

# AGENDA

## Health & Wellbeing Scrutiny Panel

**Thursday, 27 August 2020 AT 10:00**

**This meeting will be a virtual meeting and therefore will not take place in a physical location.**

### **Members of the Health & Wellbeing Scrutiny Panel**

Councillor Paton (Chair), Councillors Dr Davison, Mrs Ellis-Williams, Mrs Finlayson (Vice-Chair), Mrs McKerrell, McNulty, Tarbitt, Miss Whalen.

Substitutes:

Alcroft, Atkinson, Bainbridge, Birks, Betton, Bomford, Mrs Bowman, Brown, Collier, Mrs Glendinning, Glover, Ms Patrick, Meller, Mitchelson, Morton, Robson, Rodgers, Miss Sherriff, Shepherd, Southward, Dr Tickner, and Tinnion.

### **PART A**

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

### **Register of Attendance and Declarations of Interest**

A roll call of persons in attendance will be taken and 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.

### **Apologies for Absence**

To receive apologies for absence and notification of substitutions

## **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 Meeting**

**7 - 16**

The Chair will move the minutes of the meeting held on 16 July 2020 as a correct record. The only part of the minutes that may be discussed is their accuracy.

(Copy minutes herewith).

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

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

### **A.2 GREENWICH LEISURE LTD UPDATE**

**17 -  
42**

Portfolio: Culture, Heritage and Leisure

Directorate: Community Services

Officer: Gary Oliver, Policy and Performance Officer

Report: CS.20/20 herewith

#### **Background:**

The Deputy Chief Executive to submit a report presenting Greenwich Leisure Limited's (GLL) annual performance and operations update on the Carlisle City Council Leisure Contract along with information on how GLL have adapted the facilities in response to the Covid-19 pandemic.

GLL's Partnership Manager will attend the Health and Wellbeing Panel to give a presentation on key points from this annual update.

**Why is this item on the agenda?**

Annual item agreed by Panel as part of Work Programme. This item will also provide an update on GLL's position and response with regard to Covid-19.

**What is the Panel being asked to do?**

The Panel are asked to scrutinise the update report and presentation provided by GLL.

**A.3 QUARTER 1 PERFORMANCE REPORT 2020/21****43 -  
60**

Portfolio: Finance, Governance and Resources

Directorate: Community Services

Officer: Gary Oliver, Policy and Performance Officer

Report: PC.20/20 herewith

**Background:**

The Policy and Communications Manager to submit the quarter 1 performance 2020/21 against current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Performance against the Panel's 2020/21 Key Performance Indicators are also included.

**Why is this item on the agenda?**

Quarterly performance monitoring report.

**What is the Panel being asked to do?**

Scrutinise the performance of the City Council with a view to seeking continuous improvement in how the Council delivers its priorities.

**A.4 ANNUAL EQUALITY REPORT 2019/20 AND ACTION PLAN****61 -  
102**

Portfolio: Communities, Health and Wellbeing

Directorate: Community Services

Officer: Steven O'Keeffe, Policy and Communications Manager

Report: PC.17/20 herewith

**Background:**

The Policy and Communications Manager to submit the Annual Equality Report for 2019/20 and the Equality Action Plan 2020.

**Why is this item on the agenda?**

Monitoring report.

**What is the Panel being asked to do?**

Consider and comment on the content of the Annual Equality Report and Equality Action Plan 2020.

**A.5 OVERVIEW REPORT**

**103 -  
108**

Portfolio:	Cross Cutting
Directorate:	Cross Cutting
Officer:	Rowan Jones, Overview and Scrutiny Officer
Report:	OS.17/20 herewith

**Background:**

To consider a report providing an overview of matters related to the work of the Health and Wellbeing Scrutiny Panel.

**Why is this item on the agenda?**

The Health and Wellbeing Scrutiny Panel operates within a Work Programme which is set for the 2020/21 municipal year. The Programme is reviewed at every meeting so that it can be adjusted to reflect the wishes of the Panel and take into account items relevant to this Panel in the latest Notice of Executive Key Decisions.

**What is the Panel being asked to do?**

- Note the items (within Panel remit) on the most recent Notice of Executive Key Decisions
- Discuss the Work Programme and prioritise as necessary

**PART B**

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

- NIL -

Enquiries, requests for reports, background papers etc to:

Jacqui Issatt, Committee Clerk - [jacqui.issatt@carlisle.gov.uk](mailto:jacqui.issatt@carlisle.gov.uk)



**HEALTH AND WELLBEING SCRUTINY PANEL**

**THURSDAY 16 JULY 2020 AT 10.00AM**

**PRESENT:** Councillor Paton (Chair), Councillors Mrs Atkinson, Mrs Birks (as substitute for Councillor McNulty, until 12.45pm), Dr. Davison (from 10.10am), Mrs Finlayson (until 12.43pm), Mrs McKerrell, Shepherd (as substitute for Councillor Tarbitt) and Miss Whalen.

**ALSO**

**PRESENT:** Councillor Ellis, Deputy Leader and Finance, Governance and Resources Portfolio Holder  
Councillor E Mallinson, Communities, Health and Wellbeing Portfolio Holder  
Councillor Nedved, Economy, Enterprise and Housing Portfolio Holder

**OFFICERS:** Deputy Chief Executive  
Policy and Communications Manager  
Partnership Manager  
Homelessness Prevention and Accommodation Manager  
Funding and Development Officer  
Homeless Services Manager  
Housing Development Officer  
Overview and Scrutiny Officer

**HWSP.29/20 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Tarbitt and McNulty

**HWSP.30/20 DECLARATIONS OF INTEREST**

There were no declarations of interest submitted.

**HWSP.31/20 PUBLIC AND PRESS**

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

**HWSP.32/20 MINUTES OF PREVIOUS MEETINGS**

**RESOLVED** – It was noted that Council, at its meeting on 14 July 2020, received and adopted the minutes of the meetings held on 20 February 2020 and 11 June 2020. The Chair would sign the minutes at the first practicable opportunity.

**HWSP.33/20 CALL IN OF DECISIONS**

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

**HWSP.34/20 RESPONDING TO THE COVID 19 PANDEMIC IN CARLISLE**

The Policy and Communications Manager provided an update on the overview of the Covid-19 pandemic initial response, stabilisation and steps towards recovery. (PC.15/20)

The Policy and Communications Manager reported that the Council had maintained business continuity for its critical services throughout the period, adjusting to continue essential needs

and meet the needs of the most vulnerable. The report detailed the activity that had been carried out by the Council, key work streams that would contribute towards Carlisle's recovery and renewal, partnership work and information on community recovery. In response to the Panel's request the report provided detailed information on the homelessness response and service recovery.

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

- The r-rating in Carlisle had risen, had the Cumbria Resilience Forum prepared plans for a second wave of the virus?

The Policy and Communications Manager noted that the increase in r-rate in Carlisle was of national interest due to the expectation that cases dropped at this stage. Work was being undertaken to understand the change and a control plan was in place for a small-scale outbreak. In addition, Environmental Health were active in the Track and Trace programme and the Cumberland Infirmary had prepared themselves by introducing special measures. He assured the Panel that the Partnership were using lessons learned from the outbreak to prepare for a second wave should it happen.

- The Panel had concerns regarding the number of Covid-19 related deaths in particular wards within the City and asked how the Council was supporting those areas and if any research would be carried out to investigate why the virus affected those areas.

The Communities, Health and Wellbeing Portfolio Holder assured the Panel that there was a plan in place should there be a second wave of the virus. Cumbria County Council, Public Health and all six District Councils were part of the Cumbria Public Health Alliance who were preparing plans and gathering data for analysis regarding the impact on specific areas.

A Member agreed that the information from the office of national statistics was alarming for specific wards and reminded the Panel that some of the wards had care homes in them and had a large number of vulnerable categories. However, work to investigate what could be done to support the areas was extremely important.

The Policy and Communications Manager agreed to feed the Panel's request for local data into the consultation for the Local Outbreak Control Plan.

- The Panel noted that the report did not include information on the impact of the virus and recovery process in relation to the climate crisis as it had requested at its previous meeting.
- Had the City Council been able to deal with the increase in domestic abuse cases and provide the necessary shelter and accommodation? Was there any support that Councillors could provide to support this service and how was there any comparison information available?

The Communities, Health and Wellbeing Portfolio Holder informed the Panel that domestic abuse was a priority for the Cumbria Safety Partnership, Cumbria County Council and all the District councils, adding that officers at the City Council worked extremely hard to deal with the increase of domestic abuse cases and were continuing to closely monitor the situation.

- A Member felt it would be useful to have a structure of the recovery and support groups, their roles and how they fed into each other.



The Communities, Health and Wellbeing Portfolio Holder responded that Cumbria Police had handed the emergency group over to Cumbria County Council and Public Health and there would be an amalgamation of the groups and reduction in the number moving forward. It remained key that joint working continued to take place across the County.

The Policy and Communications Manager added that there was a wider structure diagram which he would share with the Panel.

- What was the consultation period for the Local Outbreak Control Plan and who would feed into it?

The Policy and Communications Manager informed the Panel that the consultation period would end on 31 July 2020. Environmental Health has been instrumental in shaping the report due to its role in Track and Trace. The Partnership Manager added that the consultation document was available on the Cumbria County Council website and she would circulate details to Members.

- How much of the Track and Trace programme was being dealt with at a local level?

