

# AGENDA

## Community Overview and Scrutiny Panel

**Thursday, 09 June 2016 AT 10:00**  
**In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG**

**Please note: Members should allocate at least 2 hours for Scrutiny Meetings**

**\*\*Briefing meeting for Members will be at 9.30 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**

**5 - 16**

To approve and sign the minutes of the meetings held on 18 February 2016.

[Copy Minutes in Minute Book Volume 42(6)].

To note the minutes of the meeting held on 31 March 2016.

[Copy Minutes herewith]

## **PART A**

**To be considered when the Public and Press are present**

### **A.1 CALL-IN OF DECISIONS**

To consider any matter which has been the subject of call-in.

### **A.2 FLOOD UPDATE**

**17 - 26**

(Cross Cutting)

The Deputy Chief Executive to submit a report updating the Panel on the Council's flood recovery activity.

*(Copy report SD.08/16 herewith)*

### **A.3 HOMELESS ACCOMMODATION SERVICE RESTRUCTURE (SUPPORTING PEOPLE)**

**27 - 32**

(Economy, Enterprise, and Housing)

The Director of Economic Development to submit a report setting out the local changes to Supporting People contracting and outlining how issues identified are being addressed.

*(Copy report ED.24/16 herewith)*

### **A.4 FOOD LAW ENFORCEMENT SERVICE PLAN**

**33 - 56**

(Environment and Transport)

The Deputy Chief Executive to submit a report outlining how the Environmental Health Service will deploy its resources in 2016 to 2017 to improve hygiene standards, prevent food borne diseases and help people live healthier lives.

*(Copy report LE.09/16 herewith)*

## **A.5 END OF YEAR PERFORMANCE MONITORING REPORT**

**57 - 76**

(Finance, Governance and Resources)

The Policy and Communications Manager to submit a report updating the Panel on the Council's service standards that help measure performance, including updates on key actions contained within the new Carlisle Plan.

*(Copy report PC.08/16 herewith)*

## **A.6 OVERVIEW REPORT AND WORK PROGRAMME**

**77 - 88**

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

*(Copy report OS.11/16 herewith)*

## **PART B**

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

-NIL-

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

**Conservative** – Ellis, Layden, Mrs McKerrell (Vice Chairman), Bainbridge (sub), Bloxham (sub), Mrs Mallinson (sub)

**Labour** – Burns (Chairman), Ms Franklin, McNulty, Ms Williams, Dr McDonald (sub), Osgood (sub), Mrs Riddle (sub)

**Independent** - Paton, Betton (sub).

**Enquiries, requests for reports, background papers,  
etc to Committee Clerk: Jacqui Issatt - 817557**



## **MINUTES OF PREVIOUS MEETING**

### **COMMUNITY OVERVIEW AND SCRUTINY PANEL**

**THURSDAY 31 MARCH 2016 AT 10.00AM**

**PRESENT:** Councillor Burns (Chairman), Councillors Ellis, Ms Franklin, Mrs McKerrell, Osgood (until 12.35pm), Mrs Vasey, Mrs Warwick (until 11.35), and Ms Williams.

**ALSO**

**PRESENT:** Councillor Glover – The Leader  
Councillor Mrs Bradley – Economy, Enterprise and Housing Portfolio Holder  
Councillor Mrs Riddle – Communities, Health and Wellbeing Portfolio Holder  
Mr Barry – Participation Project Worker, Cumbria County Council  
Miss Bulman – Chairman, Carlisle Youth Council  
Miss Coulthard – Member, Carlisle Youth Council

**OFFICERS:** Director of Resources  
Contracts and Community Services Manager  
Property Services Manager  
Partnership Manager  
Customer Services Manager  
Housing and Health Manager  
Overview and Scrutiny Officer

#### **COSP.18/16 APOLOGIES FOR ABSENCE**

An apology for absence was submitted on behalf of the Deputy Chief Executive.

#### **COSP.19/16 DECLARATIONS OF INTEREST**

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

#### **COSP.20/16 PUBLIC AND PRESS**

It was agreed that the items of business in Part A be dealt with in public.

#### **COSP.21/16 MINUTES OF PREVIOUS MEETINGS**

**RESOLVED** – That the minutes of the meeting held on 14 January 2016 be agreed as a correct record of the meetings and signed by the Chairman and that the minutes of the meeting held on 18 February 2016 be noted.

#### **COSP.22/16 CALL-IN OF DECISIONS**

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

#### **COSP.23/16 AGENDA**

**RESOLVED** – That Item A.6 be moved to the first item of the agenda.

## **COSP.24/16    OVERVIEW REPORT AND WORK PROGRAMME**

The Overview and Scrutiny Officer presented report OS.07/16 which provided an overview of matters relating to the work of the Community Overview and Scrutiny Panel and included the latest version of the work programme and Key Decisions of the Executive which related to the Panel.

The Overview and Scrutiny Officer reported that the Notice of Key Executive Decisions, published on 4 March 2016, included the following items which fell within the remit of this Panel:

### **KD.03/16 Homeless Hostel Service Structure – Release of Funding**

The Executive would be asked to approve the release of funding in line with report recommendations, to support the implementation of a new staffing structure and refocused service following the end of the Supporting People Contract. The decision would be taken in private on 4 April.

### **KD.04/16 Homelife Carlisle funding options / Business Plan 2016/17**

The Executive would be asked to release non-recurrent revenue funding of £73,000 to enable Homelife Carlisle to continue to deliver staying put services to older, disabled and / or vulnerable people living in the District. The decision would be taken in public and private on 4 April.

### **KD.05/16 Food Law Enforcement Service Plan 2016/17**

The Executive would be asked to decide the Environmental Health Section's inspection and educational priorities for improving food safety in Carlisle during 2016/17. The decision would be considered on 6 June and a decision made on 4 July following a consultation period that included Overview and Scrutiny.

The Overview and Scrutiny Officer advised Members that an addendum to report ED.15/16 Homeless Hostel Service Structure had been submitted for the Executive to consider at its meeting 4 April meeting.

A Member requested that the Panel scrutinise Key Decision KD.03/16 Homeless Hostel Service Structure – Release of Funding. It was agreed that a report on this item be included on the agenda of the next meeting of the Panel.

The Overview and Scrutiny Officer drew Member's attention to Appendix 1 - Overview and Scrutiny Annual report, which was to be formally approved by the Scrutiny Chairs Group, after which it would be presented to Council on 26 April 2016. Members raised no comments or questions on the Overview and Scrutiny Annual report.

Councillor Bowditch gave the Panel a verbal update, on the Cumbria Police and Crime Panel as the Council's representative. He had submitted a report to Members which had been circulated to the Panel as an addendum to the Overview Report and Work Programme.

In addition to his report, Councillor Bowditch outlined the Cumbria Police and Crime Panel structure which comprised representatives from each of the six districts, a County Council representative, and two lay members. The Police and Crime Commissioner, who chaired the Panel, had adopted a collegiate approach and had allowed input from the Panel to adapt the Police and Crime Plan. The Panel was not involved in operational Policing matters, but any such issues raised with Members of the Police and Crime Panel were passed on to the relevant persons to be dealt with.

Councillor Bowditch extended an invitation to the members of Carlisle Youth Panel to attend a meeting of the Cumbria Police and Crime Panel.

In considering Councillor Bowditch's report Members raised the following comments and questions:

- *Had the Cumbria Police and Crime Panel received any feedback on the roll-out of Restorative Justice?*

Councillor Bowditch responded that there had not been a meeting of the Police and Crime Panel following the roll-out of the approach. He asked the Member to email him regarding this matter, which he would take up with the Police and Crime Commissioner.

- *How effective was the Police and Crime Panel and was the Council's representation on the Panel worthwhile?*

Councillor Bowditch explained that he felt the Police and Crime Panel had been very effective and had brought to light county-wide Policing issues. The lay members of the Panel had attended committees in the houses of parliament where the role of the Police and Crime Commissioner was being assessed. Feedback from those committees suggested that the main focus of the role of the Police and Crime Commissioner and the Police and Crime Panel in the future would be ensuring the Police adhered to their force's policies.

- *Had the increase in the precept for the Police and Crime Commissioner been justified?*

Councillor Bowditch replied that the Police and Crime Commissioner's request to increase the precept was the result of a change to the funding formula for Police authorities and had made national headline news. Cumbria had a sparse population spread over a wide geographical area, however, the population level fluctuated due to the large influx of tourists during the holiday season, and therefore the requested increase had been necessary.

A Member expressed concern regarding the closure of the Women's Refuge and how it would impact support for victims in the future; she had contacted the Police and Crime Commissioner regarding this, but had yet to receive a response.

Councillor Bowditch asked the Member to forward the correspondence to himself and he would pursue this with the Police and Crime Commissioner.

RESOLVED – (1) That report OS.07/16 be noted.

(2) That a report be on KD.03/16 Homeless Hostel Service Structure – Release of Funding be considered by the Panel.

(3) That the Overview and Scrutiny Annual Report be noted.

(4) That Councillor Bowditch for be thanked for his report

## **COSP.25/16 YOUTH COUNCIL**

The Chairman welcomed and introduced Miss Bulman, Miss Coulthard, and Mr Barry to the meeting.

Misses Bulman and Coulthard gave a presentation on the work of Carlisle Youth Council which covered: the Youth Council's priorities for 2015/16; the group's achievements over the preceding year; the group's community profile and work with other organisations; the group's campaigns, consultations, and workshop activity and the group's plans for the future. The Panel warmly congratulated Miss Bulman and Miss Coulthard for their presentation.

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

In response to a Member's request for further information on "Make Your Mark" which had been referred to in the presentation, Miss Bulman explained that it was the largest consultation facility in the UK and the data the Youth Council gained from it was used to feed into the national Youth Parliament.

- *Why had the Youth Council chosen mental health as priority in the previous year?*

Miss Bulman explained that mental health had been selected as a result of the "Make Your Mark" results, and the Youth Council felt that it was an important area of work.

Miss Coulthard added that mental health was an area that the Youth Council felt it could have an impact on locally and make a difference to young people's lives.

Mr Barry explained that the group had developed the "So What" workshop to promote self-empowerment amongst young people whilst raising awareness of mental health issues, the workshop had four activities based around: body image, prejudice, acceptance and mindfulness. The Youth Council intended to deliver the workshop to youth groups and for it to become a resource for schools to use.

The Partnership Manager added that the Youth Council sought to influence policy and decision making at all levels through a variety of media, and that the group had been involved in policy shaping and projects at a national level.

- *What support had Youth Council members had in relation to their work on mental health?*

Mr Barry explained that when the group had set up a stall in the Lanes to raise awareness of the issue they had been supported by staff from Carlisle and Eden Mind and Headstarts. The Youth Council's role in raising awareness of the issues did not involve its members addressing the issues raised directly, but to provide signposting to relevant organisations who could offer appropriate support.

Miss Bulman added that the workshop was currently in development, and the next meeting of the Youth Council would be advised of the progress made in respect of this.

- *What priorities was the Youth Council considering working on in the future?*

Mr Barry replied that the Youth Council was to look at the issue of the national living wage which had been identified as main issue in the last two years of the "Make Your Mark" consultation.

Miss Bulman reported that a previous campaign of the Youth Parliament relating to help with travel costs had involved members of the Youth Council meeting with staff from Stagecoach to discuss the issue and this had resulted in reduced travel costs for young people in Carlisle and Barrow.



- *Was the support given by the City Council to the Youth Council enough?*

The Partnership Manager responded that the City Council was keen to assist the Youth Council to influence and shape decisions, and the city Council made available as much support as it could within its resources. The last issue of the Focus magazine had contained an article about the Youth Council which sought to raise its profile and awareness of the group across the city. The City Council also gave the Youth Council rooms at Community Centres and within the Civic Centre to use for its formal meetings. The Partnership Manager was asked to continue support to Carlisle Youth Council in appropriate ways.

In response to a Member's suggestion that the Youth Council have a standing invitation to attend future meetings of the Panel, Miss Coulthard explained that members of the Youth Council still attended school, therefore it was difficult for them to attend daytime meetings.

Miss Bulman stated that Youth Council Members, in order to enhance their understanding of the political process, would appreciate the opportunity to shadow Members of the Council.

The Leader added that the Youth Council had responded to the City Council's consultation on the Local Plan, and their views had been very useful and it had been helpful to have their perspective.

The Panel along with Miss Bulman and Miss Coulthard agreed to the Executive being asked to consider including a Member of the Youth Council as part of the Civic Procession.

The Chairman, on behalf of the Panel thanked Miss Bulman and Miss Coulthard for their attendance at the meeting and expressed the wish that the city and Youth Council were able to work more closely together in the future.

RESOLVED –(1) That Miss Bulman and Miss Coulthard be thanked and congratulated for their presentation.

(2) That the Executive be asked to consider including a Member of the Youth Council in the Civic Procession.

(3) That the Partnership Manager should to continue support to Carlisle Youth Council as appropriate.

## **COSP.26/16 FLOOD UPDATE REPORT**

The Contracts and Community Services Manager, and the Property Services Manager presented report SD.04/16 which updated the Panel on the flood recovery work that had been undertaken and that which was programmed for the future.

The Property Services Manager outlined the impact of the flood on the Council's assets and the remedial work undertaken to date, a central aspect of which had been the undertaking of a surveying exercise to establish the post flood condition and reinstatement costs of the Council's assets. Twenty Council buildings across a number of sites had been affected to varying degrees which had made the recovery work a large scale task.

WYG had been employed as programme managers for the first phase of property recovery and they had assisted in the development of a recovery plan and the addressing of immediate

issues regarding assets for example, making safe and stripping and drying the assets. Having identified the scale of damage at the majority of sites, consideration was needed as to how the facilities would be reconfigured to underpin the construction and tender processes that would be needed to carry out the required work.

