

# AGENDA

## Community Overview and Scrutiny Panel

Thursday, 27 March 2014 AT 10:00  
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

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

### Apologies for Absence

To receive apologies for absence and notification of substitutions.

### Declarations of Interest

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

### Public and Press

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

### Minutes of Previous Meetings

To approve and sign the minutes of the meeting held on 9 January 2014  
[Copy Minutes in minute Book Vol 40(5)]

## **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 QUESTIONS BY MEMBERS OF THE PUBLIC**

##### Riverside Carlisle

Pursuant to Procedure Rule 10, the Director of Governance to report the receipt of the following question to the Chairman which has been submitted on notice by Mr Barker, Secretary of the Carlisle and Rural Tenants' Federation.

"Concerns have been raised that Riverside tenants' interests are not sufficiently protected and catered for. Could the Panel ensure that this is an issue that is raised with Riverside representatives when they next meet with Members for their bi-annual scrutiny?"

#### **A.3a OVERVIEW REPORT AND WORK PROGRAMME**

**5 - 24**

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of the Key Decisions items relevant to this Panel as set out in the Notice of Executive Key Decisions  
(Copy Report OS.07/14 herewith)

#### **A.3b HATE CRIME TASK AND FINISH GROUP**

**25 - 44**

(Communities and Housing Portfolio)

The Overview and Scrutiny Officer to submit the final report of the Hate Crime Task and Finish Group for approval by the Panel prior to submission to the Executive  
(Copy Report OS.18/14 herewith)

**A.4 CARLISLE AND EDEN COMMUNITY SAFETY PARTNERSHIP**  
**ANNUAL PLAN 2014-15**

**45 - 50**

(Communities and Housing Portfolio)

The Deputy Chief Executive to submit a report that presents the Carlisle and Eden Community Safety Partnership's work for the coming year in the form of their Partnership Plan.

NB: The Strategic Assessment Technical Report was circulated prior to the last meeting

(Copy Report SD.03/14 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, Mrs Prest (Vice Chairman), Mrs Vasey, Bainbridge (sub), Lishman (sub), Mrs Mallinson (sub)

**Labour** – Scarborough, Miss Sherriff, Mrs Stevenson, Wilson, Dodd, (sub) Forrester (sub), Whalen (sub)

**Liberal Democrat** – Mrs Luckley (Chairman), Allison (sub)

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



# Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.3a**

Meeting Date: 27<sup>th</sup> March 2014  
Portfolio: Cross Cutting  
Key Decision: No  
Within Policy and Budget Framework  
Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME  
Report of: Overview and Scrutiny Officer  
Report Number: OS 07/14

## Summary:

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

## Recommendations:

Members are asked to:

- Decide whether the items on the Notice of Key Executive Decisions should be included in the Panel's Work Programme for consideration.
- Give comment on the draft Overview and Scrutiny Annual Report 2013/14
- Note and/or amend the Panel's work programme

## Tracking

Executive:	<b>Not applicable</b>
Overview and Scrutiny:	<b>27<sup>th</sup> March 2014</b>
Council:	<b>29<sup>th</sup> April 2014 O&amp;S Annual Report only</b>

## 1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 7<sup>th</sup> March 2014. The following issues fall into the remit of this Panel and are attached at **Appendix 1**.

**KD.02/14 Carlisle and Eden Community Safety Partnership Annual Plan 2014/15** – *to be considered on the agenda of this meeting.*

**KD.04/14 Playing Pitch Strategy** – *to be available for the meeting of the Panel on 19<sup>th</sup> June 2014.*

**KD.08/14 Changes to the Landlord Accreditation Scheme in Carlisle** - *The Executive will be asked to consider the closure of the existing Council Landlord Accreditation Scheme and approve the recommendation to a transfer to a Cumbria wide partnership with the National Landlords Association at their meeting on 7<sup>th</sup> April 2014.*

## 2. References from the Executive

The following references have been received from the Executive following their meeting on 10<sup>th</sup> March 2014:

- EX.24/14 – Carlisle and Eden CSP Annual Plan 2014/15
- EX.28/14 – Riverside Carlisle

## 3. Scrutiny Annual Report

The Scrutiny Annual Report has been drafted and is attached at **Appendix 3**. Panel Members are asked to comment on the draft which is being considered by all three O&S Panels. The report will then be formally approved by the Scrutiny Chairs Group at their meeting on 17<sup>th</sup> April 2014.

## 4. Work Programme

The Panel's current work programme is attached at **Appendix 4** for comment/amendment.

<b>Contact Officer:</b>	<b>Nicola Edwards</b>	<b>Ext: 7122</b>
<b>Appendices attached to report:</b>	<b>1. Notice of Key Decisions</b>	
	<b>2. Overview &amp; Scrutiny Annual Report 2013/14</b>	
	<b>3. Community O&amp;S Work Programme 2013/14</b>	

**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**

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## EXCERPT FROM THE MINUTES OF THE EXECUTIVE HELD ON 10 MARCH 2014

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**EX.28/14      REFERENCE FROM OVERVIEW AND SCRUTINY – RIVERSIDE  
CARLISLE**  
(Non Key Decision)

**Portfolio**      Communities and Housing

**Relevant Overview and Scrutiny Panel**      Community

### **Subject Matter**

Pursuant to Minute COSP.12/14, consideration was given to a reference from the meeting of the Community Overview and Scrutiny Panel held on 13 February 2014 when the Panel had considered Report (ED.09/14) presented by the Housing and Health Manager updating Members on joint working between Riverside Carlisle (now known as Riverside Cumbria) and the City Council.

The Panel had resolved:

- “1) That report ED.09/14 - Riverside Carlisle be noted.
- 2) That a further report be submitted to the Panel in six months.
- 3) That the Panel request that the Executive examine the Choice based letting scheme with regard to suitability for the people of Carlisle.”

A copy of the minute excerpt was circulated.

The Chairman of the Community Overview and Scrutiny Panel informed the Executive that, as could be seen from the Minutes, the session on scrutinising the Partnership had been very wide ranging. It provided an opportunity to meet and talk with Riverside's new Divisional Director about the challenges facing Housing Associations and their tenants, particularly in adjusting budgets in what were changing economic times.

The Panel felt generally that the report and the discussion produced a more positive picture than was anticipated this time last year; and that the work undertaken by both organisations in enabling a greater understanding by tenants of the Welfare changes had borne fruit.

For example, rent arrears had not risen as much as had been anticipated; only 9% of those were tenants affected by Welfare Benefit changes and Riverside were aiming to reduce that figure from 9% to 5%; only one tenant had been evicted in respect of under

occupancy and 75 tenants had downsized satisfactorily with the help of Riverside's campaign to create more understanding of the changes.

Questions were asked about property voids. There had been an increase in the larger properties remaining vacant. Riverside advised the Panel that they would address that problem by adapting their Marketing Strategy and, no doubt, the Panel would want to hear about the outcome at their next meeting with Riverside in six months time.

With regard to the Choice Based Letting Scheme, Riverside would be focussing on making the Scheme better tailored to the changing demands. The Partnership enabled both organisations to work together and with others in studying those challenges, and that would be another subject for scrutiny when the Panel next met Riverside.

The Chairman reiterated that the Panel recommended that, bearing in mind the need for the Choice Based Letting Scheme to suit Carlisle's present and future demands in terms of location, affordability and accessibility, the Executive look at those issues to ensure that all those factors were encompassed in the Council's Housing Strategy and Action Plan.

In response, the Communities and Housing Portfolio Holder noted the Panel's recommendations.

The Portfolio Holder further recommended that the Executive seek the views of Riverside Cumbria and other Registered Social Landlords on the suitability of the Choice Based Letting Scheme.

The Economy and Enterprise Portfolio Holder seconded the recommendation.

**Summary of options rejected**    None

## **DECISION**

1. That the recommendations of the Community Overview and Scrutiny Panel, as detailed within Minute Excerpt COSP.12/14, be noted.
2. That the Executive would seek the views of Riverside Cumbria and other Registered Social Landlords on the suitability of the Choice Based Letting Scheme.