The Communities, Health and Wellbeing Portfolio Holder reported that Public Health were monitoring and following up cases in the Carlisle area.

- A Member commented that there was a real need for wider, longer term community resilience. There was a risk of an economic recession which communities would need to be resilient for as well as the longer-term impacts of the climate changes such as further flooding and food shortages.
- There had been an increase in the number of people presenting as homeless and an increase in the number of people who were unemployed. A Member sought reassurance that City Council staff dealing with vulnerable individuals and families were receiving the required support from the Council to cope with the increase in work and the ongoing issues that would arise as mortgage and rent breaks come to an end.
- A lot of individuals and families had insecurities and anxiety relating to the lack of financial support available, concerns regarding employment and homes and isolation. Had the developing mental health crisis been considered by the recovery groups and what work was being carried out to deal with it?
- There was a large range of community and voluntary groups and organisations that had provided support to communities and were under financial pressure. Was it possible to lobby government to ensure that organisations and councils received financial support to continue to provide vital services and ensure that residents had sufficient money to cover their basic needs?

The Finance, Governance and Resources Portfolio Holder reminded the Panel of the financial support which was available to residents from the City Council including the Council Tax Reduction Scheme and the Discretionary Rate Relief Scheme. He also highlighted the £23m in grants which the City Council had issued using central government funding. The City Council had been successful in protecting its finances to date, but work was needed to increase income through growth in the economy which in turn would provide employment.

- Members had concerns that a number of public houses and barbers in the city centre had not adhered to the social distancing rules and asked how the public could be made aware that the rules would be enforced, and action would be taken.

A Member of the Panel (Chair of the Regulatory Panel) had made the Police and Licensing officers aware of the issues in the town centre and they had responded immediately. The Police had no powers regarding queue management, it sat with premises managers to ensure the premises were Covid 19 secure. The City Council's Environmental Health Team had to ensure that premises were Covid 19 compliant and officers had been reiterating the message to premises owners. She added that many premises were following the regulations extremely well.

The Finance, Governance and Resources Portfolio Holder agreed that it was disappointing to see the lack of adherence to social distancing guidelines, however, each person had their own personal responsibility to follow guidelines and help reduce the spread of the virus.

The Homelessness Prevention and Accommodation Manager addressed the Panel in response to questions regarding domestic abuse, reassuring them that the number of domestic abuse cases had been fairly consistent in comparison to previous years, trend analysis throughout lockdown to date for Carlisle indicated a small increase which was now beginning to reduce. There had been significant concerns, moving into lockdown that those who needed support would not be able to access it and an increase in cases had been anticipated. The Homelessness Prevention and Accommodation Manager highlighted the range of organisations that worked hard to promote the support available and drew attention to social media campaigns that had been undertaken.

The Homelessness Prevention and Accommodation Manager reported that the emergency temporary provision for families that required crisis placement had been retained and specialist staff worked with families to try and prevent homelessness due to domestic abuse. In addition, the Council issued safety equipment to individuals and would continue to do so. She urged Members to encourage households or individuals who were having issues in their wards to contact the City Council at the earliest point possible.

The Homelessness Prevention and Accommodation Manager drew attention to the Domestic Abuse Bill which was being discussed in Parliament and the potential changes to district council's statutory responsibilities.

Referring to the potential increase in presentations of homelessness in the second wave of crisis due to economic impact, the Homelessness Prevention and Accommodation Manager reminded the Panel of the prevention work that the City Council already had in place, including regular discussions with registered landlords relating to pre-possession proceedings. It was vitally important that households that faced eviction or severe financial stress contacted the City Council as soon as possible to allow for prevention work to begin. In addition, the Benefits Advice Service had been open during the period to support those who had financial issues or required support in navigating the welfare system. In addition, Carlisle had a successful multi-agency Welfare Reform Board which focussed on welfare issues. The Board had consistently focussed as a collective on the safeguarding of vulnerable individuals.

- Was the men's homelessness accommodation open and were there enough resources available to protect staff and residents in the accommodation?

The Homelessness Prevention and Accommodation Manager responded that the key to effectively managing increased demands with limited available temporary accommodation for all

client groups was developing and maintaining a high level of throughput and move on options. The Council did not provide long term emergency accommodation as it was not good for individuals or households to live long term in emergency accommodation provision, even in the good standard of accommodation that the Council provided. The goal of temporary accommodation was to move people into independent living as quickly as possible. The Homelessness Team did not feel that the pressure on services had reduced since coming out of lockdown and there continued to be limited availability of accommodation particularly for those with additional challenges in relation to their support needs.

In terms of additional support for people during the pandemic, the City Council had purchased mobile telephones for people to maintain contact with relevant support agencies whilst face to face support was not available. Since the production of the report a resident in accommodation had tested positive for the virus, however, due to the procedures in place the person had minimal contact with others and the risks had been mitigated successfully. The main priority for the service was keeping staff and people safe.

- There had been an alarming amount of homelessness presentations during the pandemic, had this been a direct result of the pandemic or was this an ongoing issue?

The Homelessness Prevention and Accommodation Manager confirmed that the team had been exceptionally busy. The number of statutory presentations had reduced, however, there had been an increase in the requirement for rehousing and emergency accommodation. A number of those presentations would not have come to the Council under normal circumstances because alternative accommodation, such as family and friends' homes, would have been available to them.

- Had the Council been able to accommodate individuals leaving the armed forces or prison?

The Homelessness Prevention and Accommodation Manager reported that they had not had any requests from individuals leaving the armed forces, however, accommodation had been provided for a number of people released from prison. Due to the increased pressure on temporary accommodation those released from prison were able to apply for additional funding from the Ministry of Justice, the funding would then be used to source alternative accommodation. There had been some issues regarding the timing of the application and the funds being release, however, this had improved. There were also issues in finding suitable accommodation that was approved, met the requirements of the release terms and the needs of the individual.

The Partnership Manager commented that it had been an exceptional time for everyone involved in the pandemic and reminded the Panel that a considerable amount of people continued to work throughout the period providing council services and supporting the communities across Carlisle. She set out the structures that were in place in Carlisle, due to strong partnership working, for dealing with the impact of the virus and the recovery stage.

The Economy, Enterprise and Housing Portfolio Holder added his thanks to all Council officers and staff for their phenomenal work during the pandemic. The Homelessness Team had worked particularly hard in providing accommodation, not only to those who presented to them but also to those rough sleeping, ensuring everyone had a safe place to stay. It was now critically important to keep the economy moving, funding had been secured for improvements in the city centre and the Council worked hard to grow the city and provide employment. The Portfolio Holder added his dismay that social distancing measures were not being followed in the city.

RESOLVED – 1) That the Panel had considered and commented on the Covid-19 Pandemic in Carlisle report (PC.15/20).

2) The Panel thanked all City Council staff, partners, voluntary organisations and community groups for their ongoing and outstanding work in keeping the communities and residents of Carlisle safe.

3) That a further update on the response to the Covid-19 pandemic in Carlisle be submitted to the Panel in three months' time.

4) That the Policy and Communications Manager circulate a wider diagram of the support structures that were in place to the Panel.

5) That the Partnership Manager circulate the consultation information for the Local Outbreak Control Plan to the Panel.

### **HWSP.35/20 NEW CUMBRIA CHOICE ALLOCATIONS POLICY AND EQUITY IMPACT ASSESSMENT**

The Corporate Director of Governance and Regulatory Services introduced the final draft of the Cumbria Choice Based Lettings Allocations Policy review supported by the updated Equality Impact Assessment and a summary of the key changes from the previous policy (GD.27/20).

The Housing Development Officer reported that the updated Policy related to homelessness as well as allocations, approval of the updated Policy would ensure that there was greater clarity for households in Carlisle who were registered for social housing or who may register in the future. As it was a shared Allocations Policy, which had to be approved by thirteen partners, it was proposed that minor changes from the consultation process would be signed off by the Corporate Director of Governance and Regulatory Services in consultation with the Economy, Enterprise and Housing Portfolio Holder.

The Housing Development Officer highlighted the changes that had been made to the Policy (as set out at in appendix 3 of the report) and informed the Panel that some amendments and recommendations had been received after the publication of the report, and had been approved in principal by the Partnership. The amendments, which covered information governance, statutory guidance regarding armed forces personal and veterans and those who had a connection Northern Ireland, had been included in the draft Policy for consideration by the Executive on 20 July 2020 along with the minutes from this Panel.

The Homeless Services Manager reiterated that the new Policy would be compliant with all new and amended legislation including the Equality Act and would be a clearer Policy for both the customers and those implementing the Policy. He drew the Panel's attention to the Cumbria Choice Headline figures which demonstrated the effectiveness of the Allocations Policy and how successful the County wide approach had been.

The matter had been referred to the Panel by the Executive at their meeting on 22 June 2020 (Minute Excerpt EX.68/20 refers).

The Communities, Health and Wellbeing Portfolio Holder commented that the amended Policy was a vast improvement on an already excellent County wide document and she supported the reduction in bands and the inclusion of armed forces and veterans and those with Northern Ireland connections.

In considering the Allocations Policy Members raised the following comments and questions:

- The Finance, Governance and Resources Portfolio Holder asked for clarification with regard to the consideration of the Equality Act in applications and questioned how it would be possible for someone to not have a protected characteristic.

The Corporate Director of Governance and Regulatory Services responded that everybody had the benefit of the various legal protections and the policy catered for the possibility that an applicant may argue that they had a protected characteristic which was allegedly being infringed. This would need to be properly considered and responded to.