The next step in the flood recovery work was to establish priorities and a programme of work, which was currently expected would cost in the region of £10M. As part of the procurement process a strategy for contractors conducting works on site was to be developed. The Council would also engage with service providers and users of the affected site to help identify ways in which the reinstated facilities could be made more resilient to the risk of future flooding, and if there were ways that the reinstatement could improve the facilities offered at sites. Following the procurement process, it was anticipated that the reinstatement works may take up to six months, with the works then needing to be signed off resultantly; some facilities would be out of action for a significant amount of time.

The Director of Resources advised Members that around 1,600 residential properties had been affected by the flood, with 96% of those households having received the £500 Community Grant, the majority prior to Christmas 2015. The Flood Resilience Grants had proved challenging to administer and take up had been slow with only 98 grants having been approved so far, and 75 being processed. Empty Homes Officers had promoted the Grants to affected residents and businesses and it was hoped that take up would reach 25%.

The Council would need to identify the cost to the Council of flood recovery not covered under the Bellwin scheme; this information would be contained in a future report to the Panel.

The Contracts and Community Services Manager gave an overview of the impact of the flood on leisure and art facilities and Community Centres in the city  
Community Centres:

- Greystone Community Centre - had been the first and main reception centre which had assisted in the flood had its work had been recognised by the Prime Minister and HRH The Prince of Wales.
- Botcherby – Officers were still working with staff at the facility to assist its recovery from the flood, its activities were currently being hosted in another Centre.
- Down-a-Gate – a meeting had been held between staff from the Centre and Council Officers to discuss the reinstatement or potential for relocating the building on a different area of its current site. As yet no decision had been taken, and the Contracts and Community Services Manager undertook to update the Panel of any developments relating to the Centre's reinstatement.

Old Fire Station:

Estimates relating to the reopening of the Old Fire Station had initially indicated the facility would be able to reopen in May 2016, however, it was now anticipated that the venue would not reopen to the public until August 2016. As an interim measure some events had been relocated to the new theatre at Harraby Community Centre and Officers were liaising with artists and the Arts Council to develop a comprehensive programme for the Old Fire Station from the late summer onwards.

- The Cenotaph - A survey had revealed only minor structural damage, therefore the monument would be ready for the commemoration of the first day of the Somme in June 2016.

## Leisure Facilities:

- Stoneyholme - Had been significantly affected. It was hoped that a limited course of 9 – 10 holes would reopen in 3 - 4 weeks. It was recognised that some residents felt that the course appeared in its current condition to be playable however, all the equipment used to manage and maintain the course had been lost in the floods so the course was not able to be effectively maintained. The site was subject to an insurance claim and it was anticipated that the fuller recovery process would be lengthy.
- Swifts – The Council was to ask Greenwich Leisure Limited (GLL) to focus on the reinstatement of the “Pitch and Put” facility at the site, once the work to partially open Stoneyholme had been completed.
- Sands Centre – had suffered only minor damage with full services having been resumed in a short time following the flood. The main concern regarding the site was the potential for long term water impact to facilities such as the motorised seating. Checks had been carried out at the site, and would be repeated in future to ensure all aspects remained operational.
- Bitts Park – 4 upper tennis courts had been recovered with temporary floodlighting and fencing, it was hoped that those courts would reopen after Easter. Prior to the flood, the Lawn Tennis Association had agreed to fund a project at the lower courts, which was to go ahead and enable the reopening of the courts.
- The Kiosk required replacement and as an interim measure portacabins would be erected to provide vending and toilet facilities.
- Sheepmount – The facility had been the most heavily affected Council site, having been flooded to a depth of 18 feet. A survey report had been conducted and had returned an upper cost estimate for reinstatement works of £3M. The Astro-turf pitches and athletics and field track had been written off, and further drainage surveys were required in respect of the grass pitches. Sports England and UK Athletics had both visited the site and had recognised the need for financial support to reinstate the facility and increase its resilience against the risk of future flooding.
- Sport England and Caldey School were to increase the sporting facilities available in the city from mid-April with Caldey School hosting track and field facilities provided by Sport England which would be open to the public. Some of the facilities would be retained by the school following the reinstatement of Sheepmount, but that would not include the athletics track.

## Leisure Services Contract Retender Exercise:

The Council had been in the early stages of a new procurement process for the long term management of its leisure facilities, however the flood had paused this work, it was anticipated this would recommence in April 2016. It was important that those tendering for the contract felt confident about the reinstatement of the Council's assets and to assist this, a reinstatement plan would be in place prior to the tender being officially put on the market. The reinstatement plan would also allow the Council to understand the value of the facilities it was replacing and the programme of work required to return the facility to the agreed standard. It was expected that the providers in the market would also have ideas about adding resilience to the Council's facilities, as the provider that was awarded the Leisure Services Contract would incur its own insurance responsibilities.

The Contracts and Community Services Manager reminded Members that prior to the flood the Council had planned to tender the golf service as a separate bespoke provision, and the Soft Market Testing exercise had indicated some interest from service operators. At present it

was uncertain what impact the flood had on the willingness of operators to deliver golfing services.

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

- *What was the impact of the delay on the Leisure Services Contract to the Council's Medium Term Financial Plan (MTFP)?*

The Director of Resources advised that there was no immediate impact on the MTFP. The saving the retender process anticipated to deliver to the Council's budget were included in the MTFP from 2017/18, resultantly, he felt there was still sufficient time to carry out the retender process to realise those savings. He acknowledged that if the savings were not realised by the time they were recorded in the MTFP, then efficiencies would need to be made elsewhere in the Council in order for the budget to remain balanced.

- *When was the reinstatement works in Bitts Park to take place?*

The Director of Resources explained that the water feature was insured and its reinstatement had been agreed with the insurer. Play equipment was still subject to negotiation but the Council were keen to replace the asset soon to enable Bitts Park to fully operational. At the last meeting of the Executive emergency powers had been given to Officers to speed up the process of funding the equipment's reinstatement. The replacement equipment would be sourced from Europe and it was hoped that it would be installed in Bitts Park in the late summer time.

- *What plans did the Council have for building resilience into its assets to reduce flood risk in the future?*

The Contracts and Community Services Manager explained that there were a number of factors to be considered regarding the increasing of resilience in the Council's assets, some of which were reliant on information from other organisations which was not yet available, for example, the Environment Agency's plans for flood defences in the city in the future.

- *Why had the uptake of resilience grants by residents and businesses been so low?*

The Director of Resources responded that take up of the resilience grant had been poor across all areas in the country which had been affected by flooding in the winter. The process had been made as simple as possible for those applying for the grant, and Officers were offering advice and solutions regarding reinstatement works where possible. The grants were paid to applicants following the completion of any works, which was the standard practice for paying for building works.

In response to a further question from the Member, the Director of Resources advised that the grant scheme was government funded so the Council received funding when the grants had been paid out. The government funding was currently available to the Council for a year from the flood; however, the low take up of the scheme across the country may mean that the deadline would be extended.

The Housing and Health Manager explained that the Private Sector Housing team had received enquiries from more than 300 people regarding the Flood Resilience Grant Scheme. Officers were talking to flood victims regarding the grants on a daily basis and progress in respect of the grant was as reasonable as could be considering the circumstances of those applying for the funding.

The Economy, Enterprise and Housing Portfolio Holder added that many of the application forms which had been submitted to apply for the grant had not been filled in appropriately, and in order to receive a grant all the relevant parts of the form were required to be completed correctly. Officers in the Private Sector Housing team were checking forms and offering assistance where necessary. She considered that the low take up may also be a result of flood victims being away from their properties so therefore may not be able to access the relevant documentation which needed to be supplied with the application form.

Flood affected authorities across the country had put together a team of surveyors to help victims assess what work was needed, and the Cumbrian authorities had pooled resources and created a team of surveyors to provide information to residents as quickly as possible.

The Chairman thanked the Officer's for their comprehensive report and verbal update. He requested a further report updating the Panel on the flood recovery work at the next meeting of the Panel.

The Chairman noted that the Property Services Manager was leaving his role at the Council and expressed the Panel's thanks for work he had undertaken on behalf of the authority.

RESOLVED – (1) That report SD.04/16 be noted.

(2) That a further report be included on the agenda for the next meeting of the Panel.

(3) That the Property Services Manager be thanked for the work he had undertaken on behalf of the authority.

## **COSP.27/16    CUSTOMER SERVICES**

The Customer Services Manager delivered a presentation on the affect of the flood, the performance of the Council's new website and the future of Customer Services and the Customer Relationship Management software (CRM).

The Customer Services Manager reminded Members that the significant damage sustained to the ground floor of the Civic Centre during the December flood had meant that the Customer Contact Centre had to be relocated, initially it was sited in the Old Town Hall from the 7<sup>th</sup> to 21 December 2015, and following a temporary period on the first floor of the Civic Centre was now housed in a facility adjacent to the Civic Centre car park. The recovery of customer services had been a key priority of the flood recovery action as it enabled the Council to support residents affected by the flood and deliver its routine face to face services.

Returning the Customer Contact Centre to the Civic Centre had enabled smoother service delivery as staff had access to all the necessary systems and were also able to access more phone lines allowing them to service a larger number of customers: on the first day of the Contact Centre being operational in the Civic Centre following the flood, staff received ten times the average number of emails from customers. As the building had not been fully equipped to support staff, i.e. there not being any heating, staff worked reduced hours in the Civic Centre, but had worked from home responding to emails to ensure customers' needs where met.

The Smarter Services Delivery project phase 1 had considered how to make improvements to the process of service delivery to customers from the point of the customer's request to the service being delivered. An aspect of this project had been the development of a new Council

website which had become live in September 2015 and offered a significantly streamlined service to users by reducing the number of webpages from 3,000 to fewer than 300.

The new website was designed with high levels of integration to improve the customer's ability to carry out transactions on the site, and the Customer Services Manager gave an overview of the types of transaction undertaken by customers on the website, and the amount of traffic received on the site. As well as improving customer experience, the new website had enabled efficiencies to be made; further development of the site was expected in the coming months.

Phase 2 of the Smarter Services Delivery project aimed to make the processing of services leaner and therefore more efficient. The new website had been developed by the Council's IT Officers, in the second phase of the project they would be working to develop a replacement to the in-house back office Customer Relationship Management system, which was the system used to log, report and monitor issues raised by customers.

Members felt it was important that Customer Services staff were thanked and praised for the service they had delivered to customers during the flood, in a challenging work environment with significantly increased workload.

The Customer Services Manager thanked the Panel and noted that members of the Senior Management Team and the Executive had visited the temporary Contact Centre, and staff appreciated the recognition, she undertook to pass on the thanks of the Panel.

RESOLVED –(1) That the staff in the Customer Contact Centre be thanked for their work during the flood recovery

(2) That the Customer Services presentation be noted.

## **COSP.28/16 HOUSING STRATEGY UPDATE**

The Housing and Health Manager submitted report ED.14/16 which updated the Panel on the progress of the Housing Strategy and identified current challenges to the delivery of the strategy.

The Housing and Health Manager informed Members of key milestones that had been reached in relation to Balancing the Housing Market which included the Demonstration Project where students from Carlisle College were to receive training and skills in developing forty new affordable homes for rent on a Council owned site at Beverly Rise, Harraby and; completion by Riverside Housing Association of affordable development, including a mix of bungalows and houses, on two Council owned sites.

In the coming year the new Extra Care Scheme which was aimed at helping older residents and a number of younger residents with disabilities to live independently within a supported environment was to open in the Irthing Centre, Brampton. The Council's Housing Team had worked closely with partner organisations to deliver this scheme.

The Housing and Health Manager advised Members that a review of the county wide choice based lettings scheme "Cumbria Choice" was scheduled to take place later in the year, the purpose of the review was to ensure that the policy was in line with the most recent legislative requirements. The Government remained committed to the development of affordable housing however, the emphasis of policy had solely become home ownership with initiatives being aimed in this direction.

In relation to Disabled Facilities Grants (DFGs), the Council had introduced a procurement framework to enable improved services despite reduced levels of funding. The dissemination of government funds for DFGs was to become part of the Better Care Fund which would be paid to the County Council with District Councils retaining the statutory responsibility for delivering DFGs.

The Housing and Health Manager concluded by informing Members that the Homelessness Services team was awarded the Bronze Standard in 2015, following a diagnostic peer review carried out by Eden District Council. Nationally, the results of the diagnostic Peer Review placed Carlisle in the top 5% of authorities. Over the next 2 years the Homelessness team will be aspiring to reach the Gold Standard through achieving 10 good practice challenges.

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

- *What would the Council replace the Housing Strategy with, as it was no longer a statutory requirement to have one?*

The Economy, Enterprise and Housing Portfolio Holder explained that the Council had other plans and strategies relating to housing that included the Local Plan which identified future housing supply levels and locations; the Homelessness Strategy; the Housing Development Action Plan and; the Private Sector Housing Strategy. Maintaining a Housing Strategy meant that the Council was well prepared to meet its duties as a Strategic Housing Authority.

The Member responded that he felt the removal of the requirement to have a Housing Strategy was a diminishment of the role of local authorities at a time of rising complaints.

The Economy, Enterprise and Housing Portfolio Holder reminded Members that the Council still had a duty to investigate housing complaints and take appropriate enforcement action.

The Housing and Health Manager reminded Members that following the transfer of the Council's housing stock a contract(partnership agreement) had been entered into with the housing association in which the Council had the capacity to hold the association to account. The partnership agreement which had been held with Riverside Cumbria (formerly Riverside Carlisle and Carlisle Housing Association) had now come to an end and the Council had no power to take action against the association.