## **Reasons for Decision**

To respond to a reference from the Community Overview and Scrutiny Panel



Items relevant to the Community Overview and Scrutiny Panel:

**Notice of Key Decisions to be taken by the Executive**

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.02/14
Decision Title:	Carlisle and Eden Community Safety Partnership Annual Plan 2014/15
Decision to be taken:	The Executive will be asked to consider the Carlisle and Eden Community Safety Partnership Annual Plan 2014/15 and refer it to the Community Overview and Scrutiny prior to making recommendations to Council.
Date Decision to be considered:	10 March 2014 consultation period to include Overview and Scrutiny as appropriate
Date Decision to be taken:	7 April 2014
Is the Decision Public or Private?:	The decision will be taken in public
Documents submitted for consideration in relation to the Decision:	The report of the Deputy Chief Executive will be available five working days before the meeting
Contact Officer for this Decision:	Deputy Chief Executive, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Communities and Housing (Councillor Mrs Riddle)
Relevant or Lead Overview and Scrutiny Panel:	Community Overview and Scrutiny Panel

All public reports can be viewed in the Customer Contact centre of the Civic Centre, Carlisle, the Public Library and on the Council's website [www.carlisle.gov.uk](http://www.carlisle.gov.uk).

Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Items relevant to the Community Overview and Scrutiny Panel:

**Notice of Key Decisions to be taken by the Executive**

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.04/14
Decision Title:	Playing Pitch Strategy
Decision to be taken:	The Executive will be asked to consider and approve the Playing Pitch Strategy
Date Decision to be considered:	
Date Decision to be taken:	12 May 2014
Is the Decision Public or Private?:	The decision will be taken in public.
Documents submitted for consideration in relation to the Decision:	The report of the Deputy Chief Executive will be available five working days before the meeting
Contact Officer for this Decision:	Deputy Chief Executive, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Culture, Health, Leisure and Young People (Councillor Ms Quilter)
Relevant or Lead Overview and Scrutiny Panel:	

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Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Items relevant to the Community Overview and Scrutiny Panel:

**Notice of Key Decisions to be taken by the Executive**

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.05/14
Decision Title:	Food Law Enforcement Service Plan
Decision to be taken:	The Executive will be asked to decide the Environmental Health Section's inspection and educational priorities for improving Food Safety in Carlisle during 2014/2015
Date Decision to be considered:	12 May 2014 consultation period to include Overview and Scrutiny as appropriate
Date Decision to be taken:	23 June 2014
Is the Decision Public or Private?:	The decision will be taken in public
Documents submitted for consideration in relation to the Decision:	The report of the Director of Local Environment will be available five working days before the meeting
Contact Officer for this Decision:	Director of Local Environment, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Environment and Transport (Councillor Mrs Martlew)
Relevant or Lead Overview and Scrutiny Panel:	Community Overview and Scrutiny Panel

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Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

Items relevant to the Community Overview and Scrutiny Panel:

**Notice of Key Decisions to be taken by the Executive**

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.08/14
Decision Title:	Changes to the Landlord Accreditation Scheme in Carlisle
Decision to be taken:	The Executive will be asked to consider the closure of the existing Council Landlord Accreditation Scheme and approve the recommendation to a transfer to a Cumbria wide partnership with the National Landlords Association.
Date Decision to be considered:	
Date Decision to be taken:	7 April 2014
Is the Decision Public or Private?:	The decision will be taken in public.
Documents submitted for consideration in relation to the Decision:	The report of the Director of Economic Development will be available five working days before the meeting
Contact Officer for this Decision:	Director of Economic Development, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Communities and Housing (Councillor Mrs Riddle)
Relevant or Lead Overview and Scrutiny Panel:	Community Overview and Scrutiny Panel

All public reports can be viewed in the Customer Contact centre of the Civic Centre, Carlisle, the Public Library and on the Council's website [www.carlisle.gov.uk](http://www.carlisle.gov.uk).

Other documents relevant to the matter may be submitted to the decision maker. These, if available, may be obtained by contacting the named contact officer.

## Draft Scrutiny Annual Report 2013/14

### Introduction

Scrutiny is considered to be the main balance to the power of the Executive and involves many of the Councillors who are not on the Executive. Individual councillors are selected by their political parties to sit on the scrutiny panels.

The key roles of scrutiny are:

- ensuring that the Council and the Executive is accountable. This means questioning members of the Executive and senior officers about decisions that have been made or are about to be made. It also involves looking at how well the Council is doing against its policy objectives and targets for achievement.
- reviewing and developing policies. In this role, scrutiny can help the Council to develop its policy and budgetary framework. This might involve research and consultation with the community and other agencies on policy issues, good practice and looking at alternative ways of doing things.
- ensuring the continuous improvement of Council services. Scrutiny can make suggestions to the Executive for service reviews. Members of scrutiny panels are often involved in individual reviews where a particular service or function of the Council is thoroughly examined

In Carlisle, scrutiny operates through three panels - Community Overview and Scrutiny Panel, Resources Overview and Scrutiny and Environment and Economy Overview and Scrutiny. The Scrutiny Chairs Group (Chairs and Vice Chairs of the three Scrutiny Panels) meets on an ad hoc basis to deal with any overarching scrutiny issues.

There are eight non-Executive members on each panel and each panel is politically balanced (ie the proportions of each political party on the panel are the same as on the Council as a whole).

This annual report provides an overview of the work of the scrutiny function during the 2013/14 civic year. The first part of the report provides brief details of the work of the individual panels and gives details of examples of Task Group work. The second part of the report considers current scrutiny practices and issues this year and looks to the future, considering areas where further development could be considered.

Does Cllr Whalen want to add anything here as lead Member of Scrutiny Chairs Group?

Contribution by Leader of the Council

## **Part 1: Work of the Individual Panels**

The sections below give a personal commentary from the Chairs of the Panels on their view of their particular Panel's work over the last year.

### **Community Panel**

#### **Personal View from Cllr Olwyn Luckley, Chair of Community O&S Panel**

In the Annual Scrutiny Report for 2012/13 the late Councillor Hendry confirmed his support for the Overview and Scrutiny Panels, describing them as a helpful vehicle in taking forward better local government for the city and its future. I agree with this judgment and consider the work carried out by this Panel through the latest municipal year has been a good demonstration of how this can be achieved.

The Panel has held nine meetings and commission work for two Task and Finish Groups.

During 2012/13 a Task and Finish Group examined the relationship between the Community Centres and the Council due to misgivings about it by members and made several recommendations. During 2013/14 the group carried out an examination in to the current position and concluded that the relationship had considerably improved after their recommendations had been acted upon. A satisfactory outcome.

A Task and Finish Group was arranged to examine and review the Customer Access Strategy. An interview with the Customer Services Manager and the Director where the strategy and the timetable by which the changes would be made were outlined, was followed by each Member spending time in the Customer Contact Centre experiencing for themselves the service provided. Their conclusions were that the Strategy is proving successful and the changes are improving the service.

A second Task and Finish Group examined the measures taken by other agencies to combat Hate Crime plus the Council's policies and training towards awareness and elimination of such unacceptable behavior. The Group presented their draft report to the Panel in March before being submitted to the Executive. I know in advance of that submission that a thorough investigation has taken place.

The Panel held two Call In sessions this year. The first subject was Representatives on Outside Bodies. The meeting was a useful examination of the subject and the Panel discussed the experience needed, the importance of regular attendance and the appropriate knowledge and interest of the nominees. As a result the Executive did consider the comments and observations of the Panel and what is a little aired but important subject was highlighted and examined.

The second Call In was concerns over the doubling of capital costs for the proposed Arts Centre Development. There was a rigorous discussion which Scrutiny can produce and ended with a decision not to refer the matter back to the Executive, but with an assurance from the Portfolio Holder that there would be further opportunities for the Panel to scrutinize the project as it develops.

Principle amongst the subjects for the Panel this year was the Council's policies and strategies for Sport, Play, Arts and Housing.

With regard to sport, in July the Panel scrutinized the key finding of the Sports Facilities Needs Assessment. The key findings of the Consultants report were that there is a need for redevelopment and new provision in various areas of sport supported by the City Council. We later received the Sports and Physical Activity Strategy plus the Sports Facilities Strategy. Both were ambitious and approved.

Carlisle is an area where sport has been a major pastime for many and its contribution to improving health and wellbeing is important. There is a worrying increase in obesity and in some of the more deprived wards figures for illness such as cancer and respiratory problems are above the national average. A successful sports programme of activities and provision will contribute to addressing the area's health problems. However the sports strategies require large amounts of external funding and the Panel will wish to receive further reports to monitor progress on this aspect.

A report on Carlisle's Play Provision informed the Panel on the condition of the Council's Play Areas and the proposed plans for them. The concern of the Panel was particularly the lack of capital budget to sustain or introduce play equipment. The Panel passed on this concern to the Executive with a recommendation that a capital budget should be found for this work. However, our recommendation was not taken up. The Panel, nevertheless I'm sure will take an ongoing interest in the Play Provision, recognising its importance.