- The Panel welcomed the incorporation of the Equality Act into the Policy, however the inclusion of transgender in the Equality Impact Assessment was incorrect. The Equality Act guidelines were for gender reassignment only and the inclusion of transgender was in direct opposition to the protected characteristic of sex in particular to men and women. There had been no legislative change to include transgender as a protected characteristic and it was proposed that the word be removed from the document.
- A Member felt that it should be mandatory for applicants to complete all sections of the application to be eligible.
- There was a large number of people registered for Cumbria Choice, how many people were in each band and was there an appeals process for those who were not happy with their placement in the new bands?

The Homeless Services Manager responded that the reduction in the bands should provide greater clarity and transparency for customers and would not significantly change the banding they were in. If, however, applicants were not satisfied there was an appeals process that was managed by the appropriate housing association. There was support available for individuals who wanted to appeal from local authorities or from a number of charities.

- Given the demand for housing through Cumbria Choice, how many social housing properties were available in Cumbria?
- If an applicant to Cumbria Choice did not have a local connection could they only apply to band C or return to their local area?
- How did the changes to the Policy impact those applying to Cumbria Choice?
- Was the Policy prescriptive for applicants or was there some discretion for individual cases?

The Homeless Services Manager confirmed that the Policy was purposefully prescriptive for transparency. The previous Policy had been vague and ambiguous which had led to different interpretations across the County. Although the Policy was prescriptive local authorities' statutory duty for homelessness did take priority and matters such as the local connection would not be required in those cases.

- A Member was concerned that changing the Section 106 details in the Policy could cause issues in rural areas where there was a risk of losing social housing.

The Housing Development Officer advised that Section 106 agreements were legal agreements which would not be superseded by the Policy.

- The IT system which was used was outdated and difficult to use, the Panel asked that the new system should be simple, use plain English and be easy to access and to use. They also asked that consideration be given to having paper copies of the application available to those who could not access or use IT equipment. The Panel asked that a demonstration of the new system be given to the Panel at a future date.

The Homeless Services Manager agreed that the current system was no longer fit for purpose. The procurement of a new system would begin when the Policy was adopted and would be tailored to the requirements of the Policy. He agreed that a demonstration of the system could come to the Panel.

Referring to the paper applications he explained that the Partnership Board was moving to paperless applications, however, he agreed that not everyone could access IT equipment and he would raise the Panels concerns with the Partnership Board.

The Economy, Enterprise and Housing Portfolio Holder praised officers for their part in the production of the Policy. He highlighted the high level of housing delivery in the City and commented that the current and future offer looked promising.

REOLVED – 1) That the Panel have considered and commented on updated Cumbria Choice Allocations Policy and Equality Impact Assessment (GD.27/20).

2) That the Executive and the Partnership Board be asked to consider the following amendments and proposals:

- Clarification of the wording for protected characteristics on page 25 in the 'Qualification rules adopted under the Policy' section;
- Removal of the word 'transgender' in the Equality Impact Assessment;
- That paper applications for Cumbria Choice are still available for those who cannot access or use IT equipment.

3) That a demonstration of the new Cumbria Choice ICT system be given to the Panel following the procurement in 2021

## **HWSP.36/20      OVERVIEW REPORT**

The Overview and Scrutiny Officer presented report OS.14/20 providing an overview of matters relating to the work of the Health and Wellbeing Scrutiny Panel.

A Member commented that the climate and environment agenda should remain a top priority in the Panel's work programme. She asked that statistics detailing the impact of lockdown on emissions, recycling, cycling and walking be prepared as a baseline for the Council to move forward with the positive outcomes from the pandemic. She noted that the Local Environment (Climate Change) Strategy had not been included in the programme until January 2021 and she felt that this was not soon enough.

The Panel discussed the matter and agreed that the Climate Change Task and Finish Group needed time to prepare a draft Strategy which would then be scrutinised by the Panel and therefore January was the appropriate timing for the report. Regarding the work programme, the Panel felt that the scrutiny of the impact of the pandemic on the climate and the health and wellbeing of residents would be most appropriate in October when the Air Quality Monitoring report and Cycling Walking Infrastructure Plans would be scrutinised.

RESOLVED – 1) That the Overview Report incorporating the Work Programme and Key Decision items relevant to the Health and Wellbeing Scrutiny Panel be noted (OS.14/20);

2) That statistical information regarding the impact of the pandemic on the climate and the health and wellbeing of residents in Carlisle be submitted to the Panel's meeting on 8 October 2020.

[The meeting ended at 12.48pm]





# Health & Wellbeing Scrutiny Panel

Agenda  
Item:

**A.2**

Meeting Date: 27<sup>th</sup> August 2020  
Portfolio: Culture, Heritage and Leisure  
Key Decision: Not Applicable:  
Within Policy and  
Budget Framework No  
Public / Private Public

Title: GREENWICH LEISURE LTD UPDATE  
Report of: The Deputy Chief Executive  
Report Number: CS 20/20

## Purpose / Summary:

This report presents Greenwich Leisure Limited's (GLL) annual performance and operations update on the Carlisle City Council Leisure Contract.

The report attached at Appendix 1 covers January to December 2019– the second year of the Council's new leisure contract with GLL. The report also provides information on how GLL have adapted the facilities in response to the Covid-19 pandemic.

GLL's Partnership Manager will attend the Health and Wellbeing Panel to give a presentation (Appendix 2) on key points from this annual update.

## Recommendations:

The Panel are asked to scrutinise the update report and presentation provided by GLL.

## Tracking

Executive:	N/A
Scrutiny:	27 <sup>th</sup> August 2020
Council:	N/A

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

Develop and deliver the proposed new leisure contract to improve facilities at The Sands Centre in line with the City Sports Facilities Development Plan and enhance the leisure services across the city.

**Contact Officer:**            **Luke Leathers / Gary Oliver**                            **Ext:**    **7481 / 7430**

**Appendices**                    **Appendix 1 Partnership Report, Appendix 2 Presentation**  
**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:**

**LEGAL –**

**FINANCE –**

**EQUALITY –** This report raises no explicit issues relating to the Public Sector Equality Duty.

**INFORMATION GOVERNANCE –**

# CARLISLE CITY COUNCIL PARTNERSHIP REPORT

## CONTRACT BACKGROUND

The Contract between Carlisle City Council and Greenwich Leisure Limited commenced 1<sup>st</sup> December 2017 and operates until 30<sup>th</sup> November 2032 (15 years). The Contract includes the following facilities: Carlisle Pools, The Sands Centre, Bitts Park Tennis Centre and the Sheepmount Athletics Stadium.

As well as the City Council Contract, GLL has developed the leisure offering within Carlisle across a number of school partnerships and local Trusts. In 2004 CLL recommissioned Morton Pool and in 2005 CLL recommissioned Trinity Pool. Both of these centres also had gyms, thereby increasing this provision in the City. In 2016, as CLL transferred into GLL, we also began operating the new Harraby 3G Sports Campus, providing additional football provision in the City.

We meet with the Council officer team formally on a quarterly basis and regularly informally to discuss initiatives and joint solutions to problems.

## 2019 OVERVIEW

2019 has helped establish the core business following the 2015 floods with the Sheepmount now open for the full year and only Bitts Park not back to its fully operational position. The supplementary facilities at Bitts Park still require full reinstatement or alternative provision, but we have helped move the tennis coaching provision to other local providers to minimise the disruption in service.

### Headlines

- Overall Usage in 2019 reached 607,959 vs 456,877 in 2018. With number of visits per member showing the largest increase.
- Overall Event Usage in 2019 reached 126,035 vs 136,132 in 2018.
- The number of Events reached 190 vs 200 in 2018.
- Memberships reached 2,808 throughout the city. A decrease of 510 members year on year. 2,448 are members in City Council facilities which is reduction of 453 year on year.
- Swimming School reached 1,909 an increase of 17 on last year, of which 718 are based at Carlisle Pools.
- Jnr Course Programmes caters to 2,056 a decrease of 82 on last year, of which 865 take place at The Sands Centre and Carlisle Pools.
- Investment into new technical equipment and grounds equipment at The Sands Centre, Sheepmount Athletics Stadium.
- Our Schools Outreach Programme recorded over 48,800 pupil sessions within 31 schools in Carlisle and Allerdale. 22 of these schools are based within Carlisle.
- Partnership generating a surplus of £232k a substantial improvement from 2018.

## BETTER BUSINESS

The contracted performance over the four centres has produced a £232k surplus, which will provide a shared return for the Council and GLL.

A number of the centres make an expected deficit which is then covered by the management fee. These deficits include Bitts Park-£20k, Carlisle Pools -£383k, and Sheepmount -£179k, with the Sands Centre making a small surplus of £20k.

The largest deficit remains at Carlisle Pools. This is a cost heavy, aging centre with maintenance, operational and environmental difficulties. This deficit is forecast to be removed as part of the Sands Centre redevelopment through one site efficiencies, reduced maintenance costs and increased throughput.

The deficit at Sheepmount is mainly generated through the upkeep of grass pitches and associated machinery.

It has been a difficult year for the leisure arm of the Carlisle business with increased competition, aging facilities and unforeseen delays to the onset of the Sands project. However, much of this was planned and contingencies were in place to protect the leisure provision through our partnership with the City Council. The events provision at the Sands has also helped the improved financial performance after another successful year.