- *What impact had the Council anticipated on its temporary accommodation facilities as a result of the closure of the County Council's Women's Refuge?*

The Housing and Health Manager explained that the Women's Refuge which had provided eleven units was a countywide facility. It was closing because Impact Housing Association had decided not to bid for the County Council's contract for the delivery of housing related support linked to accommodation. The government's removal of the Supporting People ring fenced budget had meant many local authorities had cut housing related support for vulnerable groups altogether. Although the County Council had cut its overall budget for housing related support linked to accommodation for victims of domestic violence. There had been no bidders for the countywide provision in Carlisle and the County Council in an effort to secure provision re-tendered, however, no provider had come forward

To maintain the provision of housing related support linked to accommodation for women fleeing from domestic violence, the County Council was liaising with each of the districts with a view to providing grant funding to enable them to provide the service within their area so

that the same number of units were available on a county wide basis. It was hoped that this more local service provision may be of greater assistance to those women using it as it meant that they would be able to remain closer to their locality and their support networks.

The City Council was well placed to deliver services to victims of domestic violence using its temporary accommodation portfolio. The Housing and Health Manager advised the victims of domestic violence were currently accommodated and both Water street were secure building staffed on a twenty-four hour basis.

- *What changes to the funding of the Women's Refuge had taken place?*

The Housing and Health Manager clarified that the targeting of the funding had been changed. Under the previous Supporting People budget there had been a general provision that had been used to employ staff. The new arrangements targeted the funding at the individual's support and housing related costs, resultantly the overall level of funding had reduced.

The Chairman felt that the Housing Strategy Action Plan was an impressive document which had taken a significant amount of work for Officers to put together, he asked that the Panel's thanks be conveyed to the staff involved.

He informed the Panel that the Housing and Health Manager was leaving her role at the Council and expressed the Panel's thanks for work she had undertaken on behalf of the authority. The Housing and Health Manager thanked the Chairman and replied that it had been a privilege and honour to work for the Council.

RESOLVED – (1) That report ED.14/16 be noted.

(2) That Officers be thanked for their work in achieving the Bronze Standard Award.

(3) That the Housing and Health Manager be thanked for the work she had undertaken on behalf of the authority.

## **COSP 29.16    SUSPENSION OF STANDING ORDERS**

During discussion of the above item it was noted that the meeting had been in progress for 3 hours and it was moved, seconded and RESOLVED that Council Procedure Rule 9, in relation to the duration of meetings be suspended in order that the meeting could continue over the time limit of 3 hours.

The Chairman noted that this had been the last meeting of the Panel for the Civic Year; he thanked Members for their support throughout the year.

(Meeting ended at 1.13pm)



# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.2**

Meeting Date: 9th June 2016

Portfolio: Cross Cutting

Key Decision: No

Within Policy and  
Budget Framework NO

Public / Private Public

Title: FLOOD UPDATE REPORT

Report of: Deputy Chief Executive

Report Number: SD 08/16

## Purpose / Summary:

This report is part of a series of update reports prepared for Overview and Scrutiny Committees on flood recovery activities and future programmed work.

The reports contain a generic section designed to give all Committees an overview of flood recovery work and a more specific section tailored to the work areas of each Committee.

This Community Overview and Scrutiny Report provides specific updates relating to:

- Customer Services (including web, phone and face to face)
- Housing support
- Sport, play and leisure facilities and partnership activity
- Arts activity (focused on the Old Fire Station)
- Parks and open spaces
- Community Centres
- Resident support via the Carlisle Flood Partnership (led by Cumbria County Council)

## Recommendations:

1. That members of the Community Overview and Scrutiny Committee review this report and give consideration to the progress made to date and the recovery plans going forward.

## Tracking

Executive:	-
Overview and Scrutiny:	<b>09.06.16</b>
Council:	-

### 1. BACKGROUND

- 1.1 The full Background to the flood event in December 2015 can be found in the first Flood Update report presented to Community Overview and Scrutiny (COSP) 31.03.16. This covered the emergency period and immediate aftermath of the floods.
- 1.2 Since the last COSP report, members of the Council have received an update from leading flood agencies at the Informal Council (07.04.16). The County Council and Environment Agency have also published a number of Section 19 Flood Investigation reports, covering the whole County (late April 2016).  
(<http://www.cumbria.gov.uk/eLibrary/Content/Internet/536/6181/42494151257.pdf>)  
These reports have been the subject of two public forums held in Carlisle during May.
- 1.3 Following on from the Section 19 reports the Environment Agency (EA) is working alongside other public and non-government organisations (e.g. Eden Rivers Trust) to establish plans for improving flood defences within the district. In March the Chancellor announced that £25m capital would be made available for improving defence systems in Carlisle once the EA had concluded a review of the needs of the district.
- 1.4 Further to all of the above the City Council continues to play a key role in supporting district and county wide groups who are focused on different aspects of flood recovery – transport infrastructure, housing, grants and community support.

### 2. FLOOD RECOVERY ACTIVITY: DECEMBER – JUNE 2016

#### 2.1 Local Environment:

As previously reported the clean-up of Carlisle started as soon as the flood waters receded. Due to the heavy rain in previous months the rivers had been full of sediment which meant thick deposits of mud were left behind by the flood waters. Some of the mud had to be cleared by hand with shovels before the street cleaning machines could go in.

Skips were provided in flood affected areas for residents and emptying these was made more difficult by the temporary closure of Eden Bridge which meant getting to the drop-off sites took much longer than usual.

Overnight road closures were put in place for several nights on Warwick Road to enable local streets to be cleared while minimising disruption and avoiding danger to the public and our staff / contractors.

Up to 18<sup>th</sup> December, in excess of 1,064 tonnes of flood material was disposed of from flood affected streets in Carlisle. A further 75 tonnes was collected from Bousteads HWRC and 17 tonnes from Brampton HWRC. During this time around 350 skips were provided across the flood affected areas to deal with the initial volume of flood damaged contents.

These works were carried out in addition to the normal services still being provided across the rest of the District. Staff from Local Environment also provided tremendous assistance in emptying the ground floor of the Civic Centre and a range of other flood damaged properties.

The clean-up operation has continued well into 2016 with the street cleaning services gradually returning to business as usual, but continuing to respond to ad-hoc requests for support from residents affected by flooding. By the end of March, it was estimated that up to 3,000 tonnes of flood material had been collected and in excess of 500 skips provided.

## **2.2 Customer Contact and access to services:**

Following the flood the Civic Centre was initially inaccessible to staff and members of the public. The Council was temporarily left without IT systems, phone and web services and has no facilities for meeting and assisting residents and customers.

The recovery of key customer services was one of the first priorities for the CMT. A temporary Customer Services Centre was operational in the Old Town Hall on Monday 7<sup>th</sup> December (complete with phone lines and functioning web service). The team continued to operate from this site until access to the Civic Centre was secured and arrangements were made for the relocation of this service to Committee Rooms A, B and C on 21<sup>st</sup> December. Telephone services had also then been fully restored (14<sup>th</sup> December) in the first floor IT Training Room.

Since this point a more appropriate facility has been secured via the temporary contact centre and Civic reception in the members' car park to the side of the Civic Centre, this facility opened 29<sup>th</sup> February. This provides all of the services we normally provide and is accommodating some of our partners such as the DWP and passport office. The Customers Services team will continue to occupy these facilities whilst a full recovery of the ground floor and basement of the Civic Centre takes place.

Temporary Customer Contact Centre and Civic Reception continue to operate out of the Portakabin located in the Member's car park. The Call Centre is currently still located on the first floor. The facility is functioning well, efficiently maintaining access to the Council's front of house public services, and delivering other public sector partner services. The Customer Services team will continue to deliver their services from this accommodation until the Civic Centre ground floor and basement refurbishment takes place.

## **2.3 Flood grants and household payments (Figures as of 20<sup>th</sup> May2016)**

### **Community Support Grant -£500 household scheme:**

Further to the floods the Government announced an immediate assistance scheme targeted to support households affected by the event. This offered a one off Community Support Grant payment of £500 to each household.

Up to 4th March, 1,667households have been confirmed as flooded by Storm Desmond, of these 1,598 are eligible for the £500 community support grant. The Council has made payments made to 1,553 households equating to 97.2% and totalling £776,500.

This is being recovered from the County Council upon submission of fortnightly grant claims.

### **£5,000 flood resilience grant:**

Flood resilience grants are available to assist householders and business to make their properties more flood resilient in future. The grants can be used to cover costs associated with resistance products such as flood doors and barriers or they can be used to make properties more resilient, so water proof plaster, moving electric, boilers etc. above the flood water. Since the introduction of the scheme, the Housing team have provided advice to over 500 flood affected property owners, through online enquires, telephone, advice sessions. The scheme has also been widely publicised through partner agencies, local press and social media.

The Council are also now working in partnership with JBA consulting, which are able to provide independent Property Protection reports. The report costs are covered by the £500 allowance within the grant and the Council are arranging payment on behalf of the owner through the process, so there are no upfront costs for the property owner. The report will be invaluable for those who require advice on what measures might be best to future protect their properties.

The Council hasreceived 374 grant applications and granted funded measures to 277 properties (5 were not eligible and 92 were incomplete), totalling £1,230,544. Of these the Council has paid out - 77 totalling £262,642.61.

### **Council Tax & NNDR discount schemes:**

County wide schemes have now been approved with the DCLG paying £400,000 to the County Council to fund the local discretions (second homes/empty properties/flood affected businesses) contained within the County wide schemes.

Districts are submitting monthly claims to recover the costs incurred. Funding for discounts offered in line with the Government Scheme will be paid through a S31 grant directly to us. Council tax discount awarded to 2,084 householders which amounts to £773,086 for financial year 2015/16. Business rates discount awarded to 100 properties amounting to £311,231 for 2015/16.

The total number of businesses affected was 205, with 90 properties now being re-occupied.

### **2.4 City Council property assets recovery**

The 2015 flood inflicted widespread and severe damage to City Council property assets. Since the flood significant effort and expense has been incurred in making safe, assessing, stripping, drying and preparing facilities for full recovery. During this period the Council has been actively involved with our insurance brokers, loss adjusters and insurers to develop our claim for property and contents.

The Council (guided by our insurers) have also employed WYG as programme managers for the first phase of our property recovery.

WYG have assisted the Council to develop a property recovery plan and tackle immediate recovery issues such as making safe and stripping / drying our assets.

A central part of this work to date has been the surveying exercise to establish the post flood condition and reinstatement costs of over 60 assets ranging from the Civic Centre to minor items such as walls and open spaces. The completion of these surveys is now imminent and the next phase of works procurement has begun. This will be the focus of attention during the next month as contractors are secured for key recovery projects.

As of mid-May all the Council's flood affected premises have now been stripped out and dried in preparation for the works of reconstruction. Reinstatement surveys, undertaken on the Council's behalf by WYG, have all been completed, and are now with the Insurer's Loss Adjuster for approval prior to the reinstatement work going out to tender.

A number of buildings, where the most extensive damage arose, have also been inspected by Flood Risk Analysts from the Insurance Company. For these buildings advisory reports have been prepared recommending resilience and flood prevention

measures which could be incorporated into the works of reinstatement. These surveys, together with advice from the Council's own experts, will be fed into the recovery process.

The next phase of the recovery plan involves the implementation of a programme of construction works to reinstate the flood damaged buildings. To assist with this task WYG have been appointed to act alongside the Council to project manage the work and oversee the appointment and management of contractors. This piece of work covers reinstatement planning, undertaking the design and specification, preparation of tender documentation, contractor appointment and contract/construction administration until handover and close out is achieved.

A procurement process has been undertaken to select and put in place a short list of suitably qualified contractors. These contractors will be invited to tender for the reinstatement works and the Procurement Panel will oversee the award of contracts as the programme progresses. A draft programme has been established with prioritisation around the recovery of essential buildings and services. The recovery of the Civic Centre and Sheepmount leisure facilities demand more comprehensive treatment and consideration, and reinstatement planning for these assets together with partner organisations and stakeholders is now underway.

## **2.5 Housing and Homelessness**

To date following the aftermath of the flood the Homelessness and Accommodation services have assisted 258 households to find temporary accommodation. This includes accommodating and supporting 18 households within the hostel service. The services have successfully rehoused 17 households in to permanent accommodation; with one flood affected family residing in Water Street pending rehousing.

Further to these efforts the Hostel team is continuing to work with male clients who would previously have been accommodated in John Street Hostel. This facility was severely damaged by the flood and the Council is currently preparing a specification for the full recovery of the site. The residents of this facility are currently being housed in the Council's array of dispersed temporary accommodation. This is adding further demands on staff that now need to support clients at arms-length whilst our normal service is recovered. The reinstatement of the John Street facility is a primary action for the Assets Recovery Group. Due to demand the service needs to increase the number of units pending reinstatement of John Street and is working with local contractors McKnights to source additional units.

## **2.6 Sport and leisure facilities and partnership activity**

The recovery of sports and leisure facilities continues across the whole leisure estate.

The focus at of the Sports Development Team and GLL in recent weeks has been on the recovery and bringing back into use as much of the sporting elements of facilities as possible (i.e. pitches, courts, golf course etc.).

The buildings at the various sites are being addressed as part of the Council's wider reinstatement of buildings following the floods and negotiations with insurers are continuing.

In terms of the actual sporting elements the following progress has been made:

- The squash courts at the Sands have now been reinstated and have reopened to the public.
- Stony Holme Golf course has reopened to the public and club members, with porta cabins providing temporary ancillary facilities. Ground works continue to further improve the condition of fairways and greens, and maintenance equipment has now largely been replaced.
- Swifts and the driving range remain closed but course ground works at Swifts will commence in the coming weeks.
- At Bitts Park four full size tennis courts and 4 mini courts are open to the public and for coaching sessions.
- Clearance work for rubble and debris on the football pitches at the Sheepmount has been scheduled, with contractors undertaking some works and 'Give a Day' volunteers undertaking further work. A drainage inspection on all pitches is schedule for early June and plans are also being developed for an interim clean-up of changing rooms. We are hopeful of having the majority of pitches available for the new season along with interim changing provision. We are also working with local athletics clubs, GLL and 'Give a Day' volunteers to delivery a clean-up of the track and temporary and limited opening of athletics facilities for training purposes. In the meantime the improved athletics facilities have opened at Caldew School via funding from Sport England and the loan of a portable track from England Athletics.