The Panel were very pleased with the annual report from the Tullie House Trust. Their activities have increased and their cooperation with national and international museums is bringing exiting exhibition and exhibits to Carlisle. The challenge for the Trust is the reduction in funding from the Council proposed in the 2015/16 financial year. Members of the Panel were concerned the effect of the removal of £250,000 from the annual grant will have on the Museum work as the importance and quality of the activities it provides is a unique cultural contribution to the city and its visitors.

Housing and Homelessness is a core subject every year for the Panel and in 2013/14 Members examined reports on the schemes and groups in which the Council and its various partners lend support to local people in the area of housing needs. Too many to list in the annual report.

The Panel receives two reports each year on the Council's partnership with Riverside Cumbria which is an opportunity to gain a true picture of housing provision and requirements within the Social Housing sector and how this are addressed. The Panel has examined Welfare Reform and how both organizations have addressed the challenges and how each were mitigating the consequences for local people.

The Panel has had concerns the effect the changes have on the Revenue and Benefits Services and we were pleased that the service has coped well and remained in the second quartile each month, with the exception of the one, for their performance in the time taken to process new Benefit Claims. This is a real achievement by the service and those who provide it.

Under the Council's Housing Assistance Policy the Council's Housing Section were successful in their bid for HCA funding of £273,700. This funding will provide for an estimated number of 45 empty homes that should be made ready for occupation by March 2015.

I hope this report sets out clearly that the Members of the Panel and the Officers who attend the Panel and participate in Task and Finish Groups devote considerable effort to providing satisfactory services for the people who live and work in our district. I would like to thank them all for their contribution with particular mention of the Scrutiny Officer.

## Environment and Economy Panel

### Personal View from Cllr Marilyn Bowman, Chair of Environment & Economy O&S Panel

My appointment as Chairman of the Environment and Economy Scrutiny Panel for the Civic year 2013-14 brought a new challenge to my expertise. Following nine years as Portfolio Holder for Economy, it could be seen as Gamekeeper turned Poacher. I believe my experience on both side of the fence enables me to have a better understanding of how scrutiny can and should benefit the decision making process.

The Panel has embraced the detailed scrutiny of the Local Plan, making constructive and knowledge based recommendations, on a very important document, affecting the future of the Carlisle Economy.

With economic issues seen as a priority, the panel welcomed the Chairman of Carlisle Economic Partnership, questioned the progress and lack of information from the Local Enterprise Partnership, and await confirmation of the Chairman's attendance at a forthcoming meeting.

Following questions regarding the Business Interaction Centre the Panel visited the University of Cumbria premises and were given an introduction and tour of the facilities by Prof. Frank Peck.

Environmental issues were also high on the Agenda, with the Bring Sites Review and a Task and Finish Group set up to explore the Recycling Service.

The Waste Services Review has been identified as a major piece of work. The Panel resolved to form a cross party working group as this will enable the Elected Members to be well informed and have an input into what is a vital service for the residents of Carlisle.

I would like to thank the Members of the Panel and their substitutes, Chief Officers and many other Officers for their attendance and professional input to the meetings. The Portfolio Holders who have taken the time to partake and finally a special thank you to our Scrutiny Officer for the dedicated advice, guidance and support throughout the year.

**Recycling Centre Task and Finish Group –box to be inserted with details of Task Group**

**Talkin Tarn Task and Finish Group - box to be inserted with details of Task Group**

### **Cllr Elsie Martlew, Portfolio Holder for Environment & Transport**

*The past twelve months have been very productive. As Portfolio Holder I have ensured that major policies are discussed by O + S before the Executive takes the final decision.*

*This input by scrutiny members, across the political spectrum, strengthens the whole democratic process.*

*The robust questioning of the portfolio holder and officers leads to better and more informed decisions. The Task and Finish process is especially useful as it enables more in-depth examination of specific policy areas.*



## Resources Panel

### Personal View from Cllr Reg Watson, Chair of Resources O&S Panel

Scrutiny is an important part of our local government system that aids the democratic structure of the Council and for the past year the Resources Panel has taken a close look at a number of areas. Routine monitoring and overview of the Council's Budget, Risk Register, Partnerships and Performance gives Members of the Panel an opportunity to identify areas of concern which require further scrutiny.

This good practice can be demonstrated in the scrutiny of sickness absence and how sickness is managed in the Authority. The Panel have been vocal in the promotion of back to work interviews and have seen a marked improvement in this area over the last two years. Short term absences have reduced which and it was argued that return to work interviews pick up and deter repeated short absences..

The pressure on the Council's budget are currently the biggest this Council has ever faced and scrutiny must continue to challenge Members of the Executive. The Resources O&S Panel will continue to look for assurance that our staff are being supported through difficult times through continuing scrutiny of sickness absence, organisational development and employee surveys.

The Panel have looked at the refresh of the Asset Management Plan and will continue to monitor the disposal programme over the next year.

A big thank you to the Chief Officers, members of the Executive and all who added to our deliberations. Thank you to our Scrutiny Support Officer for the clear advice and support and thank you to members of the Panel who never failed to get to the heart of the matter before us.

We hope we have added value to the Councils deliberations.

**Saving Paper Task and Finish Group – update of implementation of recommendations**

## Representation on Countywide Scrutiny Committees

### Cumbria Police & Crime Panel

The Police Reform and Social Responsibility Act 2011 required local authorities to establish a Police and Crime Panel, as a Joint Committee, to scrutinise the directly elected Police and Crime Commissioner. Carlisle City Council nominated Councillor Bowditch, to sit on the Panel, which is administered by Cumbria County Council as the host authority.

The Panel scrutinise the Commissioners budget and proposed precept and also have the responsibility of scrutinising the Commissioners Police and Crime Plan and monitoring his delivery against these priorities

There have also been two major issues over the past year the Panel has kept an awareness of: The commissioners expenses with regards to travel (chauffeur driven car) and the complaints that were received by the Panel in relation to this. Also the suspension of the temporary Chief Constable and the issues surrounding this.

## **Cumbria Health and Wellbeing Scrutiny Committee**

The Cumbria Health Scrutiny Committee is responsible for reviewing provision and operation of healthcare services in Cumbria and reviewing any relevant issues concerning health care. The membership of the Committee includes County Council and District/Borough Council members and Cllr Bowditch is the City Council's representative.

It has been a very busy year for the committee with a number of issues arising and being explored by the committee. These include: the results of the Koegh review in North Cumbrian and scrutinising the Trusts performance. Looking at the proposed acquisition and Merger of North Cumbria Trust by Northumbria. Monitoring the development of the West Cumberland Hospital. Reviewing CQC Inspection Reports and issues relating to health services in the County. Scrutinising the high profile issues that have been raised in Furness re maternity services and oncology. Scrutinising the Better Care Together for the review of potential reconfiguration of services across the Morecombe Bay area. Scrutinising the vascular service reconfiguration and referring the outcome to the Secretary of State for Health.

## Part 2: Development of Scrutiny & Summary of Progress

### Call-in

There have been three Call-ins in 2013/14.

Decision Reference	Issue	Overview & Scrutiny Panel	Outcome of Call-in Meeting
EX.54/13	Bring Sites Review	Economy & Environment	Members of the Panel voted not to refer the decision back to the Executive
EX.60/13	Representatives on Outside Bodies	Community	That the matter be referred back to the Executive for reconsideration and that the Executive be asked to ensure that the observations and comments of the Panel be taken into consideration when appointments are being made to outside bodies.
EX.069/13	Arts Centre Development	Community	The Panel agreed not to refer decision back to the Executive under the proviso that they continue to monitor the progress of the project.

### Relationship with the Executive & Senior Management Team and the Development of the Work Programme

It was reported in the 2012/13 Annual Report that due to an improved relationship with the Executive there had been little requirement for formal Tripartite meetings which were planned to be held on a quarterly basis as dialogue between the two. However the Scrutiny Chairs Group have requested that this practice be reintroduced in 2014/15 as they wish to be better informed about key topics throughout the year so that their work programmes can be effective and add value.

It was further agreed by the Scrutiny Chairs Group that SMT Officers should be more pro-active in the development of the Panel's Work Programme and share more information with Members of their focus over the following 12 months and give suggestions how Overview and Scrutiny can be involved.

In the first instance the Scrutiny Officer will arrange to meet with each SMT Officer before the first round of Panels and a draft work programme for 2014/15 will be developed. Each Panel will then be requested to consider the draft at the first meeting of the year. The relevant Portfolio Holders and SMT Officers will be expected to attend these meeting to help assist the Panel in developing a valuable programme for the year ahead.