The key reasons for the current financial performance are:

- Reduced membership at The Sands Centre and Carlisle Pools.
- Delayed recovery of the Athletics throughput, post flood.
- Reduced grass pitch football leagues.
- Lack of development at Bitts Park (2 courts / 4 minis out of action / no staff base).
- Continued costs at Carlisle Pools.
- Excellent events performance.

	<b>Bitts</b>	<b>Pools</b>	<b>Sheepmount</b>	<b>Sands Leisure</b>	<b>Sands Events</b>	<b>Sands Total</b>	<b>Total</b>
Income	£1,425	£544,442	£55,962	£773,883	£985,934	£1,759,817	£2,361,646
Expenditure	£21,733	£927,758	£235,916	£988,583	£750,983	£1,739,566	£2,924,973
Management Fee							£795,400
<b>Total</b>	<b>-£20,308</b>	<b>-£383,316</b>	<b>-£179,954</b>	<b>-£214,700</b>	<b>£234,951</b>	<b>£20,251</b>	<b>£232,073</b>

## BETTER PEOPLE

- Over the last year staff have attended a large number of courses as part of the GLL College investment programme in our staff. Courses covered a wide area of the business including; Fitness Instructor Level 2, Water Management, ASA Teachers Level 1 and Level 2, Asbestos Training, COSHH Training, First Aid at Work, IOSH Managing Safely, NPLQ, NVQ Level 2 Sports Turf Management and Gymnastics Level 1.
- We said farewell to a number of long serving staff including Joan Beattie who has served as a Duty Manager for 18 years at Carlisle Pools. Joan has been an asset to the Pools and very much a person to go to for support when staff need it, she will be missed by the team. Our Arts and Events Manager, Jonathan Higgins, has moved to pastures new after 12 years and commences a new Events role in Rochdale.
- Following the departure of the Arts and Events Manager we completed a departmental review and restructured to allocate resource in key areas to help the department maintain and develop the programme. – Pleasingly this was driven by the team themselves.
- The Sands Centre DM and management staff has successfully completed their SIA course to ensure maximum security during our events programme
- Our technical team supported Harraby Community Centre's pantomime production, continuing our support in this area of the city.
- All community team staff members have been educated on new Safeguarding document "Keeping children Safe in Education (September 2019)"
- We hosted 2 students from Richard Rose Morton Academy for their year 10 work placements. They supported the Community Team in the delivery of their Sands Activity Days and School Sport Programmes. We were also able to provide summer work for a number of pupils leaving school enabling first time employment for a good number of ex students.
- As a good example of how well our teachers are thought of, and the impact they have on peoples lives we received feedback regarding Jane Brown, a Swimming Teacher at the Pools, during a Parent and Toddler class. The parent explained that when on holiday her 2 year old son ran off from the area where they were enjoying a family meal and jumped into deep water in the nearby pool. The parents ran after him and when they got to the pool he had got himself into a horizontal position and started to kick his legs and paddled himself to the side. The parent has praised Jane Brown and the Swim School team for the skills their child has learnt, and without them it might have been a different outcome.
- Annual Staff recognition day in December, recognised the contribution of key members of Staff within Carlisle. 15 staff were highlighted for their outstanding contribution. Most notably Lesley Flannery, Niall Sanderson and Debbie McKie.

## BETTER SERVICE

- The number and quality of events we have hosted over the year has been particularly pleasing. We have hosted a number of major first time visits to the city including Ghost (4,783), The Tiger

Who Came to Tea (1,301), The Vamps (1,381), Wallace and Gromit (888), The Script (1,786), Bastille (1,758), The Specials (1,630), Courteeners (1,747), and Shed Seven (946). The year finished off on a high with the annual panto catering to over 22,000 customers over 33 performances.

- Other highlights over the year included Peter Pan (1,072), Masonic Conference (1,300), James Acaster (1,376), Jools Holland (1,218), Diversity (1,023), Thanks Abba for Music (1,108), Milkshake Live (1,100), Masonic Conference (1,000), The Meat Loaf Story (1,198), Rhod Gilbert (1,360), Jimmy Carr (1,370), Community Concert (1,394). James (1,445), The Kaiser Chiefs (1,736).
- We have invested, as part of our lifecycle capital investment programme, £49,989.36 in modern Sound Desk and Delay Speakers replacements at The Sands Centre and £40,820, at the Sheepmount in a new tractor, tractor mounted heavy duty Tines, and a Major Swift Roller Mower
- Other investment includes the replacement of ceiling tiles in the Pools main reception area and the gym after many suffered water damage due to leaks on the Pools flat roof. We would like to thank the City Council for resolving the associated roof issues. Continuing the improvements in the look and feel at Carlisle Pools, new vinyl flooring has been installed in the 10m pool viewing area and the meeting room has been re carpeted. The 33m pool area has benefited from two new pool covers (1 in the 20m) and lighting improvements which has made a huge difference to the experience of our customers and lifeguards.
- A new inflatable has been acquired to further enhance The Pools school holiday programme. It is suitable for use in the main pool and is aimed at children 8 years plus.
- At the Sheepmount Athletics Stadium we have introduced additional track light times: Which has seen great results with a local athlete winning silver in the Pentathlon at the National Schools Indoor Championship in Glasgow (photo below). We have also seen the return of the Monday running club which has been a great success.
- The Great Cumbria Run took place at the start of the Quarter 4 on 6<sup>th</sup> October, continues to be one of the largest half marathons in the region and is a regular part of the Cumbrian Event Calendar. This year received superb post event feedback from participants who valued the combination of a city centre start and beautiful hinterland of Carlisle. We maxed out our expected runners at 1,200 and will look to grow the event further in 2020. The event village and return of a fully functional Sheepmount was particularly well received.
- Water Workout at Carlisle Pools has had a really positive spell with Mondays proving very popular with an attendance in the 90 percent range peaking at 97 %, absolutely phenomenal commitment from the users. Wednesdays and Thursday have also showed a 2 % growth against 2018

## BETTER COMMUNITIES

- The Annual Pantomime, which this year was Snow White and Seven Dwarfs, played host to over 22,000 people over 33 shows. The event raised £5,173 for two local charities Cash4Kids & Carlisle Foodbank
- We also produced a “Pop Up” pantomime performance in The Lanes shopping Centre as part of the late night shopping programme.

- In conjunction with No. 10 Catering the Sands has made a commitment to reducing its carbon footprint from events by introducing re-useable plastic cups, paper straws and wooden drinks stirrers
- The Sands Centre team continue to work with local charities and organisations and have most recently given Cash4Kids a free page in their brochure to promote the mission Christmas Campaign.
- Our Annual Community Concert, catered to 1,394 customers, mostly pensioners, who able to see a superb show completely free, subsidised through GLL and our partners at Newsquest.
- We estimate that we have delivered to over 2,000 unique children in schools throughout the year. We calculate we have delivered this equates to over 40,000 children delivered to in primary schools in Cumbria.
- We delivered holiday schemes in January and February half term at Trinity Leisure Centre, Longtown Community Centre, St Josephs School and The Sheepmount. Total number of children delivered to was up 74 from the same period in 2018.
- Quarter 1 was our last agreed delivery across the Multi Use Games Areas in Carlisle, delivery took place at; Caldew Lea, Petteril Bank, Raffles, Hammonds Pond and Melbourne Park.
- Our Mini Athletics sessions, delivered by the Community Outreach Team, since the sessions started in May have had 66 unique participants and on average we have 23 children attending each week.
- The summer delivery programme delivered to over 1,700 children including:
  - Trinity Holiday Club was once again a success this summer; we delivered 25 days of activity delivering to 620 children.
  - We worked with Longtown and Morton Community centres to assist in the delivery of their summer holiday programmes. For Morton we delivered 9 activity days delivering to 204 children. For Longtown we delivered six, two hour sessions delivering to 103 children.
  - We worked with 5 parish councils to deliver the 2019 Rural Funtime Programme. Parishes included; Beaumont, Scaleby, Stanwix (Houghton & Crosby), Rockcliffe, and Bewcastle. The programme was an overwhelming success; we delivered to over 420 children over 17 sessions. The programme generated £6,600 for the Community Team.
- We coordinated the activities in Carlisle for this years I AM TEAM GB Day – All activities took place on Saturday 26<sup>th</sup> August and we had activities at; The Sheepmount (Mini Athletics), Bitts Park (Family Tennis), Harraby Sports Campus (Free Football), Carlisle Cycle Track (Family Cycling).
- We assisted in the launch event for the Harraby Fitness Trail – this was an event that was supported through the GLL Community Fund. The launch event took place on Saturday 26<sup>th</sup> August and Erica was present from the Sands Centre to provide assistance on the Fitness equipment.
- We worked with the RRCA cluster to deliver a 2 day sports festival for 12 primary schools. The festival took place across The Sheepmount and The Sands Centre. In total 640 children took part. The event was well received and there are plans in place to deliver a similar event next year.
- The Sheepmount was the home base for the Carlisle Santa Dash which took part on 8th December. It's quite a spectacle watching 800 Santa's plus a couple of Grinch's run around the city. A fantastic event which is support a local causes.
- 49 Schools are actively bringing their pupils to our academic swim programme.