## **2.7 Arts activity (Old Fire Station)**

The City Council's Procurement Panel has approved the appointment of Thomas Armstrong to undertake reinstatement of the Old Fire Station (Thomas Armstrong were still under contract and completing works when the floods hit).

Due to the prior relationship with Thomas Armstrong recovery of the Old Fire Station is running ahead of the other assets. The content of the works of reinstatement have been agreed with the Insurer's Loss Adjuster, and a contract for

the work awarded to Thomas Armstrong (the original scheme contractor), who will be making a start on site 13 June 2016. The construction period is estimated at 16 weeks.

## **2.8 Parks and open spaces**

As in the paragraphs above the impact of the flood on our key parks and green infrastructure has been severe.

Bitts Park play area was badly damaged by flood water in December 2015 and is currently still closed to the public.

The flood water penetrated the electronic and mechanical components of the splash zone and lifted the safety surfacing across the site. The safety of children using the site is paramount and we had no option but to take steps to remove damaged equipment, this work is ongoing.

We have ordered (26.05.16) new equipment for an exciting new central play zone and we will be replacing the water play feature. A full reinstatement programme is currently being developed and will be communicated as soon as it is available.

Bitts Park's grounds are still open and the paths and open spaces are still accessible.

Urban Adventure is back up and running and the tennis courts are open to the public too. Bitts Park will also host Cancer Research's Pretty Muddy event on Saturday 9 July and Race for Life on Sunday 10 July.

## **2.9 Community Centres**

Botcherby Community Centre was severely damaged by flood waters and remains closed for the moment. The Community Centre is currently sharing accommodation and delivering services from Petteril Bank Community Centre. The reinstatement of this site features prominently in the assets recover programme highlighted in the paragraphs above.

Downagate Community Centre Committee have also drafted plans for redevelopment of the centre. They have held a public meeting to discuss these proposals and are now seeking funding to help them realise the new build project. They have requested an extension of the lease of land at the site (Carlisle City Council land) in order to facilitate grant applications. Discussions on this lease extension are underway between officers and representatives of Downagate.

## **3.0 RECOVERY PROGRAMME – FUTURE ACTIONS**

- 3.1 Further to the above update information, views are again requested from Scrutiny members on the future format and content of recovery programme updates.



As the programme develops it is clear that key areas such as costs of recovery, community issues, facility reinstatement will all be of interest to members however to avoid unnecessary work a guide to future areas of interest would assist officers to prepare a useful set of updates.

**Contact Officer:            Darren Crossley    PA Ext. 7003            Ext:    7003**

**Appendices  
attached to report:**

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

- None

**CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Deputy Chief Executive –**

**Economic Development –**

**Governance –**

**Local Environment –**

**Resources -**



# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.3**

Meeting Date: 9<sup>th</sup> June 2016  
Portfolio: Economy, Enterprise and Housing  
Key Decision: No  
Within Policy and Budget Framework YES  
Public / Private Public

Title: Homeless Accommodation Service Restructure (Supporting People)  
Report of: Director of Economic Development  
Report Number: ED.24/16

## Purpose / Summary:

To brief members of Community Overview and Scrutiny Panel on the local changes to Supporting People contracting; outlining how issues identified are being addressed.

## Recommendations:

Members are asked to note the amended structure / ways of working within Carlisle City Council s Homeless Accommodation service following the end of the Supporting People contract on 31.03.16; and acceptance of a grant from Supporting People on 7<sup>th</sup> April 2016.

## Tracking

Executive:	4 <sup>th</sup> April 2016
Overview and Scrutiny:	
Council:	

## **1. BACKGROUND**

- 1.1** Up until 31.03.16, Carlisle City Council Homeless Accommodation Services was a commissioned provider of Supporting People funded Housing Related Support for women and families experiencing homelessness; with a contract value of £126,000.
- 1.2** The County Council at its Cabinet meeting on 24 September approved a 25% reduction to the current county wide budget of £2.36m PA to £1.76m PA for Housing Related Support linked to Supported Temporary Accommodation effective from 1<sup>st</sup> April 2016. Carlisle was allocated 20% of the county wide budget resulting in a reduction of 85 units for people experiencing homelessness; and a reduction of 10 units for young people across Carlisle and Eden.
- 1.3** Consideration was given whether to retender, however due to changes in re-contracting terms (from block contracting to spot purchasing); the potential high risks posed as a result including TUPE; and the limited availability of local provision, it was decided not to do so.
- 1.4** Following this decision, the service restructured to ensure that the City Council continues to meet its statutory obligations, anticipating increased demand in relation to Homelessness; at a minimal cost to the council.
- 1.5** Following the end of the County Councils procurement process, the County Council approached the City Council with the offer of a grant to deliver support services in line with the allocated budget for Carlisle to meet the shortfall in provision (as outlined in 1.8 below).
- 1.6** An addendum report was presented to Executive on 4<sup>th</sup> April 2016 in addition to ED 15/16 which concerned releasing funding allocated within the budget report to support the implementation and delivery of the Homeless Accommodation staffing structure from 1<sup>st</sup> May 2016; following the end of the Supporting People contract on 31<sup>st</sup> March 2016.
- 1.7** The addendum concerned the agreement of the formal offer of an annual grant of £75,712 from the County Council (available for four years) to be utilised to increase staffing in line with the support and grant requirements.
- 1.8** The aim of the grant allocation is to support households who are homeless or at serious risk of homelessness in Carlisle and district; to access appropriate housing related support linked to accommodation which equates to:

- 4 households linked to generic placements
- 4 households linked to young person's placements
- 5 households linked to domestic violence placements

**1.9** Carlisle City Council Homeless Hostel Services have 50 units of accommodation within its emergency homeless accommodation portfolio, and currently support a range of households with differing needs including those identified above.

**1.10** John Street temporary accommodation for single men remains closed temporarily pending reinstatement as a result of flooding in December 2015. Males experiencing homelessness who the City Council has a statutory responsibility to accommodate are residing within dispersed units within the temporary accommodation portfolio. Additional units are currently being sourced to increase capacity and minimise risks.

#### **Update from Louise Elsworth-Barnes**

#### **Cumbria Advice and Support Team Leader – Cumbria County Council**

**1.11** The County Councils current Short Term Accommodation Support service is designed to meet a range of housing support needs presented by young people and adults across the county. Having conducted a thorough review of Short Term Accommodation Services, Cumbria County Council concluded that there remains a need for continued provision, especially in relation to the Care Act 2014. The Act places key duties on the County Council to prevent or postpone the need for support, while focusing on the promotion of wellbeing.

**1.12** In response to the Care Act 2014, Service Specifications and contracting terms have changed to reflect an increased emphasis on:

- Equitably and flexibly allocating support for Service User types across the County
- Maintaining a joined up multi-agency approach to supporting Service Users once they enter Short Term Accommodation
- Service Users completing a pathway to independent living
- Staff work hours flexibly meeting the support needs of Service Users
- Service Users having 'personalised support plans that are actively monitored, holistic in approach and focus on the achievement of outcomes
- Service Users being supported to successfully maintain a tenancy after leaving Short Term Accommodation

- 1.13** Contracted providers will provide quarterly data on outcomes achieved; districts who have been awarded grant money will provide 6 monthly data. All contracts will be managed through the County Councils contract management process.
- 1.14** Cumbria County Council will continue to facilitate a Supporting People officers group; where the review of the contracted Supported Temporary Accommodation will be discussed as an agenda item and outcome/activity reports will be produced which can be shared with members of Community Overview and Scrutiny in future.
- 1.15** Referral panel meetings are currently being established to ensure that limited resources are used efficiently; a district officer will sit on the panel.
- 1.16** Table 1 below profiles the current providers and number of current Supporting People funded units in Carlisle:

Client Group	Terms	Service Provider	No of units (funded by Cumbria County Council)
Generic	Contracted	Turning Point	20 units
	Contracted	Imagine Independence	13 units
	Grant Agreement	Carlisle City Council	4 units
Young People (aged 16-25)	Contracted	Impact HA	15 units
	Grant	Carlisle City Council	4 units
Domestic Violence	Grant	Carlisle City Council	5 units

## **2. PROPOSALS**

- 2.1** The Supporting People grant funding will 100% fund 2 x FTE additional staff on fixed term contracts from 2016 – 2020; to provide housing related support services in line with the grant requirements.

- 2.2** The grant funding will also be utilised to cover a management contribution and an exit strategy.

### **3. CONSULTATION**

- 3.1** Staff directly affected and the wider teams within Homeless, Prevention and Accommodation Services have been consulted on all aspects of the restructure changes and implementation; including the additional posts funded by the Supporting People Grant.

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

- 4.1** Members are asked to note the amended structure / ways of working within the Homeless Accommodation service following the end of the Supporting People contract on 31.03.16; and acceptance of a grant from Supporting People on 7<sup>th</sup> April 2016.

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

- 5.1** Meeting Carlisle's Housing Needs

**Contact Officer:** Tammie Rhodes

**Ext:** 7217

**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





# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.4**

Meeting Date: 9th June 2016  
Portfolio: Environment and Transport  
Key Decision: Yes: Recorded in the Notice Ref:KD05/16  
Within Policy and  
Budget Framework YES  
Public / Private Public

Title: FOOD LAW ENFORCEMENT SERVICE PLAN  
Report of: The Deputy Chief Executive  
Report Number: LE09/16

## Purpose / Summary:

The Food Law Enforcement Plan sets out how the Environmental Health Service will deploy its resources in 2016 to 2017 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It seeks to target intervention to tackle local issues whilst ensuring Carlisle City Council achieves its national statutory responsibilities.

## Recommendations:

That the Panel:

- i. Consider the key actions of the Food Law Enforcement Service Plan
- ii. Refer the Service Plan back to the Executive with any recommended alterations.

## Tracking

Executive:	6 <sup>th</sup> June 2016 & 4 <sup>th</sup> July 2016
Overview and Scrutiny:	9 <sup>th</sup> June 2016
Council:	19 <sup>th</sup> July 2016

## Report to Executive

Agenda  
Item:

Meeting Date: 6<sup>th</sup> June 2016  
Portfolio: Environment and Transport  
Key Decision: Yes: KD.05/16  
Within Policy and Budget Framework YES  
Public / Private Public

Title: FOOD LAW ENFORCEMENT SERVICE PLAN  
Report of: The Deputy Chief Executive  
Report Number: LE 08/16

### Purpose / Summary:

The Food Law Enforcement Plan sets out how the Environmental Health Service will deploy its resources in 2016 to 2017 to improve hygiene standards, prevent food borne diseases and help people live healthier lives. It seeks to target intervention to tackle local issues whilst ensuring Carlisle City Council achieves its national statutory responsibilities.

### Recommendations:

That the Executive:

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

### Tracking

Executive:	6 <sup>th</sup> June 2016 & 4 <sup>th</sup> July 2016
Overview and Scrutiny:	9 <sup>th</sup> June 2016
Council:	19 <sup>th</sup> July 2016

## **1. BACKGROUND**

- 1.1 Standards of hygiene when eating out was the main concern for members of the public who took part in the December 2015 Food Standards Agency's (FSA) Biannual Public Attitudes Tracker Survey. Other concerns from the survey include food poisoning, food hygiene in the home, levels of sugar and salt in food and the amount of food waste. The City Council through its Environmental Health Service plays a significant role in protecting the public by its food inspections and infectious disease investigations.
- 1.2 In improving food standards the Environmental Health Service is contributing to ensuring a safe, healthy and sustainable food chain for the benefit of consumers. Service plans are an important part of the process to ensure that national priorities and standards are addressed and delivered locally. Service plans help local authorities to:
- follow the principles of good regulation;
  - focus on key delivery issues and outcomes;
  - provide an essential link with corporate and financial planning;
  - set objectives for the future, and identify major issues that cross service boundaries;
  - provide a means of managing performance and making performance comparisons;
  - Provide information on an authority's service delivery to stakeholders, including businesses and consumers.
- 1.3 The "Framework Agreement on Official Feed and Food Controls by Local Authorities" (2010) sets out what the Food Standard Agency expects from Carlisle City Council in delivering official controls on feed and food law. To help to ensure local transparency and accountability, and to show the Service's contribution to the authority's Carlisle Plan, the Framework Agreement recommends that food service plans are approved at the relevant level established for that local authority. The Food Law Enforcement Service Plan is in Carlisle City Council's Policy Framework in Article 4 of the Constitution.
- 1.4 The Plan covers the period 1st April 2016 to the 31st March 2017 and includes targeted educational and promotional work under taken by the section along with the required food premise inspections.
- 1.5 The Food Law Codes of Practice (2015), issued by the FSA, details how local authorities deliver their enforcement duties but allows local authorities flexibility over

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

- 1.6 In 2014 the Food Standards Agency's (FSA) published its strategy for 2015-2020. Within the strategy the FSA identified its strategic goal as "Food We Can Trust", and claims that there will need to be a fundamental redesign of its regulatory role and the way in which regulation of food businesses is delivered. The FSA recognises that they cannot achieve their strategic goals in isolation and acknowledge the importance local government officers play in ensuring food safety. This authority will be mindful of any regulatory and code of practice changes proposed by the FSA during the forthcoming year and where necessary, adjust our planned priorities accordingly.

## **2. PROPOSALS**

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

## **3. CONSULTATION**

- 3.1 Consultation to Date. - The Plan has been drafted in consultation with officers in the Environmental Health Service.
- 3.2 Consultation proposed. - The Plan is to be considered by the Community Overview and Scrutiny Committee on the 9<sup>th</sup> June 2016.