Scrutiny Members should also use the scoping tool (see Appendix 1) which will help them choose items for their work programme which are relevant.

### Training for Scrutiny Members

The Scrutiny Chairs Group agreed that more training is required for Members on Scrutiny Panels to assist them in their role. Although informal induction is provided to new Scrutiny Members by the Scrutiny Officer it is questioned whether more formal training is required.

The following training will be made available for Scrutiny Members in 2014/15

Chairs Training to be included in the Ethical Governance Programme and Scrutiny Chairs, regardless of their experience will be encouraged to attend.

A formal Induction Session for all new Scrutiny Members will be arranged for June 2014 following the appointment of Panels at Annual Council.

A half day training session will be arranged in June/July 2014 with the focus on .....

Members of the Panels are asked to discuss their training needs and the Chairs Group will decide the focus of the training
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<p><b>Do Scrutiny Members agree that this is an accurate reflection of the work undertaken this year and address concerns raised appropriately?</b></p>
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<p><b>Are there any other issues which Members would like included within the report?</b></p>
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<p><b>Are there any particular topics that Members would like to be considered for review in 2013/14?</b></p>
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# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 14 March 2014

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	30 May 13		11 Jul 13	22 Aug 13	3 Oct 13	19 Nov 13	9 Jan 14	13 Feb 14	27 Mar 14	
CURRENT MEETING – 27 <sup>th</sup> March 2014															
Scrutiny Annual Report			✓		✓		Draft report for comment before Chairs Group								✓
Community Safety Partnership	✓		✓				To consider Strategic Assessment 2013 (Feb) & Partnership Plan 2014/15 (March)							✓	✓
TASK AND FINISH GROUPS															
Hate Crime			✓				Draft Report			✓					✓
Customer Access Strategy			✓				To receive update on implementation of strategy			✓				✓	
Community Centres				✓			Completed							✓	
COMPLETED ITEMS															

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 14 March 2014

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		30 May 13	11 Jul 13	22 Aug 13	3 Oct 13	19 Nov 13	9 Jan 14	13 Feb 14	27 Mar 14
Carlisle’s Sports Strategy							To scrutinise Playing Pitch Strategy.				✓				June 14
Arts Centre		✓					Scrutiny of reports detailing progression of Arts Centre		✓						
Riverside Carlisle				✓			Monitoring progress and developments of joint working		✓					✓	
Performance Monitoring Reports	✓						Reporting of performance relevant to remit of Panel	✓		✓		✓		✓	
Private Housing Enforcement		✓											✓		
Tullie House Trust							Business Plan 2013/14 – 2016/17					✓			

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 14 March 2014

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		30 May 13	11 Jul 13	22 Aug 13	3 Oct 13	19 Nov 13	9 Jan 14	13 Feb 14	27 Mar 14
Budget 14/15 - 18/19		✓	✓				Consideration of service implications					✓			
Revenue & Benefits Services							Report detailing pressures and performance of service				✓				
Benefits Advice Service							Report detailing cost and impact of service				✓				
Localisation of Council Tax							Update on proposals for scheme 2014/15				✓				
Transformation					✓	✓	Update of savings proposals and Directorate Restructure				✓				

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2013/14

Date last revised: 14 March 2014

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		30 May 13	11 Jul 13	22 Aug 13	3 Oct 13	19 Nov 13	9 Jan 14	13 Feb 14	27 Mar 14
CCTV		✓				✓	To monitor any effects of the reduction of CCTV provision			✓					
Shaddongate Resource Centre					✓		Update on provision, services and financial plan	✓							
Regulatory Reform Order – Empty Property Policy Amendments		✓					Consideration of Executive Report	✓							



# Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.3b**

Meeting Date: 27th March 2014  
Portfolio: Communities and Housing  
Key Decision: No  
Within Policy and Budget Framework  
Public / Private Public

Title: HATE CRIME TASK AND FINISH GROUP  
Report of: Hate Crime Task and Finish Group  
Report Number: OS 08/14

## Purpose / Summary:

The final report of the Hate Crime Task and Finish group is attached. The report makes a number of recommendations for action for the Executive and Members of COSP are requested to approve the draft.

## Recommendations:

Members are asked to

- Approve/amend the report and recommend it to the Executive, requesting a formal response.

## Tracking

Executive:	12 <sup>th</sup> May 2014
Overview and Scrutiny:	27 <sup>th</sup> March 2014
Council:	N/A

**Contact Officer: Nicola Edwards**

**Ext: 7122**

**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**

**Community  
Overview and  
Scrutiny Panel**

**Hate Crime**

# 1. Contents

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## 2. Recommendations

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The Task Group make the following recommendations:

1. That the Executive give consideration as to how the Council can raise awareness of tackling prejudice and hate related incidents in order to deter such behaviour and also to encourage victims to report incidents of abuse and promote understanding about the impact of hate incidents on people affected by such crimes and on Council's Plan (including Events) for fostering good relations among diverse communities. Cumbria Constabulary aim to re-launch the hate incident reporting scheme in March and have stated that they would appreciate if the Council would also actively promote the service.
2. That the Executive give consideration to how Carlisle City Council can help meet the aims and objectives of the Cumbria Multi-agency Tackling Hate Crime 2013-15 and give assurance that a representative from Carlisle City Council will attend future Cumbria Multi-agency events.
3. That the Carlisle and Eden Community Safety Partnership give priority to hate crime and in particular the relation with the night time economy within their annual partnership plan.
4. That the Council reinstate Equality and Diversity Training for all staff and Members. Group leaders should be asked to ensure that all Councillors within their political group attend such training.
5. When available, the DVD produced by Mencap and any other resources produced by other organisations should be viewed at an informal Council session in order to raise Member awareness. If deemed appropriate a representative from Cumbria Constabulary should also be invited to this session to inform Members about hate crime in the District and how Members can encourage their constituents to report all incidents of abuse.
6. That a policy is developed to inform staff and Members what to do if they are cyber bullied and the action that will be taken against those who partake in cyber-bullying.
7. That the Community Overview and Scrutiny Panel receive an annual report on Equality and Diversity issues including the annual review of all appropriate policies.

## 3. Background to the Scrutiny

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- 3.1 Members of the Community Overview and Scrutiny Panel held a development session on 11<sup>th</sup> July 2013 to plan their work for the 2013/14 Civic Year. The Chair of the Panel suggested that a Task Group be convened to look at Hate Crime in the District and Members agreed that this would be a topic they would like to look at in further detail.
- 3.2 Cllrs Bowditch, Layden, Luckley and E Mallinson were appointed to the Task Group which commenced in August 2013. Cllr Mallinson was appointed lead member at their initial meeting on 6<sup>th</sup> August 2013.
- 3.3 Terms of Reference for the scrutiny were agreed as:
- To determine what the Council are doing as an Authority on Equality and Diversity, particularly with regard to Hate Crime, and how this is disseminated to residents.
  - To look at what we can do as a Council to protect people from Hate Crime and improve the quality of life of those affected.
  - To look at how accessible systems are for the reporting of Hate Crime in the District.
  - To look at cyber-bullying and whether there are any implications for Hate Crime.

## 4. Methodology

In order to develop the evidence base for the review Task and Finish Group Members considered a wide range of information and data including the following:

- Reporting Hate Crime in Cumbria: An impossible task for victims. *AWAZ Cumbria* August 2013
- Challenge it, Report it, Stop it: The Government's Plan to Tackle Hate Crime. March 2012
- Carlisle & Eden Community Safety Partnership Plan 2013-14 Refresh
- Cumbria Community Safety Strategic Assessment, Carlisle District Summary December 2012
- Cumbria Community Safety Strategic Assessment, Carlisle District Summary December 2013
- Cumbria Multi-agency Tackling Hate Crime Strategy and Action Plan 2013-15. *AWAZ Cumbria* Policy Advice. *AWAZ Cumbria* August 2013
- Lets End Hate Crime: Manchester's Hate Crime Strategy 2013-16. *Manchester City Council, Greater Manchester Police, CPS*
- ARCH – Agencies against Racist Crime and Harassment Website
- Living in a Different World: Joint Review of Disability Hate Crime. *HMCPSP, HMIC, HM Probation* March 2013
- Disability Hate Crime is "overlooked and underreported" – *BBC News website*, 21<sup>st</sup> March 2013
- Cumbria Hate Crime Project Summary Report – *Innovation in Society Unit, Lancashire Law School, UCLAN* 2011