- Drowning Prevention Week took place over the first week of July, our team of Teachers delivered water safety and rescue skills training for up to 1500 Curriculum and Swim School children.
- On 6<sup>th</sup> March, 21 Primary schools took part in our Annual Swimming Gala at Carlisle Pools, there were 8 more schools than last year due to the positive feedback from the previous years event. The gala is organised through Lucy Lamb Carlisle Competitions Manager / Carlisle School Sports Association, and Nicola Charnock GLL. The afternoon was a great success after 36 events over 2 hours, 108 medals were awarded to teams and individuals with Stanwix School regaining the overall Boys and Girls trophy for the large schools and Thursby claiming the Small schools trophy
- As part of the Trust's work towards improving health and well being, staff members from The Sands completed outreach at the local hospital to provide free 7 day passes.
- We have held the Annual Sands Centre schools football tournament, this year we decided to modernise the tournament so that it fits with the FA pathway for indoor football and adopt the rules and regulation of Futsal and an a new tournament structure. Both of these changes were well received. The winner of the each tournament is as follows: All schools -Inglewood, Small schools – Dean and the Girls only – Thomlinson. Pictures of the finalist are below
- We have held Blood Bikers drives as well as blood donor events as well as multiple Cumberland FA futsal sessions
- The GLL Sports Foundation supported 22 performance Athletes (an increase from the 13 Athletes in 2018) to the value of £13,000 in 2019.
- A separate pricing structure is provided for those graduating from Healthwise scheme to ensure sustainable behaviour change including the provision of suitable exercise classes to support those graduating from Healthwise.





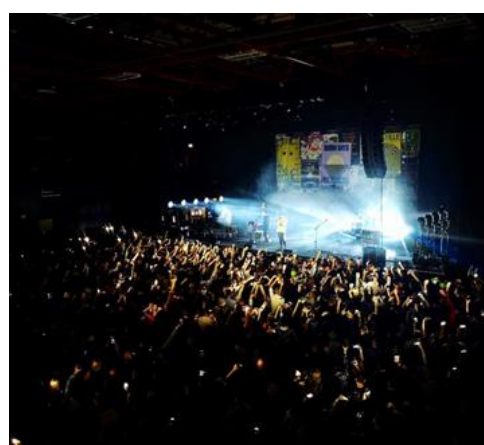
New Sands Gymnastics Sessions



Kids Athletics Group



2019 Pantomime



Bastille



Santa Dash!



The Great Cumbrian Run

Post details


Video Post Shares See metrics for all videos

The Sands Centre  
Published by Niall Sanderson (71) Yesterday at 10:03 G

**MAJOR ANNOUNCEMENT** The world's best-loved musical is back! Grease and more glamorous than ever before, this brand-new production of GREASE is coming to Carlisle!

After a whirlwind summer romance, leather-clad greaser Danny and girl-next-door Sandy are unexpectedly reunited when she transfers to Rydell High for senior year. But can they survive the trials and tribulations of teenage life and find true love once more?

1 Tues 29 Sept - Sat 3 Oct 2020 See more



GREASE The Musical | Tues 29 Sept - Sat 3 Oct 2020  
www.greasetheatricals.co.uk

Get more likes, comments and shares  
Boost this post for £25 to reach up to 8,400 people.

22,337 People reached 5,940 Engagements 478 Comments 36 shares

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32,337 People Reached

18,163 3-second video views

1,381 Reactions, comments & shares

Reaction	On post	On share
Like	257	293
Love	44	49
Haha	1	0
Wow	2	1
Comments	1,041	984
Shares	36	36

4,560 Post Clicks

Clicks to Play	Link clicks	Other Clicks
320	449	3,791

**NEGATIVE FEEDBACK**

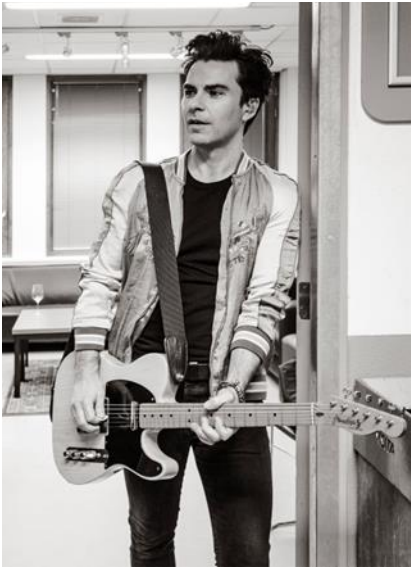
Hide post	Hide all posts
1	3
Report as spam	Unlike Page

Reported stats may be delayed from what appears on posts

Grease Promotion



Madness



Kelly Jones



School Sports Day.



The Script



## COVID RESPONSE

In 2020 the Government closed all leisure Centre from 20<sup>th</sup> March 2020 as part of the Lock Down approach to the unprecedented Covid -19 pandemic. Government permissions was given to reopen from 25<sup>th</sup> July 2020.

Carlisle centres all closed on 20<sup>th</sup> March and all except 5 staff were placed on the Government Furlough scheme. The five remaining staff remained at work to specifically to manage and monitor the buildings and develop a response to the changing nature of the lock down.

The team also manned the Sands Centre 7 days a week to enable Contractor, NHS and Testing Team access.

The Sands Centre was mobilized as a Recovery centre with 60 hospital beds as part of the Government Resilience plan to increase capacity ahead of the Covid-19 wave. Pleasingly it was never used and all five Recovery centres were stood down in July.

Swifts Car Park was mobilized as a testing centre with the Sands used as welfare facilities for the testing team



As well as dealing with the Covid-19 actions the team have also coped superbly with supporting the Sands project helping facilitate late changes to the pre-enabling works in the centre and moving an entire centre's leisure operation from the Sands to its new location at Lismore Place.

Pre-enabling works include:

- The creation of 2 new customer entry and exit points
- Re-configuration of the back stage area to enable customer access.
- Stage right access
- New Stage door internal access
- Installation of portacabins to enable bar and cafe facilities
- Recommissioning of supporting services.

The leisure side of the building is now with the contractor, Wates, and is in the initial checking phase prior to demolition. The events space remains in a position to host events subject to Government approval and additional Covid-19 controls.

We have developed an open book approach based on estimate positions, which pleasingly we have managed to keep under the expected support required. It is thanks to our relationship and support with the Council that we have been able to be as reactive to changes in guidance and to reopen as soon as was practicable.

## COVID RECOVERY

The Sands leisure facilities have moved to Lismore Place at the old Newman School site and opened on 25<sup>th</sup> July 2020.

The gym is housed within the school itself, whilst the group exercise and junior activities take place within the sports hall

As of writing it is still unclear when events will recommence. The Sands Centre Event team are creating Covid Secure practices ready to commence as soon as is practicable. We currently have 203 events schedule in 2021.

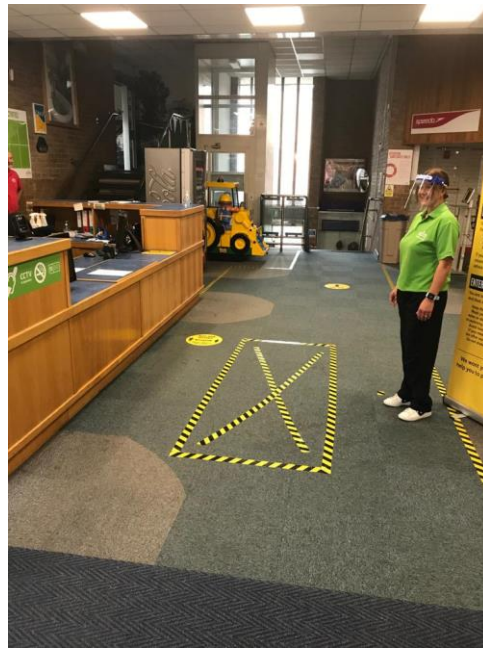
Carlisle Pools reopened with the main pool and bottom tank only, on 3<sup>rd</sup> August. We are currently operating on restricted hours whilst we assess the returning throughput.

Sheepmount has reopened from 25<sup>th</sup> August for Athletic Club sessions only. We are not allowing preseason football training to return until the pitches are brought up to specification. But we will be operational for the start of the football season.

We expect Swimming lessons and dry side classes to return in September with regular hires and casual use returning around the same period.

### Refurbished / Repurposed Newman Site.





Carlisle Pools with Covid Secure Controls in place.

# OVERVIEW AND SCRUTINY

## The GLL Provision of the Leisure Contract In 2019

# AGENDA

1. Contract Overview
2. Key Headlines
3. Better Business
4. Better People
5. Better Service
6. Better Communities
7. Interesting Stats!

# CONTRACT OVERVIEW

- The Contract between Carlisle City Council and Greenwich Leisure Limited commenced 1st December 2017 and runs until 30th November 2032 (15 years).
- 2019 was the second full year of operation.
- The Contract includes the following facilities: Carlisle Pools, The Sands Centre, Bitts Park Tennis Centre, Sheepmount Athletics Stadium.
- GLL also operate Morton Pool and Trinity Pool and Harraby 3G Sports Campus,
- We meet with the Council officer team formally on a quarterly basis and regularly informally to discuss initiatives and joint solutions to problems.



# KEY HEADLINES

- Overall Usage in 2019 reached 607,959 vs 456,877 in 2018. With number of visits per member showing the largest increase.
- Overall Event Usage in 2019 reached 126,035
- Number of Events reached 190
- Memberships have reached 2,808 throughout the city.
- Swimming School reached 1,909.
- Jnr Course Programmes cater to 2,056 pupils per week
- Investment into new technical equipment and grounds equipment at The Sands Centre, Sheepmount Athletics Stadium.

