

Meeting Date: 14th September 2021

Public/Private*: Public

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

CUSTOMER SERVICES

Customer Services are continuing to see an increased workload. Since April 2020 we have handled over 190,000 calls and over 25,000 emails. This represents a rise in demand of over 70% on the previous year. Since the beginning of the pandemic, we have issued 298 foodbank referrals and have conducted 129 Supervisor Call-Backs to our most vulnerable customers.

With the refurbished Contact Centre nearing completion, we are planning our return to the Civic Centre in September. After a short period of acclimatisation, we hope to be able to fully open the Contact Centre whilst having all measures in place to remain Covid safe.

Customer Services have maintained services throughout the pandemic and have provided additional support to other services. We have provided staffing support to Track and Trace, the Crematorium Team and are supporting Council Tax Recovery and Pest Control with additional services.

EQUALITY ANNUAL REPORT AND ACTION PLAN

The draft Annual Equality Report for 2020/21 will be submitted to Health & Wellbeing Scrutiny Panel on 2nd September, followed by the Executive 27th September. The covering report for the Panel includes the Armed Forces Bill 2021 - 22. This Bill will incorporate the Armed Forces Covenant into legislation. The next Armed Forces Covenant Partnership meeting is on 21st September.

WHO CARLISLE HEALTH FORUM

The last meeting in August, focused on the following areas:

- An update on the Thriving Communities Project

- And updates on the current situation – including key Covid Public Health, Community and the latest data updates (and the impact in Carlisle) from the Public Health Alliance, Vaccinations, Community Resilience Groups
- Carlisle Integrated Care and WHO Carlisle Plenary session feedback and next steps
- A focus from elements of the WHO Healthy City Developing Partnership Plan
- Social prescribing in Carlisle – emerging patterns
- Healthy aging update
- Long Covid update
- Healthy Weight update
- The latest guidance, funding and policy information was also shared with partners

REGULATORY SERVICES

In response to requests from health and social care professionals, Homelife Carlisle have expanded the types of measures we can offer through our Hospital Discharge and Dementia grants. The aim of the grants is to speed up and help the return to home from hospital and help people with memory problems to live more independently at home. Homelife have refreshed the forms to make them more user friendly and referrals are increasing as the service is being well received across hospitals in Cumbria for patients who are residents in Carlisle.

HEALTHY CITY TEAM

Active Spaces

A major play area refurbishment project, costing approximately £125,000 in total, has been completed at Hammonds Pond, Upperby. The works, funded by S106 contributions from a nearby development, included replacing most of the existing play equipment and safer surfacing in the park. Playdale Playgrounds completed the infants' area in early July and Kompan Scotland finished the juniors' area in mid-August. The new playground features several items of wheelchair accessible equipment together with some exciting climbing items for older children. The new equipment has been extremely well received and the play area has been very busy!

A public consultation on the future use of an end-of-life kick around area and basketball hoop at Hammonds Pond will shortly be underway. Residents will be asked to indicate their preferences from a number of potential options, including outdoor exercise equipment and new ball games facilities.

Family Fun Day – Harraby Catholic Football Club

The Healthy City Team has been supporting the Captain of the under eights football team at Harraby Catholic Club to put on a fun day event for the benefit of the teams and the local community. Part of this was supporting the submission of a Community Events Support Funding Grant Application to Carlisle City Council. The successful grant application has allowed for the event to take place which will help support the wellbeing of the teams and the broader community. The aspiration is that this will result in opportunities for further projects with the rest of the Healthy City Team.

Thriving Communities Partnership

Thriving Communities partnership have embarked on their first 6-week pilot programme. Taking place at Brampton Community Centre and Morton Community Centre.

Organisations involved in taster sessions are:

- North Cumbria Recovery College: Mindfulness
- Cumbria Wildlife Trust: Gardening for Wildlife
- Royal Literary Fund: Reading & Conversation
- Tullie House: Creative Collections
- Susie Tate: Movement & Dance
- iCan Fitness: Wheels of Wellness
- Food Carlisle: Incredible Edible project led by Longtown & Brampton Rotary Club have finished setting their first site up at Brampton Community Centre and are now planning for other sites
- Food Carlisle are supporting Sustainable Carlisle and Cumbria Organic Gardeners & Farmers with their Great Big Green Week events and will be attending their Harvest Festival & Eco Market to discuss food waste, low carbon meals and how supporting your local producers and growers can lower the carbon footprint of your food
- Food Carlisle are in discussions with the Food, Farm and Countryside Commission regarding their Cumbria Inquiry, in the hope that we can work together on food procurement and wider food systems in the area
- The Holmes Avenue Community Allotment has some new volunteers. This community growing project has been a great success, with local residents and Riverside Housing Association in full support of the scheme, which was set up to contribute fruit and vegetables to local Food Hubs