### Meetings of the Task Group were held on:

Date	Purpose	
6 <sup>th</sup> August 2013	Initial meeting of Task Group to scope review and define Terms of Reference	
19 <sup>th</sup> September 2013	Witness Session	Steven O'Keefe, Policy and Communications Manager, Carlisle City Council
26 <sup>th</sup> September 2013	Witness Session	Joel Rasbash, Cumbria County Council Aftab Khan, AWAZ Mohammed Dalech, AWAZ
30 <sup>th</sup> October 2013	Witness Session	DS Joanne Woods, Cumbria Constabulary Jill Gillespie, Customer Services Manager, Carlisle City Council Jim Messenger, Licensing Manager, Carlisle City Council Phil Gray, Neighbourhood and Green Spaces Manager, Carlisle City Council

Date	Purpose	
		Scott Burns, Environmental Health Manager, Carlisle City Council
31 <sup>st</sup> October 2013	Site Visit and Witness Session	Yewdale Community Centre Sticky Bits Cafe (LGBT HQ)
20 <sup>th</sup> January 2014	Witness Session	Cllr J Riddle, Portfolio Holder Communities and Housing Sheila Gregory, Mencap
10 <sup>th</sup> February 2014	Task Group meeting to draft report and recommendations	
24 <sup>th</sup> February 2014	Meeting with Joel Rasbash and Aftab Khan to share draft report for suggestions.	

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## 5. Findings

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- 5.1 In order for Members to undertake their scrutiny it was necessary in the first instance to find out the definition of hate crime is and how prevalent incidents are in the District.

### *What is a Hate Crime?*

- 5.2 Cumbria Constabulary define a hate crime / incident where the victim or any other person perceives prejudice or hate to be based on someone's: Disability, Race, Religion or Belief, Sexual Orientation, or Gender Identity. Examples of Hate Crime are physical attacks, spitting, verbal abuse, damage to property, offensive letters, leaflets, e-mails and texts, bullying and threats and abusive gestures.<sup>1</sup>

Task Group Members note that this list is not exhaustive and have also been made aware that prejudicial abuse over the telephone is dealt with under the Malicious Communication Act and not under Section 145 or 146.

### *Local and national picture*

- 5.3 At the start of the review, Members noted that according to the Cumbria Community Safety Strategic Assessment<sup>2</sup>, hate crime incidents increased by 16.3% in 2011/12 in the Carlisle District. 100 incidents of Hate Crime were recorded in the year (1 per 1,000 population) compared to 86 in 2010/11 (0.8 per 1,000 population)<sup>3</sup>.
- 5.4 The assessment states that *"the aim of Cumbria Constabulary is to increase the reporting of hate incidents and crimes. The cause of the majority of hate crimes is racism, accounting for 67.3% across the county. Hate crime incidents tend to take place in and around town centres and are also linked to areas where there are greater proportions of black and ethnic minority groups and migrant workers. The increase in the number of hate crimes may not necessarily reflect an absolute increase in crimes as it could relate to improved reporting systems which are available online via multi agencies and organisations."*
- 5.5 The Assessment concludes that *"Overall Carlisle has the highest rates of burglary other, criminal damage, offences against the person, theft of a motor vehicle, business crime and hate crime in the county. This suggests that these areas require prioritisation."*
- 5.6 It was not clear to Members from the Carlisle and Eden CSP Partnership Plan 2013-14 refresh how or what the CSP was planning to do to address these concerns at this time.

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<sup>1</sup> <http://www.cumbria.police.uk/advice-and-information/reporting-a-crime/hate-crime-and-incidents/what-is-a-hate-crime>

<sup>2</sup> Cumbria Community Safety Strategic Assessment 2011/12, Carlisle District Summary, December 2012

<sup>3</sup> Cumbria Community Safety Strategic Assessment 2010/11, Carlisle District Summary, October 2011

- 5.7 Later in the scrutiny, in December 2013, the 2012/13 Strategic Assessment<sup>4</sup> was published. According to the Assessment crime rate in Carlisle during the assessed period fell by 13.1% with a significant fall in hate crime with 54 incidents (0.5 per 1,000 population). It was not suggested, as previous years, that the Community Safety Partnership give priority to this area. However Members will argue that there is evidence that hate incidents are under reported and therefore this figure should not be taken at face value as an absolute decrease in incidents.
- 5.8 Under the Governments commitment to tackle hate crime, figures will now be reported in a way that more accurately reflects the number of offences linked to each of the five monitored strands of hate crime – race, religion, sexual orientation, disability and transgender.
- 5.9 Race hate crimes accounted for the majority of hate crimes recorded in all police forces in 2011/12 and 2012/13. The table below details the number of incidents by strand.

Hate Crime Strand	2011/12	2012/13
Race	36,016	35,885
Religion	1,622	1,573
Sexual Orientation	4,362	4,267
Disability	1,757	1,841
Gender Identity	309	361
<b>Total</b>	<b>44,066</b>	<b>43,927</b>

### Government policy

- 5.10 “Challenge it, Report it, Stop it: The Government's Plan to Tackle Hate Crime” was launched by the Home Office in March 2012. The Plan is based on three core principles:
- Preventing Hate Crime – by challenging the attitudes that underpin it, and early intervention to prevent it from escalating;
  - Increasing Reporting and Access to Support – by building victim confidence and supporting local partnerships;
  - Improving the Operational Response to Hate Crimes – by better defining and managing cases, and dealing effectively with offenders.
- 5.11 The plan states that from all of the available research, hate crime is under reported in general and that there is a belief that under reporting is a significant issue among new migrant communities, including Asylum and Refugee communities, Gypsy, Irish Traveller and Roma communities, transgender victims and disabled victims.
- 5.12 AWAZ have recently published their Cumbria Tackling Hate Crime Action Plan 2013-15 (attached) and it suggested that the Task Group meet with representatives from AWAZ during the course of their review.

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<sup>4</sup> Cumbria Community Safety Strategic Assessment 2012/13 Carlisle District Summary, December 2013

## Reporting of a Hate Crime

5.13 The Cumbria Constabulary website provides information on how to report a hate crime.



5.14 At the commencement of the review the following were listed on the Constabulary's website as designated Third Party Reporting Centres:

- Brampton Community Centre
- Eden Youth Work Partnership
- Action for Blind People
- Botcherby Community Centre
- Belah Community Centre
- Patteril Bank Community Centre
- Carlisle One World Centre
- Currock Community Centre
- Customer Contact Centre, Civic Centre
- HDM Spice, Brook Street, Carlisle
- Impact Housing Association
- Low Harker Dene
- Morton Community Centre
- Denton Holme Community Centre
- Outrageous
- Disability Association Carlisle
- and Eden
- Sticky Bits Cafe, LGBT HQ
- OutREACH Cumbria
- Greystone Community Centre
- Harraby Community Centre
- Riverside Housing
- SWEAT, Atlas Works
- System Group, Carlisle Airport
- University of Cumbria, Fusehill Street
- Yewdale Community Centre
- Longtown Community Centre

## **Witness Sessions**

### **Joel Rasbash, Cumbria County Council, Aftab Khan and Mohammed Dhalech, AWAZ**

- 5.15 Mr Dhalech reminded the Group that the statistics for hate incidents only reflected crimes which had been reported and argued that a number of hate crimes were not recorded for a variety of reasons. AWAZ were concerned that victims of hate crime were only referred to victim support with the approval of the victim; they did not receive an automatic referral. This was an issue that the Police and Crime Commissioner had agreed to follow up.
- 5.16 Members questioned why Carlisle has the highest incident rate in Cumbria and were told that Carlisle had the highest population in Cumbria and had a large student population. Analysis of hate crime would put Cumbria as a whole in the top five of rural forces. This was as a result of the proportionality of crime against population.
- 5.17 With regard to Third Party Reporting Centres AWAZ argued that the third party reporting centres were not fit for purpose and drew the Group's attention to the evidence set out in the AWAZ report on third party reporting systems called "Reporting Hate crime in Cumbria: An Impossible Task for Victims?". The report identified that the reporting centres were advice centres and did not have the capacity to provide the necessary support.
- 5.18 Mr Rasbash felt that the City Council could learn lessons on the internal mechanisms of how staff reported prejudicial issues and where they could get advice and support. It was key to provide front line staff with support so they knew what to do when incidents occurred and that they had the back up when needed.
- 5.19 Mr Khan highlighted the Race and Religious Hate Crime Conference which had been held in Kendal on 26 February 2013 by AWAZ Cumbria, the Crown Prosecution Service and Cumbria Constabulary. The conference identified a range of issues that could be addressed through partnership working. He explained that all Districts had sent representation except for Carlisle and as a result there was no tangible action was taken by Carlisle. A workshop at the conference fed into the final Cumbria Multiagency Tackling Hate Crime Action Plan 2013-15.
- 5.20 The group discussed the City Council's event programme and agreed that more could have been done to promote awareness of hate crime issues at events. Mr Rasbash accepted that the events in the City had improved and there was a movement to make more cultures mainstream such as the Cumbria Pride night but more could still be done. The opening of a community support centre such as the LGBT opens another strand in the community. He reminded the Group that their focus should not solely be on race and that LGBT and disability are both important issues. Disability hate crimes in Cumbria are higher than the national average, with a number of disabled people not recognising the treatment they received as hate crime. This could include 'mate crime' where people befriend those with learning disabilities and then abuse their trust.

