets and kitchen facilities which makes us self-sufficient,

effectively making the Contact Centre its own bubble. This is a significant step in protecting the entire Civic Centre.

HEALTHY CITY TEAM

Wraparound Support for Children and Young People

The Team have been busy supporting the 'Wraparound Support for Children and Young People' in conjunction with Cumbria County Council and various Partners. The local volunteer group Brampton Area Action Group (BAAG) were given support by the Team which enabled them to deliver activities for children requiring childcare during the summer months. The summer camp took place at Talkin Tarn Country Park and has been a great success.

Support was also provided to the 'Rock Youth Project' to allow them to carry out interactive sessions with young people, within the various city centre parks.

Space to Talk

This initiative aims to provide a listening space for the people of Carlisle to share their experiences throughout Covid-19.

The first event took place on the 21st August with another planned for 11th September. These are being delivered in partnership with the Lead Social Prescriber for the Carlisle Network, the Social Prescribing Team for Carlisle Care and the Vineyard Church and along with the Carlisle City Council's Healthy City Team.

These events will be followed up by the provision of information, signposting and engagement plus an explanation of the role of social prescribing.

We hope that these events will become part of a programme to support local people and to create healthier and more resilient communities as we move through the recovery stages of the pandemic.

Active Spaces (July, August 2020)

Tribune Drive, Houghton

- A consultation process on new play equipment to be installed at Tribune Drive, Houghton, was completed earlier this summer and, following a tendering process, the contract to supply and install new equipment has been awarded to Kompan Scotland Ltd. This project is expected to commence in September, starting with removal of the old play equipment and surfacing by City Council staff and local contractors. The new play equipment should be completed and open for use during October.

Bitts Park Play Area

- Following the flooding experienced in Bitts Park during February this year a settlement has now been reached with the Council's Insurers to reinstate the

interactive water feature or splash park, located in the play area. The water feature is extremely popular with children but suffered severe damage and now requires a full electrical re-fit and subsequent re-commissioning. This work will be tendered and completed during the Autumn and Winter months in readiness for re-opening in Spring 2021.

Dale End Field, Harraby

- Consulting engineers are currently working on designs to support a planning application for a BMX Pump Track at Dale End Field, Harraby. This project has arisen due to community demand for such a facility, funds have been raised by the local Residents' Association and the project will be delivered by the Council. A planning application is due to be submitted at the start of September, with subsequent tendering and construction during the Autumn.

CARLISLE COMMUNITY RESILIENCE GROUP (CaCRG)

CaCRG continues to meet and work with partners to support recovery and cascade key information top down and bottom up. The response from Partners and the community across Carlisle continues to be amazing. It continues to bring together a wide range of community partners, organisations and groups and remains jointly chaired by Cumbria County Council and Carlisle City Council. Both Officers received a special award from the High Sherriff in recognition of the groups and their work during the emergency phase. This was accepted on behalf of all members of the CaCRG who have continued to work tirelessly throughout this period.

Moving forward a number of subgroups have been proposed and are being developed below CaCRG. These subgroups have been carefully structured on intelligence, data and consultation with stakeholders. The four subgroups are:

1. Children and Families
2. Community Emergency Response Groups
3. Health and Wellbeing
4. Welfare and Hardship

Work to support and develop these groups to assist in the response continues to take place.

A funding newsletter and Partnership email continues to be shared to wider partners too. The communications has been well received and a number of partners have benefitted from funding.