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

- 4.1 The recommended key actions have been identified following consultation and reflect the resources available to the Environmental Health Service in the financial year 2016 to 2017.

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

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

- Deliver an improved service to existing and new businesses in the District – joining up our statutory and advisory support functions. The Food Safety

Service provides free and impartial advice on both legal and technical matters relevant to the trade. A key requirement of the Regulators Code is to use the regulators unique contact with local businesses as a means of ensuring growth as well as compliance.

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

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

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

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

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

**Appendices                    Appendix 1 – Food Law Enforcement Service Plan 2016 to**  
**attached to report:        2017**

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

- None

**CORPORATE IMPLICATIONS/RISKS:**

**Chief Executive's -**

**Deputy Chief Executive –**

## **Economic Development –**

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

## **Local Environment –**

**Resources** – The costs of implementing and monitoring this Food Law Enforcement Service Plan can be met from within existing base budgets under the control of the Local Environment Directorate in 2016/17.

## **FOOD LAW ENFORCEMENT SERVICE PLAN 2016 - 2017**

**Carlisle City Council**

Environmental Health and Housing Service

**Local Environment**

## 1. Introduction

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

## 2. Service aims and objectives

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

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

### 2.1 Links to Corporate Priorities and Plans

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

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

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

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

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



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

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

## **2.2 Links to Other Strategies**

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

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

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

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

### **3 Background**

#### **3.1 Organisational structure**

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

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

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

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

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

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

The City Council's food safety service is delivered from the 5<sup>th</sup> Floor of the Civic Centre, Rickergate, Carlisle Tel 01228 817559  
Email: [environmentalhealth@carlisle.gov.uk](mailto:environmentalhealth@carlisle.gov.uk).

As of 1<sup>st</sup> April 2016 a total of **1152** food premises are subject to programmed food hygiene interventions as per the table below:

Type of Premises	Number
Distributors/Transporters	14
Manufacturers & Packers	51
Producers	16
Retailers	227
Restaurants and other caterers (H)	844
<b>Total</b>	<b>1152</b>

The City Council also has 7 “approved” processes subject to Regulation 853/2004.

Ref no	Name	Product	App Number
66460	Nestle	Dairy - Milk powder/cream	VK302
66469	Esk	Dairy - Milk/cream	VK010
66442	Cavaghan and & Gray (Eastern Way)	Meat / Fish / Dairy / Egg	VK001
66444	Cavaghan and & Gray (Riverbank)	Fish / Dairy / Egg	VK011
66576	Bells Fishmongers	Fish	VK007
66457	Calder Foods	Meat Products / Fish / Dairy	VK004
66439	Pioneer Food	Meat Products	VK005

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

Category	Intervention Type	Frequency	Number of premises
A	Full & Partial Inspection / Audit	6 months	1
B	Full & Partial Inspection / Audit	12 months	49
C	Full & Partial Inspection / Audit / Other Official control - Broadly compliant premises	18 months	189
D	Inspection / Audit / Other Official Control (e.g. surveillance, verification, sampling)	24 months	422
E	Inspection / alternative enforcement strategy	36 months	413
UNRATED	Awaiting inspection		22
OUTSIDE	Outside inspection programme		60
<b>Total</b>			<b>1152</b>

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

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

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

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

In addition to businesses that form part of the programme, the local authority annually inspected approximately 45 new food businesses.

In 2015 -16 the local authority dealt with a range of incidents and enquiries. These are set out in the following table.

Type of Incident / Action	Number
Premises hygiene complaints / Food Complaints	118
FSA Food Alerts (inc Product Recall)	75
FSA Food alerts for action by LA	4
FSA Allergy Alerts	97
Training requests	1
Requests for food advice	53
Infectious disease cases	188
Food and environmental food sampling	147

Summary of non-programmed food hygiene related visits made 2015/16

Type of visit:	Number
Food Hygiene Complaint Visits	73
Food Hygiene Revisits following inspection	98
Food Hygiene Rating Scheme (FHRS) Re-score Visits	4
Food Sampling Visits	106
Food Advisory Visits	29
Food Hygiene Other Visits	45
Total	335

## 4 Service Delivery

### 4.1 Food interventions

In the financial year 2016-2017, targetted inspections/interventions are due to be carried out at 458 premises. The target for each category is detailed on page 14.

Risk Category	No of targetted premises	Carried over from 2015/16
A	1	0
B	49	0
C	122	4
D	175	8
E*	92	170
Unrated	19	-
TOTAL	458	182

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

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

\* Category E premises are defined in the Food Law Code of Practice as low risk food establishments and allows local authorities to adopt an alternative enforcement strategy to ensure resources are prioritised accordingly towards higher risk premises. Local authorities must ensure low-risk premises are subject to an alternative enforcement intervention every 3 years. The current strategy adopted by this authority alternates a visit with an enforcement questionnaire every 3 years. It is the intention of the Food and Public Protection team to review the current strategy during 2016-2017 to establish whether the adopted strategy:

- is an effective use of resource;
- adequately safeguards consumers;
- provides sufficient information to enable officers assess legislative compliance and determine whether further intervention is necessary; and
- adequately supports businesses in the provision of current advice & information.

Revisits following an inspection will be undertaken by officers when deemed necessary or in response to a requested revisit or appeal under the Food Hygiene Rating Scheme (FHRS). A total of 102 revisits were undertaken in 2015/16 of which 4 were requested revisits under the FHRS.

During the course of delivering the food safety service, officers may need to resort to formal action in some circumstances. During 2015/16 officers issued:

- **209 written warnings for food hygiene contraventions**
- **4 Hygiene Improvement Notices**
- **1 Remedial Action Notice**
- **1 Detention Notice**
- **1 Voluntary Closure of Food Premises**
- **2 Voluntary Surrender of Food**

## **4.2 Enforcement policy**

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

## **4.3 Food complaints**

The investigation of customer's complaints regarding food safety is an important area of work for the team. The local authority has a response target of 5 days for such complaints, however more serious complaints/allegations will be visited on the day of receipt where possible. In 2015/16 the local authority dealt with 118 food hygiene related complaints.

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

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

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

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

## **4.5 Advice to business**

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

## **4.6 Food inspection and sampling**

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

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

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

In 2015/16 the Food and Public Protection Team took **147** food samples, **116** of which were reported as satisfactory, **20** unsatisfactory and **11** borderline. Where necessary visits are made to those premises to identify reasons why the food samples will have been unsatisfactory or borderline and repeat sampling is undertaken. If necessary, results will be notified to other local authorities.

When necessary, food complaint samples are sent to the Public Analyst at Lancashire County Scientific Services, Pedders Way, Ashton-on-Ribble, Preston PR2 2TX for non-microbiological food analysis. The analysis includes testing for food composition and contamination. No samples were submitted for analysis for the period 2015/16.

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

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

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

The table below summarises the number of cases notified to Carlisle City Council in 2015/16.

<b>Disease</b>	<b>Number</b>
Campylobacter	108
Salmonella	11
Norovirus / Viral	11*
Shigella Dysentery	1
E. coli 0157	2
Other E.coli	1
Cryptosporidium	27
Giardia lamblia	3
Giardia duodenalis	21
Listeria monocytogenes	3

\*number of outbreaks e.g. residential homes

There were no confirmed food poisoning outbreaks during 2015/16; however officers of the Food & Public Protection Team investigated a number of norovirus/viral outbreaks associated with residential care settings.

## **4.8 Food safety incidents**

Food alerts are issued by the Food Standards Agency to relate information on national food issues to local authorities, the majority being for information only. Food alerts for action require officers to undertake a wide variety of courses of action dependent upon the issue at hand. In 2015/16 a total of 75 Food Alerts were received by the authority, of which 4 required action by the Food & Public Protection Team.

## **4.9 Liaison with other organisations**

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

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

## **4.10 Food safety and promotions**

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

- Local Healthy Options Award – launched January 2015
- Safer Food Better Business workshops
- Food Safety Week – date to be confirmed by FSA
- Attendance at local events

## **5.0 Resources**

### **5.1 Staffing resource**

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

<b>Officer Post</b>	<b>FTE</b>
Environmental Health & Housing Manager	0.2
Principal Health & Housing Officer	0.7
Environmental Health Officer	3.0



## **5.2 Officer development**

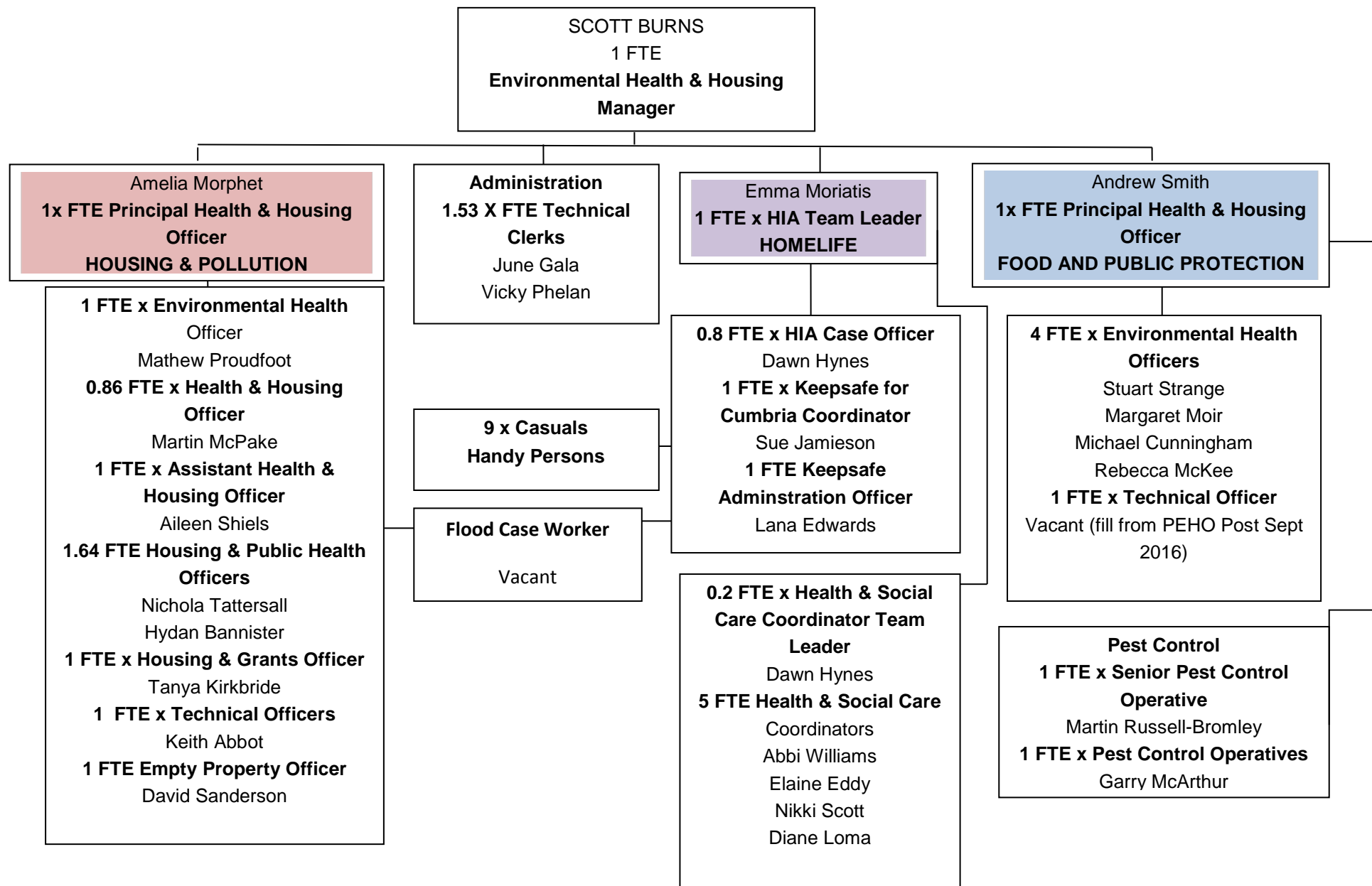
Carlisle City Council are committed to ensuring officers authorised to perform food safety enforcement functions receive relevant structured ongoing training to promote competency, ensure understanding of legislation and technological developments. As stipulated within the Food Law Code of Practice (England) April 2015, all authorised officers will receive a minimum of 10 hours training on food safety issues. All existing officers have obtained the Certificate of Registration of the Environmental Health Registration Board (EHRB) or the Diploma in Environmental Health award by the Royal Environmental Health Institute of Scotland (REHIS). A record of certificates of registration, qualifications and records of on-going training for authorised officers are stored and maintained by the department. The Principal Health & Housing Officer for Food & Public Protection team is required to monitor and report on compliance with our competency requirements. Any essential training needs identified will be provided either in-house or externally.

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

The Principal Health & Housing Officer (Food & Public Protection) and the Environmental Health & Housing Manager will monitor quality and performance on a monthly basis. Audit actions will be recorded on the department's database management system (FLARE – Civica App). The Cumbria Food Safety Technical Working Group will provide peer review for standardised food safety enforcement in the County.