# THE FOUR PILLARS

## BETTER SERVICE

Providing high quality, affordable & accessible services for all ages and abilities

## BETTER PEOPLE

Creating employment offering training & apprenticeships & developing our staff

## BETTER COMMUNITIES

Maximising our impact on health, inclusion, affordability & environmental sustainability

## BETTER BUSINESS

Being financially stable and commercially responsible

# BETTER BUSINESS

	Bitts	Pools	Sheepmount	<i>Sands Leisure</i>	<i>Sands Events</i>	<b>Sands Total</b>	<b>Total</b>
Income	£1,425	£544,442	£55,962	£773,883	£985,934	£1,759,817	£2,361,646
Expenditure	£21,733	£927,758	£235,916	£988,583	£750,983	£1,739,566	£2,924,973
Management Fee							£795,400
<b>Total</b>	<b>-£20,308</b>	<b>-£383,316</b>	<b>-£179,954</b>	<b>-£214,700</b>	<b>£234,951</b>	<b>£20,251</b>	<b>£232,073</b>

- Reduced membership at The Sands Centre and Carlisle Pools
- Delayed recovery of the Athletics throughput, post flood
- Reduced grass pitch football leagues.
- Lack of development at Bitts Park (2 courts / 4 minis out of action / no staff base).
- Continued costs at Carlisle Pools.
- Excellent events performance.

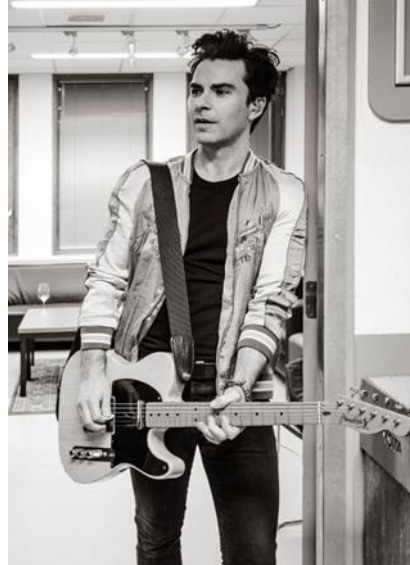
# BETTER PEOPLE

- Investment into Training
- Arts and Entertainment Internal Team Review
- Work Placements
- Parent Testimonial
- Staff Recognition

# BETTER SERVICE

## Sands Centre Events

- Headline Events,
- West End Tours
- Pantomime
- Kids Shows
- Community Events,
- Classical



# BETTER SERVICE

- Investment
- Sheepmount Programming Review
- The Great Cumbrian Run





# BETTER COMMUNITIES

- Panto
- Community Concert
- Schools Outreach Programme
- Holiday Programmes
- School Sports Days
- Academic Schools Swim Prog
- GLL Sports Foundation



# COVID RESPONSE

- Total Closure 20<sup>th</sup> March
- Furlough Staff
- Working with LRF / NHS / CCC
- Welfare for Testing Team
- Sands Development
- Pre-enabling Works
- Newman





# COVID RECOVERY

- Sands Leisure and Sheepmount Open 25<sup>th</sup> July (126 days closed)
- Carlisle Pools Open 3<sup>rd</sup> Aug (135 days closed)
- Covid Secure
- Limited Numbers, one way systems,
- Reduced hours, reduced activities
- Phased activity return
- Sheepmount Football Sept
- Events....



# ANY QUESTIONS



# Report to Health & Wellbeing Scrutiny Panel

Agenda  
Item:

**A.3**

Meeting Date: 27 August 2020  
Portfolio: Finance, Governance and Resources  
Key Decision: No  
Within Policy and Budget Framework: Yes  
Public / Private: Public

Title: QUARTER 1 PERFORMANCE REPORT 2020/21  
Report of: Policy and Communications Manager  
Report Number: PC.20/20

## Purpose / Summary:

This report contains the Quarter 1 2020/21 performance against the current Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'. Performance against the Panel's 2020/21 Key Performance Indicators (KPIs) are also included.

## Recommendations:

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

## Tracking

Executive:	14/9/20
Scrutiny:	Health and Wellbeing 27/8/20 Economic Growth 20/8/20 Business and Transformation 3/9/20
Council:	N/A

## 1. BACKGROUND

This report contains the 2020/21 Quarter 1 performance against the Service Standards and a summary of the Carlisle Plan 2015-18 actions as defined in the 'plan on a page'.

The Panel's Key Performance Indicators (KPIs) are also included as an appendix.

Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs. The following pages contains the Council's performance against the Service Standards for this Panel.

The updates against the actions in the Carlisle Plan are presented in Section 3. Only actions within the remit of the Panel are included in this report. 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 Scrutiny agendas and Portfolio Holder reports.

### Summary of KPIs and Service Standards:

Service Standards – 1 'red', 0 'amber' and 3 'green'

KPIs – 2 'red', 3 'amber', 17 'green'

### Summary of Exceptions (RED)

Measure	Target	Performance
SS03 Percentage of household waste sent for recycling (including bring sites)	50%	41.6% Recycling rates were lower in April due to the temporary suspension of the garden waste collections in order to support priority services during the early stages of the Covid-19 pandemic
CSe18: Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure (including recharges).	27.1%	0% OFS has been closed since March due to Covid-19.
CSe25 Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure (including recharges)	83.9%	10.3% Tearoom closed during Q1 due to Covid-19.

## 2. PROPOSALS

None

### **3. RISKS**

None

### **4. CONSULTATION**

The report was reviewed by relevant senior management and will be considered at the other Scrutiny Panels.

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

The Panel are asked to scrutinise the Quarter 1 Performance Report prior to it being submitted to Executive.

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

Detail in the report.

**Contact Officer:** Gary Oliver

**Ext:** 7430

#### **Appendices attached to report:**

Performance Dashboard

**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:**

**LEGAL** - This report raises no explicit legal issues.

**FINANCE** – This report raises no explicit financial issues

**EQUALITY** – This report raises no explicit issues relating to the Public Sector Equality Duty.

**INFORMATION GOVERNANCE** – This report raises no explicit issues relating to Information Governance.

**PROPERTY SERVICES** - This report raises no explicit issues relating to Property Services

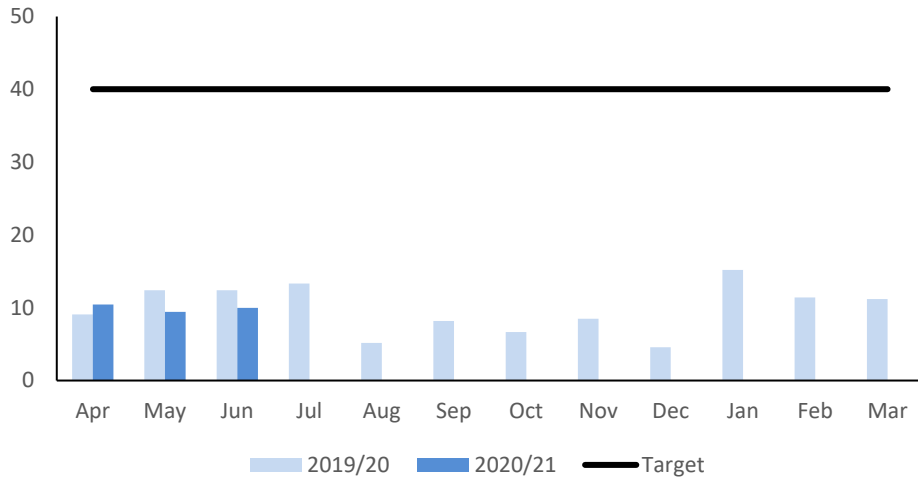
## **Section 1: Service Standards 2019/20**

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Following a review of the initial set of five Service Standards, five further measures were introduced from Quarter 2 2017/18.

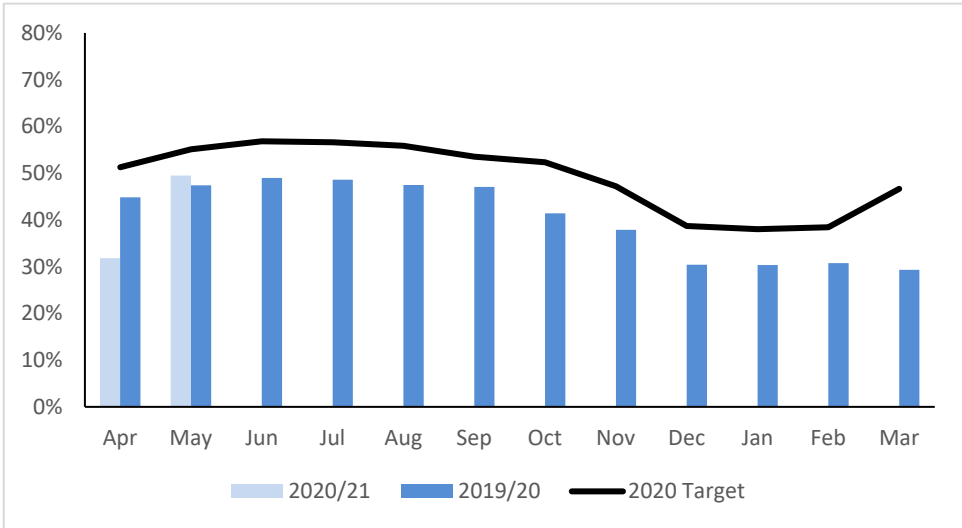
Service Standards are the measures judged to be the most important to our customers and therefore the mostly likely to influence the overall satisfaction with how the Council performs.