**Steven O’Keefe, Policy and Communications Manager, Carlisle City Council**

**Cllr Jessica Riddle, Portfolio Holder, Communities and Housing**

- 5.21 Members wished to know what policies and procedures the Authority had in place with regard to Equality and Diversity and in particular whether there was anything specific in relation to Hate Crime.
- 5.22 Steven informed that Task Group that the Council has in place
- Comprehensive Equality Scheme (2011) has been retained as a scheme but is no longer a statutory requirement
  - Equality Objectives (2012-15) set as part of Public Sector Equality Duty (PSED)
  - The main policy driver is the PSED which sets out our general and specific duties
  - Key personnel policies are: Code of Conduct; Equal Opportunities; various leave policies; Dignity and Respect (2007); Violence to Staff (2002)
- 5.23 The monitoring of the work to ensure compliance with the PSED forms part of the Policy & Communications Service Plan. A good example is the Equality Impact Assessment for the draft Local Plan. An annual review is the minimum goal for our monitoring; assessments are prioritised where there has been a significant change in service delivery.
- 5.24 He informed Members that policies were disseminated to staff, Members and partners mainly by Intranet and Internet. In addition modules that set out the Council’s approach are available on the e-learning site (Learning Pool). These modules are linked to induction, managers are encouraged to refresh and raise awareness with all staff throughout the year.
- 5.25 The Council has no specific policy regarding cyber-bullying, however the Council would not hesitate to act against a perpetrator. Members of staff would fall foul of the Code of Conduct, bringing the Council into disrepute through the association of employment. Members have their own Code of Conduct and would be subject to the Standards Board.
- 5.26 Cllr Riddle confirmed to the Task Group that the Council had no specific strategy in place regarding Hate Crime but does have an Equality and Diversity strategy which would cover the issue. She added that the Carlisle and Eden Community Safety Partnership does not have a hate crime strategy but that she has requested that the Partnership give consideration in their Action Plan.

**DS Joanne Woods, Cumbria Constabulary**

- 5.27 DS Woods outlined her background within Cumbria Constabulary. She explained that her current role was to oversee all Hate Crime in North Cumbria. The authority had changed the way in which Hate Crime was dealt with as detection rates for Hate Crime were not good but the figures were comparable against all crimes.
- 5.28 Members were informed that every officer receives a 2 hour training package on what Hate Crime is, the effects of Hate Crime and the reasons people are reluctant to report Hate Crime. —One of the reasons that people may not report incidents could be for fear of more abuse from the police or that they will not be taken seriously. It is therefore

important that the police recognise issues and incidents and know how they should be dealt with.

- 5.29 Furthermore a training package for external organisations is also being developed.
- 5.30 Cumbria Constabulary are currently reviewing Hate Crime operational procedures. The Action Plan identifies the roles from the call taker to the officer at the scene and the FIM (Force Incident Manager) ensures the appropriate actions are taken.
- 5.31 Members were interested as to the levels of incidents in the District and were informed that there has been an increase but it is not clear whether that is due to better reporting and more awareness or more crime. DS Woods informed the group that Government figures show that 3 out of 5 crimes are not reported.
- 5.32 DS Woods told Members that in Cumbria between April 2012 and September 2012 there were 100 Hate Crime incidents and between April 2013 and September 2013 there were 216 incidents. In North Cumbria between April 2012 and September 2012 there were 28 Hate Crime incidents. Between April 2013 and September 2013 there were 51 incidents. Of the 51 incidents between April 2013 and September 2013 11 people were charged.
- 5.33 DS Woods informed Members of the how incidents could be dealt with, particularly low levels incidents whereby a session could be set up with the victim and the perpetrator. An example was given to the Task Group of some children under 10 years old who were making fun of a lady with tics. Some level of action was needed so Officers explained to them how their behaviour affected the family. DS Woods was not sure if such an incident would have been reported 10 years ago. Now the Police encourage people to report such incidents.
- 5.34 The Constabulary has an Equality and Diversity Officer who works with third party reporting centres which have been renamed Hate Incident Reporting Centres. There are currently 40 centres in Carlisle but that is currently under review\*.
- 5.35 DS Woods said that the Council could help by highlighting campaigns and working in schools and community groups and to encourage people to report incidents on behalf of the victim.
- 5.36 With regard to victim support, a victims' 10 point pledge is still in place and victims support packs are available from victim support groups. A police officer attends to the victim providing immediate support and suggesting support from family until victim support contact the person.
- 5.37 **\*Follow – up information received 22<sup>nd</sup> January 2014** *The review of the reporting centres has been completed and all those recommended for removal are being informed this week. Those centres that are to remain must attend mandatory training to retain reporting centre status, once this has been completed the list will be available for the task groups reference. The timeline for this to be completed is 10<sup>th</sup> March 2014.*

*Following a review of our hate incident reporting centres (formerly third party reporting centres) we wish to retain all the community centres as part of the scheme. All centre managers will soon receive a letter inviting them to attend refresher training. There will be*

*three sessions available in Carlisle and it is a requirement that all centres attend one of these inputs if they wish to continue offering this service.*

*The Constabulary aim to re-launch the scheme in March and would appreciate if the Council would also actively promote the service.*

5.38 As of 12<sup>th</sup> March 2014 all Community Centres with the exception of Longtown have attended training and will be listed as reporting centres.

5.39 DS Woods has moved roles and the new Hate Crime Investigation Manager for North Cumbria is now DS Peter Proud.

#### **Officers from Carlisle City Council**

**Jill Gillespie – Customer Services Manager, Jim Messenger - Licensing Manager, Phil Gary – Neighbourhood and Green Spaces Manager, Scott Burns – Environmental Health Manager**

5.40 *Members wanted to know how the various services in the Council advance quality and foster good relations that is tackling prejudice and promoting understanding among diverse communities. They were given a variety of examples from officers including:*

5.41 The Green Spaces Team promotes tolerance by identifying what intolerance may look like is training sessions and Equality and Diversity sessions. Procedures are in place that mostly deal with antisocial behaviour and graffiti. In the case of graffiti officers photograph the graffiti and if it is racially motivated it is logged and reported to the police. There has been some success in identifying the perpetrator through the name on the graffiti.

5.42 Tolerance is promoted by good practice eg Licensing Act. Julie Dodd from Cumbria Constabulary helps with minority groups by helping them to complete application forms etc if English is not their first language.

5.43 Licensing staff have all attended awareness training and also run disability awareness training for all taxi drivers.

5.44 Environmental health refreshed their Equality Impact Assessment last year. Officers from the service attend police problem solving groups.

5.45 Customer Contact staff practice zero tolerance on a day to day basis. The Contact Centre is a reporting centre for Hate Crime and the Customer Services Manager has regular contact with officers from the Constabulary including their Equality and Diversity Officer. The Civic Centre also hosts a police front counter service.

5.46 Officers were less certain about the training requirements for staff and were unsure when the last round of Equality Training took place. *“There were a lot of courses but that was a while ago”*. Members of the Task Group agreed that this was also the position with regard to Member training and did feel that more training was required.

5.47 Officers did not believe that the annual appraisals was the appropriate time to remind staff of their obligations as to Equality and Diversity and that it could be monitored centrally if courses were provided.

5.48 The Licensing Manager explained to the Task Group the procedure for the registration and regulation of Taxi drivers. He explained that that drivers could be taken before the Regulatory Panel and their license removed or suspended. Again training was raised, and it was acknowledged that this did not include anything specific to Hate Crime.

**Pam Eland, Sticky Bits Cafe (LGBT HQ) & Christine Kears, Chair of Cumbria Pride**

5.49 Members were informed that the LGBT (Lesbian, Gay, Bisexual and Transgender) centre opened in July 2013 and provides a home for charities offering advice, help and training, and a base for the police where people can report problems and hate crimes.