# ENVIRONMENTAL HEALTH & HOUSING

Structure Chart 2016 / 2017



Outcome	Key Actions	2015/16 Performance	Target 2016/17	Progress
<ul style="list-style-type: none"> <li><b>Support Economic Growth</b></li> </ul>	Use the Department's face to face contact with Carlisle Businesses to promote business information.  (Priority)	<b>98%</b> of businesses inspected agree or strongly agree they were treated fairly.  <b>98%</b> of businesses inspected agree or strongly agree they the inspection was helpful.  (Data based on a 20% survey)  Assisted a FSB event in City Centre	85% target for the survey responses to fairness and helpfulness.  Develop initiatives with the FSB and the Cumbria Chamber of Commerce.  Promote and follow the Business Support Strategy.	.
	Improve communication between the County's Regulatory Services through working through Cumbria's Food Liaison Group and Public Protection Group.  (Priority)	Full representation at Cumbria Food Liaison Group & Public Protection Group Meetings.	Full representation and contribution at Food Liaison Group and Public Protection Group Meetings.	
	Review the Council's Web Site in relation to service provided by the Food & Public Protection Team to ensure information to	Food & Safety webpages reviewed and amended where	Food & Safety webpages to be monitored to ensure information is	

	<p>the public is relevant and accessible and facilitates e-government for accessing application forms etc and specifying service provision and charges where appropriate.</p> <p>(Priority)</p>	necessary.	accurate and reliable.	
	<p>Provide an informal out of hour's service for Food &amp; Health and Safety where circumstances necessitate.</p> <p>(Priority where circumstances require immediate action to protect public health)</p>	<p>Arrangements made for out of hours food hygiene inspections and special events (e.g. Markets, Festivals, etc.)</p>	<p>React to out of hours requests where circumstances necessitate.</p>	

<ul style="list-style-type: none"> <li>• <b>Sustainable Food Chain</b></li> <li>• <b>Healthier lives</b></li> </ul>	<p>Inspect food businesses at intervals in accordance with the Food Standard's Agencies Code of Practice and educate and enforce where necessary.</p> <p>(Priority)</p>	<p>Category A – 100%</p> <p>Category B – 100%</p> <p>Category C – 96%</p> <p>Category D – 97%</p> <p>Category E – 25% through the Alternative Enforcement Programme</p>	<p>Category A – 100%</p> <p>Category B – 100%</p> <p>Category C – 95%</p> <p>Category D – 95%</p> <p>Category E – 90% <b>through the Alternative Enforcement Programme</b></p> <p>Unrated (of those identified at the start of</p>	
---	---	---	--	--

		Unrated – 86%	the year) – 100%	
	To respond to all service requests within 5 working days  (Desirable)	94%	100%	
	Respond to consultations from Licensing and Planning within 28 days.  (Priority)	96%	100%	
	Continue to work with and promote the National Food Hygiene Rating System.  (Priority)	100% of all registered food businesses within the scope of the scheme are published on FHRS website and issued window sticker.  Continued compliance with the Food Standard Agencies brand standard agreement	Ensure continued compliance with the Food Standards Agency brand standard agreement.  100% of all registered food businesses within the scope of the scheme are issued a rating displayed on the FHRS website.	Check on: <ul style="list-style-type: none"><li>• <a href="https://food.gov.uk/ratings">food.gov.uk/ratings</a></li><li>• FHRS Web Data Tool</li></ul>
	To sample foodstuffs for microbiological safety in accordance with local and national need  Local sampling programme –	Participation in PHE coordinated surveys.  147 samples taken: <ul style="list-style-type: none"><li>• 116 satisfactory</li><li>• 20 unsatisfactory</li><li>• 11 borderline</li></ul>	Collect samples as requested by the Public Health England coordinated sampling programme and local priority samples as	

	<p>Priority</p> <p>Participation in National Surveys - Desirable</p>		<p>determined by risk.</p> <p>Continue with the ATP swabbing programme (measures surface cleanliness).</p>	
	<p>To actively take part in Cumbria Food Liaison Group (FLG) plan of work</p> <p>(Priority)</p>	<p>Representation at all FLG meetings</p> <p>Contributed to FLG work plan</p>	<p>Full Contribution and Attendance at meetings and development of Action Plan</p>	
	<p>Work with the Healthy Cities Steering Group and Carlisle Food Sub-group on actions in delivering the Healthy Cities Improvement Action Plan.</p> <p>(Desirable)</p> <p>Deliver of the Local Healthy Options Award.</p> <p>(Desirable)</p>	<p>Contributed to Health &amp; Wellbeing Day with a focus on nutrition.</p> <p>Attended event at University of Cumbria – hand hygiene awareness and promotion of the Food Hygiene Rating Scheme.</p> <p>5 x food establishments issued with the Award</p>	<p>Continued support of Healthy Cities Steering Group &amp; Healthy Communities Working Group. Participate in at least one coordinated campaign</p> <p>5 x food establishments to be issued with award.</p> <p>Promote award as part of routine food safety interventions</p>	
	<p>Undertake basic food hygiene training for hard to reach groups</p>		<p>Undertake basic food hygiene training for a</p>	

	(Desirable)		hard to reach group.	
	Identify all non-compliant businesses / 0-2 FHRS rated food businesses and take appropriate action to raise compliance level (to broadly compliant)  (Priority)	98% of all food businesses broadly compliant	Identify all non-compliant businesses / 0-2 FHRS rated food businesses.  98% of food businesses broadly compliant	
	Participate in “public health” related activity as requested by partners such as the County Council, Public Health England and the Food Standards Agency.  (Desirable)	Food Safety Week 2015 – issuing of press release  Christmas Food Safety press release  Attended event at University of Cumbria – hand hygiene awareness and promotion of Food Hygiene Rating Scheme	At least one campaign per year	
	Implement the revisions to the Food Law Code of Practice – (Issued April 2015)  (Priority)	FHRS procedures introduced.  Competency framework developed for authorised officers	Ensure the adopted competency framework completed for all authorised food officers.	

	<p>Implementation of the UK Food Surveillance System to improve the national reporting of sampling carried out by Carlisle City Council.</p> <p>(Desirable)</p>	<p>Key benefits and financial implications of implementing UKFSS.</p> <p>Funding available from FSA to adopt UKFSS.</p>	<p>Implement UKFSS.</p> <p>Application for FSA funding for UKFSS implementation.</p>	



# Report to Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.5**

Meeting Date: 09 June 2016  
Portfolio: Finance, Governance and Resources  
Key Decision: No  
Within Policy and Budget Framework YES  
Public / Private Public

Title: END OF YEAR PERFORMANCE REPORT 2015/16  
Report of: Policy and Communications Manager  
Report Number: PC 08/16

## Purpose / Summary:

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

Details of each service standard are in the table in Section 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. The updates against the actions in the Carlisle Plan follow on from the service standard information in Section 2. At the request of some Members at previous O&S Panels, Freedom of Information figures for the year have also been included as part of Section 1.

## Recommendations:

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

## Tracking

Executive:	04 July2016
Overview and Scrutiny:	Community – 09 June2016 Resources – 16 June 2016 Economy and Environment – 30 June 2016
Council:	<b>N/A</b>

## **1. BACKGROUND**

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

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

The report is slightly different from those of earlier in the year as it contains information against the new priorities / activities contained in the new Carlisle Plan 2015-18.

At the request of some Members at previous O&S Panels, Freedom of Information figures for the year have also been included as part of Section 1.

## **2. PROPOSALS**

**None**

## **3. CONSULTATION**

The report was reviewed by the Senior Management Team on 10 May 2016 and will be considered by the Overview and Scrutiny Panels on the following dates:

Community – 09 June 2016

Resources – 16 June 2016

Economy and Environment – 30 June 2016

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

The Panel are asked to comment on the End of Year Performance Report prior to it being submitted to Executive.

## 5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report

<b>Contact Officer:</b>	<b>Steven O’Keeffe</b>	<b>Ext:</b>	<b>7258</b>
	<b>Gary Oliver</b>		<b>7430</b>
	<b>Martin Daley</b>		<b>7508</b>

**Appendices**                      **None**  
**attached to report:**

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

- **None**

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

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

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

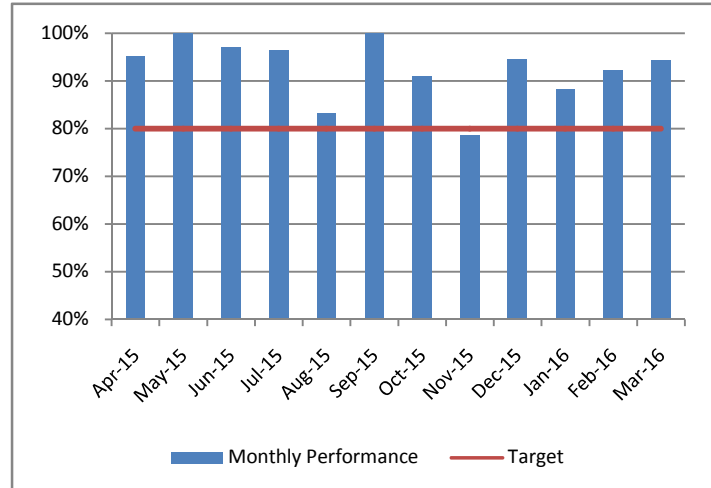
**Governance** – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

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

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

## SECTION 1: 2015/16 SERVICE STANDARDS

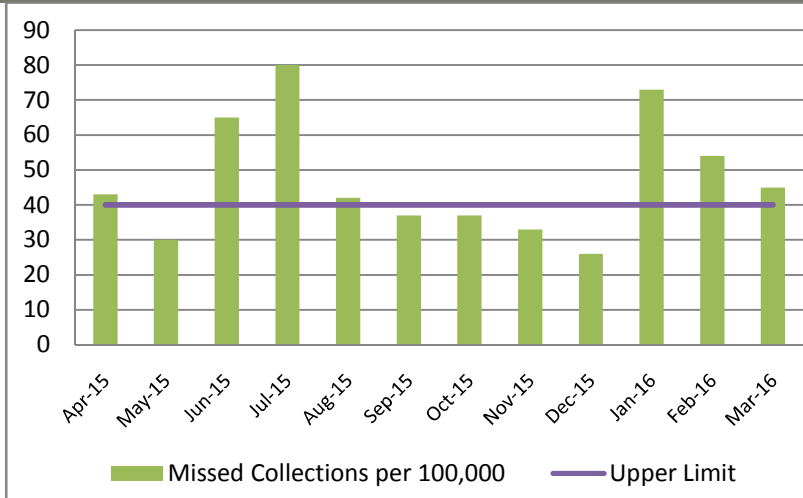
### Service Standard: Percentage of Household Planning Applications processed within eight weeks

Service Standard	Year End Figure	Performance by Month																										
80% (Nationally set target)	93.5% (2014/15: 89.8%)	 <table><caption>Monthly Performance Data (Estimated)</caption><thead><tr><th>Month</th><th>Monthly Performance (%)</th></tr></thead><tbody><tr><td>Apr-15</td><td>95%</td></tr><tr><td>May-15</td><td>100%</td></tr><tr><td>Jun-15</td><td>98%</td></tr><tr><td>Jul-15</td><td>97%</td></tr><tr><td>Aug-15</td><td>83%</td></tr><tr><td>Sep-15</td><td>100%</td></tr><tr><td>Oct-15</td><td>91%</td></tr><tr><td>Nov-15</td><td>78%</td></tr><tr><td>Dec-15</td><td>95%</td></tr><tr><td>Jan-16</td><td>88%</td></tr><tr><td>Feb-16</td><td>92%</td></tr><tr><td>Mar-16</td><td>95%</td></tr></tbody></table>	Month	Monthly Performance (%)	Apr-15	95%	May-15	100%	Jun-15	98%	Jul-15	97%	Aug-15	83%	Sep-15	100%	Oct-15	91%	Nov-15	78%	Dec-15	95%	Jan-16	88%	Feb-16	92%	Mar-16	95%
Month	Monthly Performance (%)																											
Apr-15	95%																											
May-15	100%																											
Jun-15	98%																											
Jul-15	97%																											
Aug-15	83%																											
Sep-15	100%																											
Oct-15	91%																											
Nov-15	78%																											
Dec-15	95%																											
Jan-16	88%																											
Feb-16	92%																											
Mar-16	95%																											

278 household planning applications were received during 2015/16. This compares with the following:

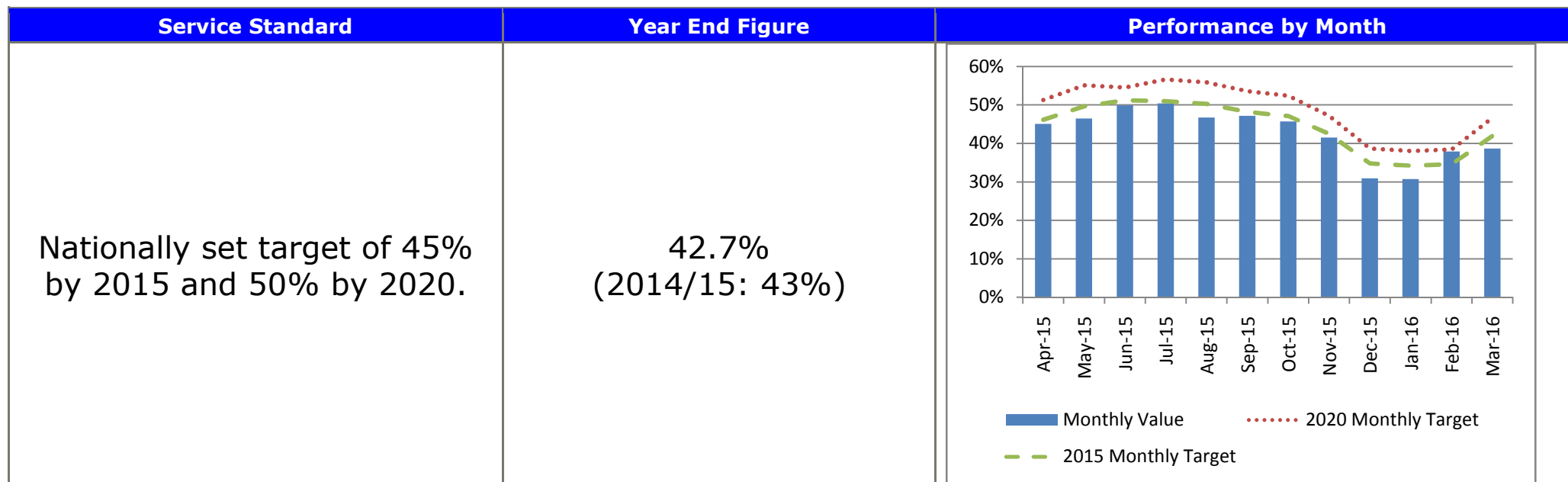
- 2014/15 = 235
- 2013/14 = 189

**Service Standard: Number of missed waste or recycling collections**

Service Standard	Year End Figure	Performance by Month																										
40 missed collections per 100,000 (Industry standard)	Average of 49 misses per 100,000 collections per month (2014/15: 36)	 <table><tr><th>Month</th><th>Missed Collections per 100,000</th></tr><tr><td>Apr-15</td><td>43</td></tr><tr><td>May-15</td><td>30</td></tr><tr><td>Jun-15</td><td>65</td></tr><tr><td>Jul-15</td><td>80</td></tr><tr><td>Aug-15</td><td>42</td></tr><tr><td>Sep-15</td><td>37</td></tr><tr><td>Oct-15</td><td>37</td></tr><tr><td>Nov-15</td><td>33</td></tr><tr><td>Dec-15</td><td>25</td></tr><tr><td>Jan-16</td><td>73</td></tr><tr><td>Feb-16</td><td>54</td></tr><tr><td>Mar-16</td><td>45</td></tr></table>	Month	Missed Collections per 100,000	Apr-15	43	May-15	30	Jun-15	65	Jul-15	80	Aug-15	42	Sep-15	37	Oct-15	37	Nov-15	33	Dec-15	25	Jan-16	73	Feb-16	54	Mar-16	45
Month	Missed Collections per 100,000																											
Apr-15	43																											
May-15	30																											
Jun-15	65																											
Jul-15	80																											
Aug-15	42																											
Sep-15	37																											
Oct-15	37																											
Nov-15	33																											
Dec-15	25																											
Jan-16	73																											
Feb-16	54																											
Mar-16	45																											

The council was scheduled to make 4,679,649 collections over the year. All of the crews also worked on special collections during the flood clear up period in January which contributed to a higher than normal number of missed collections.