The following pages contains the Council's performance against the Service Standards within the Panel's remit.

SS02: Proportion of waste or recycling collections missed (valid)

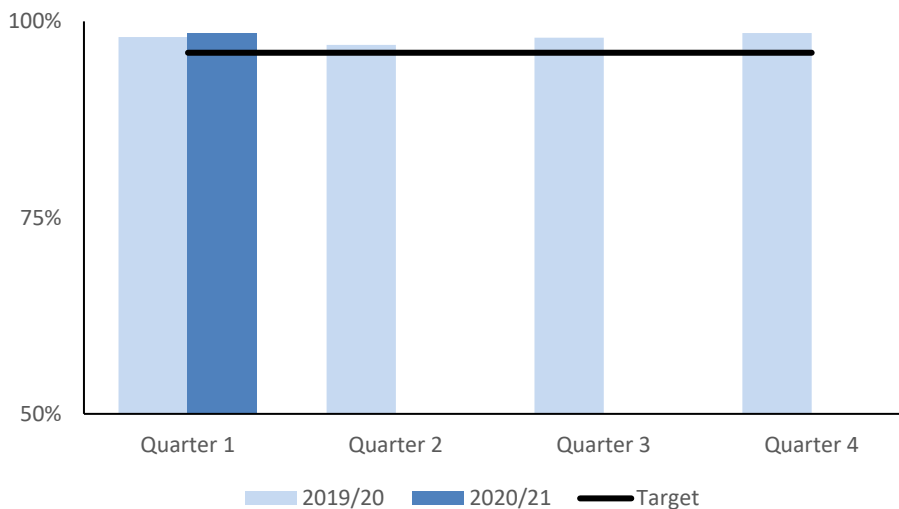

Service Standard	To end of Quarter 1 2020/21	Performance by Month	Further Information																																							
40 missed collections per 100,000 (Industry standard)	9.9  (Q1 2019/20: 11.3)	 <table><thead><tr><th>Month</th><th>2019/20</th><th>2020/21</th></tr></thead><tbody><tr><td>Apr</td><td>9</td><td>10</td></tr><tr><td>May</td><td>12</td><td>9</td></tr><tr><td>Jun</td><td>12</td><td>10</td></tr><tr><td>Jul</td><td>13</td><td>-</td></tr><tr><td>Aug</td><td>5</td><td>-</td></tr><tr><td>Sep</td><td>8</td><td>-</td></tr><tr><td>Oct</td><td>7</td><td>-</td></tr><tr><td>Nov</td><td>8</td><td>-</td></tr><tr><td>Dec</td><td>4</td><td>-</td></tr><tr><td>Jan</td><td>15</td><td>-</td></tr><tr><td>Feb</td><td>11</td><td>-</td></tr><tr><td>Mar</td><td>11</td><td>-</td></tr></tbody></table>	Month	2019/20	2020/21	Apr	9	10	May	12	9	Jun	12	10	Jul	13	-	Aug	5	-	Sep	8	-	Oct	7	-	Nov	8	-	Dec	4	-	Jan	15	-	Feb	11	-	Mar	11	-	<p>Just under one million collections were due to be made in the first quarter of the year. 92 collections were missed meaning the success rate was 99.99%.</p> <p>This figure excludes the temporary suspension of garden waste collections during the early stages of Covid-19.</p>
	Month		2019/20	2020/21																																						
	Apr		9	10																																						
May	12	9																																								
Jun	12	10																																								
Jul	13	-																																								
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Feb	11	-																																								
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On target?																																										
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SS03: Percentage of household waste sent for recycling (including bring sites)

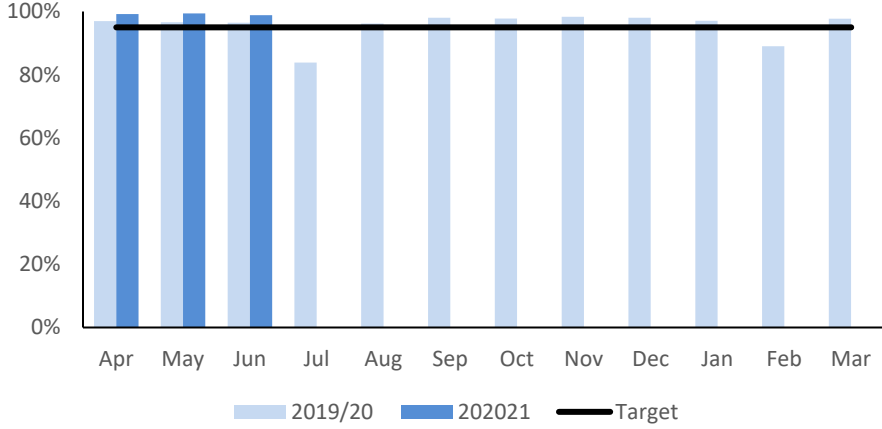
Service Standard	To end of May 2020	Performance by Month	Further Information
50% (Nationally set target)	41.6%		Recycling rates were lower in April due to the temporary suspension of the garden waste collections in order to support priority services during the early stages of the Covid-19 pandemic.
	(end of May 2019: 46.1%)		
	On target?		
	✗		



SS06: Proportion of food businesses that are broadly compliant or better with food safety legislation

Service Standard	Rolling figure to end of Quarter 1 2020/21	Performance by Quarter	Further Information																				
Our work with local food businesses should ensure that 96% are at least broadly compliant.	98.5%	 <p>The chart displays performance across four quarters. The y-axis represents the percentage of compliance, ranging from 50% to 100%. The x-axis lists Quarter 1, Quarter 2, Quarter 3, and Quarter 4. For each quarter, there are two bars: a light blue bar for 2019/20 and a dark blue bar for 2020/21. A horizontal black line represents the target at 96%. The 2020/21 bar for Quarter 1 is the only one that reaches the target line.</p> <table><thead><tr><th>Quarter</th><th>2019/20 (%)</th><th>2020/21 (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Quarter 1</td><td>~97%</td><td>98.5%</td><td>96%</td></tr><tr><td>Quarter 2</td><td>~96%</td><td>-</td><td>96%</td></tr><tr><td>Quarter 3</td><td>~97%</td><td>-</td><td>96%</td></tr><tr><td>Quarter 4</td><td>~97%</td><td>-</td><td>96%</td></tr></tbody></table>	Quarter	2019/20 (%)	2020/21 (%)	Target (%)	Quarter 1	~97%	98.5%	96%	Quarter 2	~96%	-	96%	Quarter 3	~97%	-	96%	Quarter 4	~97%	-	96%	Approximately 200 premises are usually inspected each quarter. All premises are inspected at least once every eighteen months.
	Quarter		2019/20 (%)	2020/21 (%)	Target (%)																		
	Quarter 1		~97%	98.5%	96%																		
Quarter 2	~96%	-	96%																				
Quarter 3	~97%	-	96%																				
Quarter 4	~97%	-	96%																				
On target?																							
																							

SS09: Proportion of new waste and recycling bins, bags and containers delivered on time (within 10 working days)

Service Standard	To end of Quarter 1 2020/21	Performance by Month	Further Information
95% delivered within 10 working days	99.1%	 <p>2297 deliveries were made in Quarter 1.</p>	
	(Q1 2019/20: 95.4%)		
	On target?		
	✓		

## **Section 2: Key Performance Indicators (KPIs)**

Service Standards are not the only set of measures used to interrogate the performance of the Council. Alongside the review of Service Standards, a set of Key Performance Indicators, derived from the links between the service plans and Budget Resolution were developed. These are attached as a Dashboard.

Throughout 2019/20, a link to the online customer satisfaction survey was available on the Council's website and promoted via social media. The sample size was boosted by emailing the survey link to service users who had accessed City Council services online in the previous twelve months. The following table is a summary of the results. When confidence levels are taken into account, there are no changes to 2018/19 satisfaction levels.

<b>Question</b>	<b>Proportion who answered Very Satisfied/Satisfied for satisfaction questions or Improved/Stayed the Same for change questions</b>	<b>Confidence Interval at 95% Confidence Level</b>	<b>Sample size</b>	<b>2018/19 Performance</b>
Overall satisfaction with how well Carlisle City Council is running things	70.6%	3.8%	650	72.6%
Satisfaction with Carlisle's street cleanliness	68.4%	3.8%	650	70.9%
Perception of changes to customer's neighbourhood street cleanliness over last three years	68.7%	3.9%	617	71.5%
Satisfaction with the Council's Waste and Recycling Collection Service	83.8%	4%	591	86.7%
Perception of changes to the Waste and Recycling Service over the last three years	84.9%	4%	589	86.7%
Satisfaction with the Council's leisure facilities	62.3%	6.9%	199	66.7%
Perception of changes to the leisure facilities over the last three years	64.6%	7%	198	65.9%
Satisfaction with Council-run events	91.1%	5.5%	313	89.2%
Perception of changes to Council-run events over the last three years	86.3%	5.5%	313	87.6%
Satisfaction with the Old Fire Station	96.5%	7.4%	173	95.1%
Satisfaction with the Council's parks and open spaces	88.5%	4.4%	495	90.7%
Perception of changes to the parks and open spaces over the last three years	83.8%	4.4%	495	90.7%

### **Section 3: Carlisle Plan on a Page Delivery**

The current Carlisle Plan covered the period 2015-18 and many of the key actions are now either delivered or considered business as usual and feature within existing service plans. These were closed following the Quarter 1 report last year and will no longer be reported on.