5.50 Pam and Christine told Members that the Police approached them to use some space in the building which was welcomed. Members were shown the reporting form which could be completed by staff at the centre or the person making the report. The form could be completed anonymously and pre-paid envelopes are also supplied. They were informed that although it is easier to report incidents more publicity is required to raise awareness, let communities know that certain behaviour towards them is unacceptable and to improve tolerance.

5.51 With regard to hate incidents against the LGBT community, Members were informed that as a group they were not prepared to “put up with it” anymore. They wish to raise awareness, to be integrated and accepted and to promote equality in the city.

5.52 Members were informed that work place abuse was common and that people are afraid that they may lose their job if they complain.

5.53 Pam and Christine believe that Cumbria is very behind the times in that everything is done by the community. Events could be held in the City, eg Pride, which could be very lucrative to the District but more support and resources are required.

**Stephen Carter, Manager, Yewdale Community Centre**

5.54 Members wanted to visit a Community Centre which was listed as a Third Party Reporting Centre in order to see how, or indeed if, members of the public were made aware of the status of the centre and how they would be dealt with if they wanted to make a report of a hate incident.

5.55 Members noticed on approach to the Centre that there were no signs or poster to direct or notify the public that this was a Reporting Centre.

5.56 The Manager of the Centre, Stephen Carter, informed Members that he had been in post for around 2 years and did not know, until approached by the Task Group, that the Centre was a Third Party Reporting Centre. He had talked to his peers in other Community Centres in the district and found he was not the only one in this position and would put on the agenda of a future Community Centre Managers meeting.

5.57 The reception at the Community Centre was not always manned, however Yewdale is currently piloting a Touch Screen kiosk for the City Council whereby anti social behaviour can be reported and it is suggested that consideration be given to including a mechanism on the kiosk to get advice and report Hate Incidents.



**Sheila Gregory, Chief Executive Officer, Mencap Carlisle**

- 5.58 Sheila informed the Task Group that with regard to hate incidents against people with disabilities, it was generally professionals who would make a report and Mencap are to launch a promotion in March 2014 to encourage reporting of incidents by the general public. Members were told that sometime the victim is unaware that they are being abused and that cyber bullying against people with learning disabilities is a big problem. A website giving advice on staying safe online - for people with learning disabilities and those who support them is available at [www.safernet.org.uk](http://www.safernet.org.uk)
- 5.59 Sheila informed the Task Group of how she has worked with Stagecoach in order to identify abuse on buses and how drivers deal with incidents. She gave examples of an incident whereby two people with profound learning disabilities were being talked about by the people behind them on a bus, but they didn't understand that this was not appropriate. Another example was given of another person being abused and shouted at as they were walking down Botchergate. This incident was reported to the Police by a member of the public.
- 5.60 The Task Group were informed of the Safe Places Scheme, which was launched on 10<sup>th</sup> January 2014 by Cumbria Police. Vulnerable people can seek help at the "safe place" should they be confused scared, lost or bullied. Staff are trained to assist anyone who uses a Safe Place and training is available to individuals offering advice on how to keep safe whilst out and about. Safe Place cards are available to individuals and can be used as a communication tool when seeking support.



- 5.61 In Carlisle, Carlisle Mencap Opportunities Shop in St Cuthbert's Lane and Carlisle Mind Shop in Bank Street are recognised Safe Places.
- 5.62 Members were informed about the rise in Mate Crime which vulnerable people are befriended by someone who uses the relationship to exploit or abuse them. The ARC Safety Net project ([www.arcsafety.net](http://www.arcsafety.net)) was set up in 2009 to research the issue of mate crime, raise awareness, deliver training, and develop resources and local protocols.
- 5.63 Sheila informed the group that Mencap are making a DVD on Hate Crime and it is suggested that this should be watched by all Members when available.
- 5.64 Sheila spoke to the Task Group about people's views on disability and how this changed over time. For example older people were brought up with a completely different view

than today and that when they were younger people with disabilities were segregated and institutionalised.

- 5.65 People need to recognise behaviour of those with disabilities, they cannot help it if they look or behave differently. Sheila gave an example of a man who became very depressed because he was stared at all of the time. There had been a positive change in attitude towards the physical disabled which could be attributed to the Paralympics, but more tolerance, awareness and understanding of those with learning disabilities was still needed.

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## 6. Conclusions

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- 6.1 First and foremost the Task Group would like to thank those who have participated in this piece of work. Although the group were disappointed that hate crime is an issue in the District they were heartened by the professionalism of those who work to support those people who are victims of hate crime.
- 6.2 The recently published Cumbria County And Districts Community Safety Strategic Assessment Technical Report 2012-13 stated *"In the last year numbers of [hate] crimes have fallen in Cumbria; this is true for all districts with the exception of Copeland where numbers have increased. Carlisle district had the greatest fall in the number of offences."* However evidence suggests that Hate Crime is underreported and any drop in crime levels, should not be taken as a decline in incidents.
- 6.3 The Strategic Assessment is based on the number of police recorded incidents only and does not provide a narrative of lived experience of people affected by hate crime. Voluntary and Community sector organisations' supporting victims/witnesses' of hate crime suggests that majority of victims of hate crime in Carlisle are suffering in silence. 61.2% of the people participated in the research conducted by University of Central Lancashire (UCLAN) as part of the Cumbria Disability Hate Crime project have reported *"being in fear of becoming a victim of disability hate crime"*. Only 18.2% reported a hate crime to the police, where as 60.6% said they had/would report a hate crime to a relative or family member, (Cutter and Bellis, 2012:5, 8).
- 6.4 The Task Group would like the Carlisle and Eden Community Safety Partnership to give consideration to including Hate Crime in their 2013/14 Partnership Plan in order to develop a partnership approach to the promotion of fostering good relations and to encourage reporting of incidents. The Group will be making a recommendation to this effect.
- 6.5 Alongside this recommendation the Task Group would also like to recommend that the City Council's Executive consider how the Authority can raise awareness of hate crime, including how their events programme can be used to foster good relations.
- 6.6 Members were concerned that despite no representative from the Authority attended the Race and Religious Hate Crime Conference in Kendal in February 2013 which was held by AWAZ Cumbria, Crown Prosecution Service and Cumbria Constabulary. A comprehensive action plan has been produced following the conference and the Task Group recommend that the Executive give consideration to how Carlisle City Council can help meet the aims and objectives of this plan and also ensure that a representative is sent to future events.
- 6.7 AWAZ also have produced a report on Third Party Reporting Systems in Cumbria which Members of the Task found useful to their work. The report concludes that online hate crime reporting arrangements are *"inadequate and dated"* and that staff within the Third Party Reporting Centres *"do not exhibit empathy, knowledge and understanding to support the victims to report a hate crime in a friendly and confidential environment or provide signposting support to relevant agencies for further information and help"*.

- 6.8 Members visited two reporting centres during their review – Sticky Bits Cafe (LGBT HQ) and Yewdale Community Centre. It was clear to Members that there was an inconsistency of knowledge even between these two centres and Members are reassured that the review of the reporting centres has now been undertaken by Cumbria Constabulary which will concentrate on more quality than quantity. All Community Centres are to be retained as hate incident reporting centres and Members have been informed that centre managers will receive a letter inviting them to attend refresher training. There will be three sessions available in Carlisle and it is a requirement that all centres attend one of these inputs if they wish to continue offering this service. The Task Group are not clear what the centre's minimum quality standards for service delivery for victims/witnesses and people affected by hate crime.
- 6.9 The Constabulary aim to re-launch the scheme in March and have stated that they would appreciate if the Council would also actively promote the service.
- 6.10 The Task Group heard from a variety of Managers from the City Council and was extremely impressed to hear from the officers how the services within their remit promoted Equality and Diversity. However the Group were concerned that Equality and Diversity training for staff and Members was no longer available in house and will be making a recommendation that this is re introduced. Training for staff should be compulsory and Group Leaders should be asked to require their Members to attend.
- 6.11 The Task Group heard about the increasing number of people who are victims of cyber-bullying, particularly those people with learning disabilities and how there are websites to advise people on keeping safe online. Members would like to see the Authority promote these tools and also would like to see a policy to inform the staff and members what to do if they are cyber bullied and what measures can be taken against staff who partake in cyber bullying.
- 6.12 The Task Group would also like to Members to view the DVD which is being produced by Mencap and suggest that an informal Council session is used for this. It may be useful to devote a whole session to Hate Crime and give consideration to inviting a representative from Cumbria Constabulary to attend to inform Members on incidents in the District and how Members can encourage their constituents to report all incidents of abuse.
- 6.13 If the recommendations of the Task Group are accepted by the Executive, then they will provide a reminder or basis for awareness by the staff and the members that the Council requires to join the Constabulary in increasing public knowledge of this type of crime, how and where it should be reported and that those public agencies' attitude is that it is unacceptable behaviour that should not be tolerated in a civilised society.

# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.4**

Meeting Date: 27th March 2014  
Portfolio: Communities and Housing  
Key Decision: Yes: Recorded in the Notice Ref:KD  
Within Policy and  
Budget Framework YES  
Public / Private Public

Title: CARLISLE AND EDEN COMMUNITY SAFETY PARTNERSHIP  
ANNUAL PLAN 2014/15  
Report of: The Deputy Chief Executive  
Report Number: SD 03/14

## Purpose / Summary:

The Carlisle and Eden Community Safety Partnership (CSP) have developed their draft Partnership Plan for 2014/15 (appendix 1) using data from the community safety Strategic Assessment (appendix 2.) The plan has been developed by the CSP's Leadership Group with input from City Council officers and the Portfolio Holder for Communities and Housing.

The purpose of this report is to present the CSP'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:

It is recommended that the Community Overview and Scrutiny Panel consider the report and offer comment for consideration by the City Council Executive and full council.

## Tracking

Executive:	<b>7<sup>th</sup> April 2014</b>
Overview and Scrutiny:	<b>27<sup>th</sup> March 2014</b>
Council:	<b>29<sup>th</sup> April 2014</b>

## **1. BACKGROUND**

- 1.1** The Crime & 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, and to work together to develop and implement a partnership plan for tackling crime and disorder in their area.

The legislation requires local Community Safety Partnerships 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 attached plan outlines these priorities for 2014-15 and is supported by a series of actions plans being developed and delivered by the task groups of the CSP.

## **2. PROPOSALS**

- 2.1** It is proposed that the CSP Partnership Plan is considered by the City Council's Executive and Community Overview and Scrutiny Panels, and after such consultation is approved by Full Council.

## **3. CONSULTATION**

- 3.1** The Partnership Plan has already been circulated to all individual partners within the Carlisle and Eden Community Safety Partnership's and considered by their Leadership Group. Views and comments received from Community Overview and Scrutiny panel (on 27<sup>th</sup> March 2014) will be brought forward for consideration by Executive and Full Council in due course.

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

- 4.1** It is recommended that the Community Overview and Scrutiny Panel consider the report and offer comment for consideration by the City Council Executive and full council.

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

- 5.1** "We will work more effectively with partners to achieve the City Council's priorities".

**Contact Officer:        Darren Crossley**

**Ext:    7004**

**Appendices**

**attached to report:**

**Appendix 1 CSP Draft Partnership Plan**

**Appendix 2 Strategic Assessment Technical Report**

**CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Community Engagement –**

**Economic Development –**

**Governance** – The CSP Partnership Plan contributes towards the Council's obligations under the Crime & Disorder Act 1998.

**Local Environment –**

**Resources** - There are no financial implications of adopting the CSP Partnership Plan for 2013/14. The City Council makes no direct financial contribution to the partnership and therefore any additional support required will need to be met from existing base budgets.

## Vision

By working in partnership, North Cumbria communities will remain safe and reassured

## Key Priorities 2014

- Anti-social behaviour
- Violent Crime
- Domestic Abuse and Sexual Violence
- Alcohol and Drug Misuse
- Hate Crime
- Reduce Re-offending

## Tackling the Priorities

### Anti-Social Behaviour

- Maintain low levels of anti-social behaviour.
- Improving the partnership approach to co-ordinating activities for young people.
- Joining up the partnership approach for environmental aspects.

### Violent Crime

- Work with partners to reduce violent crime and assaults.

### Domestic Abuse and Sexual Violence

- Actively support the County wide work on Domestic Violence and DV Champions.
- Improve the management of repeat missing vulnerable young people to reduce exploitation.

### Alcohol and Drug Misuse

- Support, develop and deliver the County wide Alcohol Strategy to reduce alcohol misuse within the partnership area
- Reduce harm caused by drugs.

### Hate Crime

- Support partners to deliver the Hate Crime Action Plan.

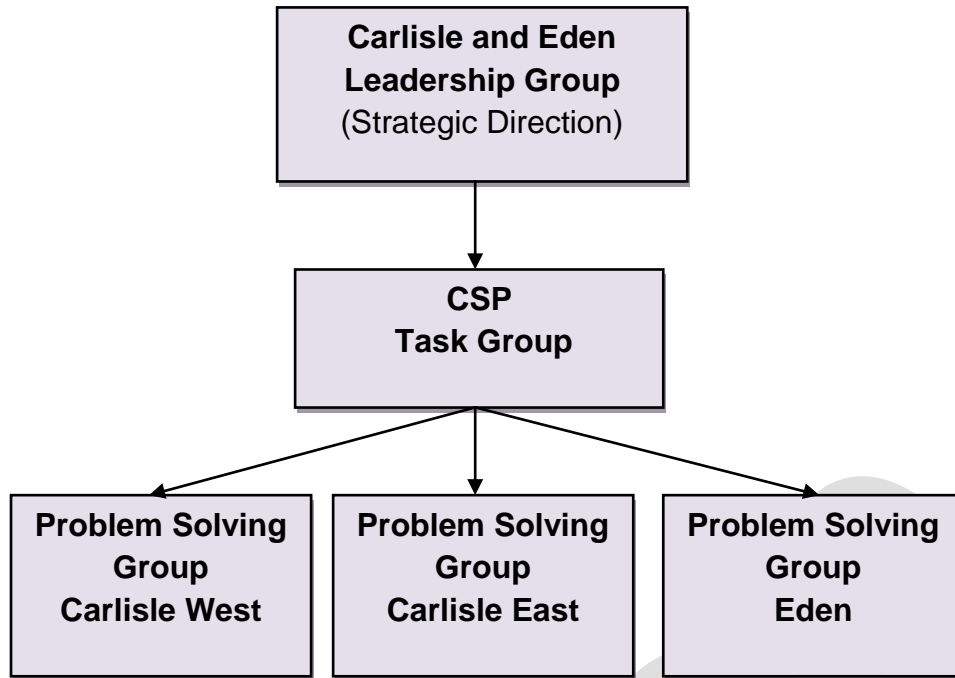
### Reduce Re-offending

- Continue the Integrated Offender Management programme using a wide range of partners to manage problem individuals effectively in communities.
- Monitor effectiveness of North Cumbria (IOM) Integrated Offender Management scheme.
- Encourage the use of restorative justice through provision of training to a range of public, private and voluntary sector agencies.



# Carlisle and Eden Community Safety Partnership Plan 2014-2015

## Our Partnership Approach



## Performance 2013/ 2014

**17% Reduction in Violent Crime**  
**8% Reduction in Anti-Social Behaviour**  
**12% Reduction in Burglary Dwelling**  
**7% Reduction in Drug Possessions**  
**15% Reduction in Thefts from Motor Vehicles**

Carlisle and Eden Community Safety Partnership has and continues to be a successful partnership of multi agencies working together to address crime and disorder in North Cumbria. Since its inception, we have worked effectively to contribute to significant and sustained falls in crime and disorder. This plan sets out how, in partnership, we will address the priorities identified to ensure North Cumbria remains a safe place to live, work and study.

The partnership continues to have strong strategic leadership and dedicated and knowledgeable people in our task groups who are committed, prepared and focussed on the priorities for the year ahead.

**Mary Robinson, CSP Chair**

## Successes

### Best Bar None Scheme

The scheme has been instrumental in raising standards in bars, pubs and clubs in North Cumbria and has contributed to significant reductions in violent crime.

### Taxi Rank Marshals

Deployment of marshals at public ranks helps prevent escalation of serious disorder by early intervention which is reassuring to taxi operators and the public.

### Domestic Violence Bodycam Project

CSP funding allowed Cumbria police to purchase of 6 additional bodycams. During the 6 month trial all police officers on 3 Section Carlisle were issued with bodycams that would be worn at all times when on duty and would record their attendance at every domestic violence incident. At the end of the trial period there had been an improved conviction rate particularly for victimless prosecutions.

### Operation Roman Candle

Comparisons of ASB figures throughout the operation period show significant reductions in the two priority areas. City West saw reductions of 43% and Carlisle East saw reductions of 54%

### Appleby Fair

The co-ordinated approach by partners to Appleby Fair has made it a far safer and more community oriented event.