## Service Standard: Percentage of household waste sent for recycling

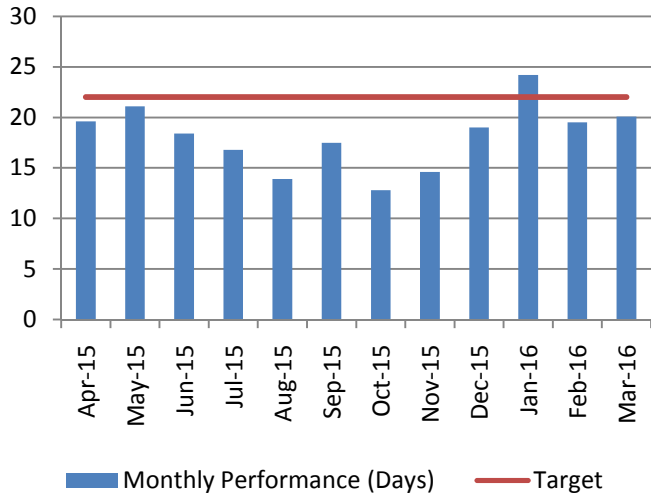


The graph shows the individual months and indicates what was required to achieve the national 2015 target of 45% as well as the 2020 target of 50%..

For context, the **estimated** results for other authorities who were affected by the flooding (at 19 May 2016):

- Allerdale 2015/16 = 37.2%
- Copeland 2015/16 = 32.6%

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

Service Standard	Year End Figure	Performance by Month																										
Average number of new claims should be processed within 22 days	18 days (2014/15 – 27.2 days)	 <table><caption>Monthly Performance Data (Days)</caption><thead><tr><th>Month</th><th>Monthly Performance (Days)</th></tr></thead><tbody><tr><td>Apr-15</td><td>19</td></tr><tr><td>May-15</td><td>21</td></tr><tr><td>Jun-15</td><td>18</td></tr><tr><td>Jul-15</td><td>17</td></tr><tr><td>Aug-15</td><td>14</td></tr><tr><td>Sep-15</td><td>17</td></tr><tr><td>Oct-15</td><td>13</td></tr><tr><td>Nov-15</td><td>14</td></tr><tr><td>Dec-15</td><td>19</td></tr><tr><td>Jan-16</td><td>24</td></tr><tr><td>Feb-16</td><td>19</td></tr><tr><td>Mar-16</td><td>20</td></tr></tbody></table> <p>Monthly Performance (Days) Target</p>	Month	Monthly Performance (Days)	Apr-15	19	May-15	21	Jun-15	18	Jul-15	17	Aug-15	14	Sep-15	17	Oct-15	13	Nov-15	14	Dec-15	19	Jan-16	24	Feb-16	19	Mar-16	20
Month	Monthly Performance (Days)																											
Apr-15	19																											
May-15	21																											
Jun-15	18																											
Jul-15	17																											
Aug-15	14																											
Sep-15	17																											
Oct-15	13																											
Nov-15	14																											
Dec-15	19																											
Jan-16	24																											
Feb-16	19																											
Mar-16	20																											

The blip in performance in January was as a direct result of the floods. Overall 2015/16 has seen a significant improvement in performance which now places the authority in the top two quartiles compared to other local authorities.

## Service Standard: Percentage of Corporate Complaints dealt with within timescale

Service Standard	Year End Figure	Total Number of CCs per Directorate
A full response issued to the customer within 15 days of receipt at each stage.	70% (2014/15 – 71%)	Local Environment – 39 Governance – 4 Economic Development – 12 Resources – 10 Chief & Deputy Chief Exec’s Team – 5

The 21 ‘late’ responses were spread across a number of directorates and teams. The policy and processes around Corporate Complaints are currently being reviewed by senior management. A presentation on complaints is scheduled for June’s Management Briefing followed by mandatory training for service managers in the summer.



## Freedom of Information Request Summary

Service Standard	Year End Figure	Total Requests 2015/16
20 working days to respond to requests under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004*	FoI - 91.4% EIR - 85.5%	FoI - 545 EIR - 62

\* unless the request is particularly voluminous and complex, where an additional 20 working days may be requested

The FoI requests and responses are all published on the City Council website: <http://www.carlisle.gov.uk/Council/Consultations-and-Open-Data/Freedom-of-Information>

## **Section 2: Carlisle Plan 2015-18 Summary**

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

### **Local Plan**

Major projects under this priority include the development of the Local Plan 2015-2030 which is an essential building block for future development, whether housing or business. The Local Plan is nearing completion following an independent examination in December and January and subsequent consultation which closed 25 April. Adoption is anticipated summer 2016.

The Local Plan is a key catalyst for growth; however work does not stop with its completion. Further activity to support growth and the economy will continue with:

- Carlisle South Master Plan
- Community Infrastructure Levy
- Supplementary Planning Documents

### **Durranhill**

Major improvement works to Durranhill Industrial Estate are well underway. The Cumbria LEP / HCA funded road and infrastructure improvements bring £2.25m of investment in the estate. This includes new road access which will open up land and enable the development of 26 new industrial units. Environmental enhancements have also resulted in the sale of sites bringing new business to the estate.

### **Enterprise Zone**

Following the successful bid and the Chancellor's announcement in November, the Carlisle Enterprise Zone was formally established on 1 April 2016. Having an Enterprise Zone shows that Carlisle is business friendly and up for growth. The aim is to attract new business to the area with a range of discounts and 100% enhanced capital allowance for plant and machinery. The Carlisle Enterprise Zone at Kingmoor Park offers 122ha ready for development and will potentially generate 2,590 jobs over its lifetime.

## **H & H**

In April 2015, the disposal of Rosehill car park was completed to H&H who propose to redevelop the site to incorporate a new retail unit for Pioneer, 20,000sq ft. of new industrial units and a 350 space car park. Approximately 50 FTEs will be created by the £3.5m investment in this project.

## **Carlisle Economic Partnership**

The City Council continues to work closely with public and private sector partners through the Carlisle Economic Partnership (CEP). The two key themes identified in their action plan are skills and infrastructure.

Understanding the opportunities arising from BEC and other major infrastructure projects in West Cumbria has been a driver behind the focus on skills. The CEP held Carlisle's first Skills Summit (*28 January 2016*) to discuss the challenges facing Carlisle and Cumbria in addressing skills gaps to meet the needs of local businesses as well as those required to deliver these major projects.

The focus for the next 12 months will be to further develop an Economic Action Plan and a Skills Strategy for Carlisle which fits with the Cumbria Strategy and supports key economic opportunities for growth such as the Enterprise Zone and Carlisle Airport.

## **Local Enterprise Partnership**

Engagement with Cumbria Local Enterprise Partnership (Cumbria LEP) and Centre of Nuclear Excellence (CoNE) continues to be vital in supporting the CEP key priorities for Carlisle of Infrastructure, Skills and Housing to help deliver growth.

**PRIORITY - Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents.**

### **Sports Activation Fund**

The flooding in December affected the City Council managed Community Sport Activation Fund (CSAF) programme for the last month of 2015 and the early period of 2016.

Further swimming sessions have commenced which are attracting variety of family members to engage on a weekly basis.

The boxing men's and women's sessions continue to be a great success. The boxing club we work with for this session have been instrumental in this a success. We have also complimented another funded programme through sport which is being delivered through a 'Health Bus'. As a result we have started a community session for those who have engaged and who requested physical activity as a real need.

6,799 participants have taken part in our projects over the last year.

We are in the last few months of the CSAF programmes. The funding from Sport England and Carlisle City Council finishes in June 2016. We are looking at how to make the key programmes and activities sustainable with the support of partners.

### **Tourism**

The Old Town Hall / TIC Phase 2 refurbishment was completed summer 2015. The upgrade of the existing Tourist Information Centre (TIC) provides improved access from street level to the first floor and improvements to the internal fabric of the building has provided the facilities to enable the TIC to act as the gateway to Carlisle's Historic and Cultural attractions. The TIC plays an important role in orientating visitors, providing information on key historic assets and the wider offer, showcasing Carlisle.

The overall aim of phase 2 was to increase interpretation and modernise the service to be more customer friendly and fit for purpose. Given the breadth of the customer base, consideration given to the range of media used to communicate the information and interpretation to the widest possible audience. There are two information points which customers can use to browse at their leisure for up-to-date information on local attractions. The three screens incorporated within the discovery wall provide an opportunity for advertising and displaying information on events

which are taking place in the city. The projector screens on the six windows provide a unique opportunity to promote what is “GREAT” about Carlisle after hours.

The Assembly Room has been sympathetically restored back to its former glory by exposing the original fireplace, extending the panels on the ceiling, improving the lightening and refurbishing the window bays. The room now is a beautiful light and airy space that adapts itself well to any event that is taking place.

### **Old Fire Station**

The Old Fire Station was flooded in December 2015 and remains closed. Initial clean up works are complete and it is anticipated the venue will reopen later in 2016. The majority of planned acts and shows have had to be cancelled but one act was successfully relocated to Harraby Community Centre.

### **Healthy City**

This year has seen a variety of work and projects advance with support of our communities. Headline activities include:

- A restructure and refocus of the Healthy City Steering Group:
  - New terms of reference have been written for the Healthy City Steering Group and with that a refresh of the current membership. We welcome newly appointed members from North Cumbria University Hospital Trust, Adult Social Care, Children’s Services, Cumbria Partnership Foundation Trust and the Local Area Committee.
  - A number of workshops have taken place to identify an evidence based approach to key programmes of work within the Carlisle District.
  - Partners have been involved in a Health Impact Assessment on the Carlisle Health Plan to ensure it addresses the Health needs of the Carlisle
- Walking:
  - The development of two, 6 month walking for health programmes, with referrals from a number of organisations within the district.
  - Walk leader training courses to build capacity in the community and secure more volunteers,
  - The development of a several “next step” Tuesday Trundle walking programmes throughout the year
  - Funding to explore the reprint of the Carlisle Doorstep Walk Packs.

- The development of a Mental Health Project and consultation with Young people in Carlisle
- Influencing the Carlisle Plan to include a sub Health policy/section – embedding the
- The development of a number of Food projects via Carlisle Food City, including Fair Meals Direct – delivering freshly made meals to our most vulnerable populations, Fair Food Carlisle – supplying local fresh food to businesses and organisations throughout Carlisle
- New Local Healthy Option Award signatories – promoting the use of local and healthy menus in our independent food businesses.
- The development of data and intelligence profiles for the Carlisle district and contribution to the Joint Strategic Needs Assessment.
- The scoping of priorities for the Carlisle district, focusing on an evidence based approach, including small grant funded projects (focusing on health city priorities) and a larger project on the workplace and worklessness agenda.
- The scoping of how the District Councils contribute to the Public Health agenda
- A community led Health Mela in Carlisle City Centre featuring several organisations with a health focus
- An international Health conference held in Carlisle – The World Health Innovation Summit
- Acceptance of Carlisle Healthy City projects at the Annual Business and Technical Conference in Finland, promoting the work and district at an international level.
- Funding to pilot a Health and Social Care Coordinators project
- A City Council Health and wellbeing day / programme of activities and training to improve wellbeing

### **The Carlisle Partnership**

The Carlisle Partnership continues to work with partners across public, private, voluntary and community sector, all of whom play an active role in supporting and developing projects and agendas across the city, as well as responding to challenges that the City face. We are grateful for the added value that each partner contributes to making this City greater and thankful for the positive contributions of partners during the floods.

The Partnership continues to focus on advancing the agendas of the 7 priority subgroups (Healthy City Steering Group, Carlisle Economic Partnership, Carlisle Housing Partnership, Community Safety Partnership, Carlisle Food City, Carlisle Youth Council and the Rural Support Group) to maximise outcomes for the Carlisle District.

**PRIORITY - Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle.**

Successes to date have included a significant improvement in the reduction in dog fouling visible on the streets. The launch of the “We are Watching You” campaign and the continued programme on education and enforcement delivered by the Neighbourhood Enforcement Team is targeted to continue this improvement. February 2016 saw the start of the pilot ‘Neat Streets’ initiative focussing on engaging with residents with the aim of cleaning up un-adopted back lanes where there was a history of fly-tipping, littering and dog fouling. The areas will continue to be monitored and enforcement action taken as necessary.

A different approach to street cleaning this year with street cleaning staff visiting the streets adjacent to every primary school in the urban areas each day before the school day starts to pick up any litter, clear any dog fouling and remove broken glass before children arrive in the morning. Should patterns of littering or dog fouling emerge then the timing will be reviewed to ensure that our services remain intelligence led backed up with enforcement and education.

The ‘Rethinking Waste’ project continues to be developed with the aim of introducing service improvements from April 2017. This includes the development of a potential new two year apprenticeship programme to create employment and training opportunities for young people as well as enhancing service provision.

The clean-up and recovery activity continued into this quarter following the December flooding and additional resources were brought in to maintain acceptable cleansing standards across Carlisle. This involved using additional mechanical road sweepers and additional staffing.

Some of the highlights from the Green Spaces Team include:

**Parks**

- Talkin Tarn – various on site improvements including refurbishment of the tearoom, new furniture for the cabin, repairs to the waterfront after winter storms, woodland and hedgerow management.



- Rickerby Park – repairing storm damage to the park ahead of the new grazing season – removing flood debris, repairing fence lines, replacing tree cradles, new planting.
- Woodland management -notably work undertaken in Heysham Park, Etterby, Durranhill and Kingmoor Nature Reserve – making these sites safer for visitors

## **Play Areas**

10 play areas improved with a combination of new equipment and/or safety surfacing under the Play Areas Review strategy:

- St James' park – see-saw & new climber
- Parkland Village – new rocker and surfacing
- Hammond's Pond – see-saw & roundabout
- Yewdale Park – springer
- Spider Park – wet pour repairs
- Briar Bank & Jubilee Road – redecoration of paintwork
- Irthing Park, Pasture Walk & Clarks Field play areas – wet pour repairs

## **Site Management:**

- Bitts Park improvements including installation of access control gates and bollards, resurfacing of events area, car park
- Melbourne Park car park improvements
- Resurfacing around St James' Park bowling green

## **Allotments:**

- Cleared Welsh Road as part of 'Give a Day to the City'
- Cleared Botcherby 3, 4 and 5
- Let approximately 20 unoccupied sites

## **Bereavement services:**

- A total of 1458 cremations carried out during the year 2015-16
- A total of 367 burials carried out during 2015-16 (includes cremated remains)
- Headstone safety checking and remedial action completed for Stanwix cemetery (approx. 550 individual memorials)

**PRIORITY - Address current and future housing needs to protect and improve residents' quality of life.**

The "Demonstration Project" approved by Executive on 24 August will deliver approximately 40 new affordable homes on a Council owned site at Beverley Rise, Harraby. Riverside have been awarded the tender to develop and manage the scheme, which will provide onsite development training opportunities for students from Carlisle College.

Executive approved the new Low Cost Home Ownership policy on 14 July for the 300+ properties on the Council's register. This gives a greater priority to households in the greatest need for particular property types.

Active Promotion of Carlisle to the Development Industry has been ongoing in partnership with the adjoining Districts and Cumbria Local Enterprise Partnership, to showcase Cumbria (including Carlisle) to house builders and other related investors.

The City Council continues to work in partnership with local Housing Association partners to address housing need.

These and other housing related projects will continue in the new priority.

In the financial year 2015/2016, Carlisle City Council delivered Disabled Adaptations to 78 households. Total spend for the year was £487,147.18 from an allocated spend of £777,764. The team delivering the disabled adaptations have seen a reduction year on year in the number of DFG referrals from Cumbria County Council since 2012. The exact reasons for this trend is unknown and goes against the grain given that we know the population of Cumbria and the Carlisle district are ageing. It maybe that the referrals have slowed down following the introduction of the Care Act or the ageing population are more affluent and therefore fail the means test to qualify for a grant.

The allocation to Carlisle under the Better Care Fund, is 1.4 million for the financial year 2016/2017. The team are currently working on ways to encourage take up of the grant.

**PRIORITY – Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential**

This is best demonstrated by the many projects and initiatives worked on across the district as part of the Carlisle Partnership and Carlisle Ambassadors.

Carlisle Ambassadors can be defined as, 'A proactive community of passionate individuals, businesses and organisations who participate in projects to raise the profile of Carlisle and make it a better place to live, work and visit.' The Ambassadors have influence and directly 'give a voice' to Carlisle locally, within Cumbria and further afield.'

Meetings are held quarterly and regularly attended by over 220 business people. To date over 130 organisations have become members who are keen to collaborate on projects and support each other to help grow and improve the Carlisle offer.

As well as some of the cross-over work carried out with the Carlisle Partnership and the Ambassadors, the City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP)(as mentioned above), the action plan from which sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs.,

Engagement with Cumbria Local Enterprise Partnership (Cumbria LEP) and Centre of Nuclear Excellence (CoNE) continues to be vital in supporting the CEP key priorities for Carlisle of Infrastructure, Skills and Housing to help deliver growth.



# Community Overview and Scrutiny Panel

Agenda  
Item:  
**A.6**

Meeting Date: 9 June 2016  
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 11/16

## Summary:

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

## Recommendations:

Members are asked to:

- Decide whether the items on the Notice of Key Executive Decisions should be included in the Panel's Work Programme for consideration.
- Note and/or amend the Panel's work programme

Contact Officer: Sarah Mason Ext: 7053

Appendices attached to report:

1. Community O&S Panel Work Programme 2016/17
2. Guidance on Scrutiny Agenda Planning

### **1. Notice of Key Executive Decisions**

The most recent Notices of Key Executive Decisions were published on 6 May 2016. These were circulated to all Members. The following items fall into the remit of this Panel:

**KD.05/16 Food Law Enforcement Service Plan 2016/17**– At Panel meeting 31 March 2016 Members did not request to consider this item.

A further Notice of Key Executive Decisions is due to be published on 3 June.

### **2. References from the Executive**

There are no references from the Executive 4 April 2016.

Any references from the Executive meeting of 6 June 2016 will be circulated separately as this is later than the publication date of this report.

### **3. Work Programme**

The Panel's current work programme is attached at **Appendix 1** for comment/amendment. The Panel needs to discuss and develop the work programme for 2016/17. Members of the Panels, Portfolio Holders and Senior Officers are asked to give some thought to issues which Scrutiny could add value to during the current Civic Year and should consider adding to their Work Programme. Guidance on Scrutiny Agenda Planning is attached at **Appendix 2** and Members are encouraged to use the prioritisation aid contained in the guidance to ensure that items placed on the work programme are those that scrutiny can add value to.

**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 WORK PROGRAMME 2016/17

Date last revised: 26 May 2016

Issue  Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
CURRENT MEETING – 9 June 2016															
Flood Update Report Darren Crossley							Update on flood recovery programme	✓							
Homeless Hostel Service Structure (Supporting People) Jane Meek								✓							
Performance Monitoring Reports Gary Oliver	✓						Reporting of performance relevant to remit of Panel	✓		✓		✓		✓	
TASK AND FINISH GROUPS															
Health Issues in Carlisle							Possible topic for Task and Finish group.								
FUTURE ITEMS															
CSP Strategic Assessment Gavin Capstick				✓			Presentation of the Strategic Assessment that informs that Partnership Plan. This will be April 2016.						April 2016		
Community Safety Partnership Gavin Capstick		✓					Scrutiny of the Partnership Plan. This will be May / June 2016.		✓						

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Date last revised: 26 May 2016

Issue  Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Leisure Facilities Development															
Citizens Advice Bureau and Law Centre															
Arts Centre Gavin Capstick	✓						Performance of the Arts Centre								
Budget setting 2017/18- 2021/22 Peter Mason		✓	✓				Consideration of service implications					✓			
Greenwich Leisure Ltd Gavin Capstick				✓			Annual Performance Report					✓			
Tullie House Business Plan Gavin Capstick				✓			Annual scrutiny of Tullie House Business Plan					✓			
Riverside Annual Report Jeremy Hewitson							Monitoring progress and developments of joint working. To include Impact and Two Castles Housing Associations.						✓		



# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Date last revised: 26 May 2016

Issue  Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget									
								9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17
Response to Welfare Reform Darren Crossley				✓			Overview of partnership working in response to the Welfare Reform agenda. To invite Board members from other organisations at next update (in 2016/17)							✓	
Customer Services Jill Gillespie	✓						Performance of the new web-site / coping with the flood / future of CRM and customer services (smarter services)								✓
Interagency Homelessness Strategy for Carlisle 2015-20				✓			Progress made in year one of the Interagency Homelessness Strategy for Carlisle 2015-20 in relation to the priority actions.		?						
Scrutiny Annual Report O&S Officer			✓		✓		Draft report for comment before Chairs Group								✓
COMPLETED ITEMS															
INFORMATION ONLY ITEMS															

# COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2016/17

Date last revised: 26 May 2016

Issue  Contact Officer	Type of Scrutiny						Comments/status	Meeting Dates								
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		9 Jun 16	21 Jul 16	1 Sep 16	13 Oct 16	24 Nov 16	12 Jan 17	16 Feb 17	6 Apr 17	
Details									Date Circulated							

# Overview and Scrutiny

## Guidance on Scrutiny Agenda Planning

# SCRUTINY AGENDA PLANNING

## INTRODUCTION

Scrutiny meetings should have manageable focused agendas which result in meaningful outcomes. It is better to do fewer things well than more things superficially. Whilst the responsibility for agenda planning lies with the Chair of the Panel, all Scrutiny Members can be involved in the process and this guidance is therefore provided to assist all Scrutiny Members in ensuring that items on a scrutiny meeting agenda are worthwhile and timely. Guidance is also provided for Chairs of Scrutiny Panels on their role and tips on making appropriate, realistic and clear resolutions.

## PRIORITISING OVER LONG AGENDAS

No item which simply provides information should appear on an Overview and Scrutiny agenda. If there is no substantive work for the Panel to do on that item then the information should be conveyed to Members in a suitable format outside of the Panel process. An acid test would be that any item where a report is likely to be noted, received or similarly dealt with without a substantive resolution from the Panel should not appear on the agenda at all.

An over arching criteria for including an item on the agenda is that the Panel must be able to **add value** or **make a difference** to the issue; if it cannot make a difference it should not waste valuable time and effort considering it.

Successful O&S Panels will wish to include issues that are forward looking in their nature and involve creative or highly innovative approaches. These criteria should also extend to the workshops, Task and Finish Groups and other participative approaches over traditional reports where appropriate.

The Chair is responsible for drawing up the agenda for each meeting in advance. Ideally the framework for the next meeting should be set at the end of the last meeting. In this way the Chair can make sure that all Members have an opportunity to contribute to the agenda and to the identification of guest speakers or witnesses.

If all Members contribute to the agenda beforehand, it will encourage them to have ownership of the meeting, and as a result will have a vested interest in getting through the agenda and achieving a positive outcome. Examples of positive outcomes might include:

- ✓ Reviewing a topic /service of public interest
- ✓ Getting general consensus concerning recommendations for the Executive
- ✓ Good debates which result in conclusions being drawn

Some issues will self-evidently be of high priority, for example, policy framework proposals and policy development sessions. Subject Reviews should be of high priority as they are both of the Panel's own choosing and also should be looking at issues which are topical. Other items would be

of low priority, for example, an officer report which does not highlight potential scrutiny opportunities or seek views on various points or present options for scrutiny's evaluation.

A prioritisation aid is included at the back of this guidance to assist Members in their agenda planning.

### TIPS ON FORMING O&S RESOLUTIONS

- Try to avoid a long 'summing up' at the end of each item – the minutes will provide a record of what Members said during discussion. A short summing up focussing on the resolutions to be made will be more useful and effective;
- A resolution should stem from the Panel's discussions;
- For the more straightforward items involving a formal report from an officer, use the officer's recommendations to develop the resolution;
- Be realistic – an O&S panel's resolutions should focus on achievable actions;
- Try and keep each resolution as short as possible – separate the decision out into several if it seems likely to become too long;
- Always think (a) who is this resolution/recommendation addressed to (b) what are we asking them to do (c) is the Panel expecting a response to the resolution. Make these things absolutely clear in the resolution.
- Language – the language used should reflect the panel's view – stronger words and emphasis should be used only when the Panel clearly feels strongly about an issue;

### KEY OBJECTIVES FOR CHAIRMEN

The Aims translate into the following which should be the key objectives for an O&S chairman to achieve best practise in meetings:-

- ✓ Manageable, focussed agendas
- ✓ Quality work with meaningful outcomes
- ✓ Do fewer things well rather than more things superficially
- ✓ Meetings approximately two hours long
- ✓ Agendas include a maximum of nine items in total
- ✓ No information items on agendas.
- ✓ Always a substantive resolution
- ✓ Promote equality and respect for all attendees

## GENERAL TIPS FOR O&S CHAIRMEN

- ✓ Promote fairness and equality – make sure that all Members get a chance to speak and try and involve all Members. And make sure that those before the Panel are treated with respect;
- ✓ Sometimes, it may be worth reminding the Panel why an item is before them and what they are expected to do with it. If the discussion then strays away from the topic concerned, be firm and bring it back to the matter at hand;
- ✓ The meeting is owned by you and the Panel. Officers and Members are there to assist the Panel, not to direct it;
- ✓ As a result of the agenda planning, you should have a good idea how much time should be given to each item. Use this information to keep the meeting moving along but don't be too rigid – sometimes the discussion and debate may have revealed new information and the Panel may need a little longer to come to a view.

## SCRUTINY AGENDA PRIORITISATION AID