The following pages provide an update on the remaining key actions.

## Priority 2: Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents

### *Service and Facilities Development:*

<b>OUTCOME</b>	<b><u>12. Develop and deliver the proposed new leisure contract to improve facilities at The Sands Centre in line with the City Sports Facilities Development Plan and enhance the leisure services across the city.</u></b>
<b>SMT OWNER</b>	Darren Crossley
<b>Scrutiny Panel</b>	Business & Transformation / Health & Wellbeing
<b>Specific – What is the task</b>	<ol style="list-style-type: none"> <li>1. To retender and award a new leisure contract with a significantly reduced subsidy - COMPLETE</li> <li>2. Develop Outline Designs and budgetary package and secure approvals for Sands Centre Development.</li> <li>3. Complete works on cycle track and open the facility – COMPLETE</li> <li>4. Complete works on tennis canopy and open the facility – Project not progressed due to issues with sewerage pipe located during preliminary works.</li> </ol>
<b>Measurable – How will success be measured?</b>	Executive approval for outline designs and consent (inc budgetary provision) to develop detailed design and works.
<b>Achievable – Is it feasible?</b>	Yes
<b>Realistic – Resources available</b>	The project is on schedule and has adequate financial resource to be completed.
<b>Time Bound – Start/end dates</b>	Route to Affordability to be completed by the end of October 2018 and contracts put in place for the Principal Contractor. The designers need to be novated to the Principal Contractor by the end 2018, to maintain programme. Temporary accommodation (or alternative arrangements') need to be put in place by the end of October 2018 to allow demolition and construction of the Sands Leisure facilities by March 2019. Completion of the project initially scheduled for December 2020.

<p><b>Progress in Quarter 1 2020/21 against project plan / key milestones achieved</b></p>	<p>Work has now started on RIBA stage 4B - specialist subcontract design and RIBA Stage 5 - the planning element of the construction phase.</p> <p>The Newman School temporary accommodation has been completed and handed over for a decant. The Events space temporary accommodation is nearing completion.</p> <p>The first phase of the EA flood works (wall strengthening) has also been completed.</p> <p>Asbestos identification and removal is currently taking place in the leisure section of the building.</p> <p>Work is ongoing to de-risk the project price and scope of works. This includes the RAAC plank roof in the main events hall.</p> <p>Planning permission is now in place for all three sites and the Building Regs applications are nearing completion. The F10 notices have been issued for all three sites.</p>
<p><b>Emerging issues / risks to the project</b></p>	<p>Focus areas include the technical separation of the two halves of the building, asbestos in the existing Sands building, existing services on both sites, archaeological survey on the main site, further survey work on the existing events centre roof structure and completing the contract documentation and lease documents for all areas.</p>

*Healthy City Programme:*

<b>OUTCOME</b>	<b><u>16. Continue to work with key partners to deliver the World Health Organisation Phase VI Healthy City Action Plan</u></b>
<b>SMT OWNER</b>	Darren Crossley
<b>Scrutiny Panel</b>	Health & Wellbeing
<b>Specific – What is the task</b>	<ul style="list-style-type: none"> <li>- Restructure Healthy City Forum (HCF) and work with partners to deliver on the Phase VI application</li> <li>- Completion of the Annual Reporting Template (ART)</li> <li>- Completion of abstract submissions (Complete 2018)</li> <li>- Develop action plan</li> <li>- Explore next phase (VII)</li> <li>- Deliver Place Standard situational awareness workshop (Complete)</li> </ul>
<b>Measurable – How will success be measured?</b>	<ul style="list-style-type: none"> <li>- Number of partners engaged (target will be set as part of the Phase VII criteria)</li> <li>- Completion of ART and feedback received</li> <li>- Number of abstracts accepted (target: 1)</li> <li>- Development of an action plan</li> </ul>
<b>Achievable – Is it feasible?</b>	Yes
<b>Realistic – Resources available</b>	Yes
<b>Time Bound – Start/end dates</b>	Phase VI 2014-18 Phase VII details released for review
<b>Progress in Quarter 1 2020/21 against project plan / key milestones achieved</b>	<p>Phase VI activity is now complete.</p> <p>An agenda item and briefing paper on Phase VII was tabled and discussed at the Healthy City Forum (Dec 2019), partners were supportive and keen to advance Phase VII application and activity. The paper outlines the key actions and steps required to drive the agenda forward.</p>

	<p>A paper was taken to JMT which considered the application, process, opportunities and requirements. A draft expression of interest letter has been approved by the Executive and submitted.</p> <p>A SharePoint site has been set up - to allow access to the live working document. This has been further developed (July 20) to allow access to external partners and Teams established.</p> <p>Meetings with strategic partners have been taking place around phase VII and interest. Examples include: University of Cumbria, CHOC, PCNs, ICCs, etc.</p> <p>A development session was held on the 8th July. A future session is scheduled for 21st July. The agenda will now need to consider how Covid and recovery structures dovetail. This is being developed via Carlisle Community Resilience Group.</p> <p>Future Tasks: Set up a task group needs to be set up to look at the application and distribute writing sections, explore funding opportunities, seek letters of support, map activity and horizon scan.</p>
<b>Emerging issues / risks to the project</b>	<p>Several cross cutting agendas running at present - ad hoc system (opportunity for this work to pull this together).</p> <p>Lack of engagement and input from key partners</p> <p>Complexity of submission in terms of number of partners input required</p> <p>Covid agenda (many partners are tied up with Response and Recovery)</p>



<b>OUTCOME</b>	<b><u>17. Continue to support and develop the Food City Partnership: Local Healthy Eating Options; Carlisle Food Charter; food sector supply chain development; food skills; education and tourism.</u></b>
<b>SMT OWNER</b>	Darren Crossley
<b>Scrutiny Panel</b>	Health & Wellbeing
<b>Specific – What is the task</b>	Develop work of Food Carlisle and subsequent partnership projects
<b>Measurable – How will success be measured?</b>	<ul style="list-style-type: none"> <li>- Local Food Partnership Officer in post (June 17) (complete)</li> <li>- Development of Local Healthy Options Award</li> <li>- Number of Food Charter sign ups (target exceeded)</li> <li>- Sustainable Food Cities (SFC) Award (complete)</li> <li>- Refresh of partnership steering group and action plan (draft complete)</li> </ul>
<b>Achievable – Is it feasible?</b>	Yes - fixed term period SFC funding for an appointed post (July 2017 to July 2018).
<b>Realistic – Resources available</b>	Yes. Further project funding will need to be explored and partnership working to develop shared projects. We also need to be aware that the funding is only available for one year.
<b>Time Bound – Start/end dates</b>	Commenced with appointment to post in June 2017 and projects will continue to be developed.
<b>Progress in Quarter 1 2020/21 against project plan / key milestones achieved</b>	<p>The City Council was successful in its application to Sustainable Food Cities for both the campaigns grant (£5k) and the coordinator grant to move from Bronze to Silver Award (£10k).</p> <p>We have also been successful in achieving an additional £5k and a 6 month extension to the Bronze to Silver Award project due to the current Covid-19 crisis.</p>
<b>Emerging issues / risks to the project</b>	We have been unable to appoint the position to deliver this work due to the Covid-19 crisis.

## Health & Wellbeing Scrutiny Panel Performance Dashboard

### Quarter 1 2020/21

Key	
↓	Performance is deteriorating (compared to same period last year)
↑	Performance is improving (compared to same period last year)
→	No change in performance (compared to same period last year)
✗	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	New Code	Measure	Frequency	Performance Q1 2020/21	Performance Q1 2019/20	Trend	Target	Comments
✓	CSe01a	Public satisfaction with Carlisle's street cleanliness	Annual	68.4%	70.9%	→	70.9%	2019/20 annual performance. Based on 650 responses (confidence interval +/-3.8% at 95% confidence level). Service users were either satisfied or very satisfied with the service.
✓	CSe01b	Public perception of changes to customer's neighbourhood street cleanliness over last three years	Annual	68.7%	71.5%	→	71.5%	2019/20 annual performance. Based on 617 responses (confidence interval +/-3.9% at 95% confidence level). Service users felt the service had improved or stayed the same over the last three years.
N/A	CSe02	Internal measure of street cleanliness	Annual	75.2%	81.9%	↓	Info only	2019/20 annual performance. Local Environmental Quality Assessments: 735 locations spread across all wards were assessed. 75.2% of locations/categories were given the highest grade. Category breakdown: litter (48%), detritus (37%), graffiti (97%), fly-posting (98%) and fly-tipping (96%).
▲	CSe03	Average weight (Kg) of domestic non-recycled waste collected per house	Monthly	85.8	82.4	↓	82.4	
✓	CSe04	Revenue gained from household waste recycling collected	Quarterly	£ 155,154	£ 122,083	↑	£ 120,898	
N/A	CSe05	Proportion of all Carlisle waste recycled (including partners)	Monthly				Info only	Awaiting partner data
✓	CSe06a	Public satisfaction with the Council's Waste and Recycling Collection Service	Annual	83.8%	85.5%	→	85.5%	2019/20 annual performance. Based on 591 responses (confidence interval +/-4% at 95% confidence level). Service users were either satisfied or very satisfied with the service.
✓	CSe06b	Public perception of changes to the Waste and Recycling Service over the last three years	Annual	84.9%	86.7%	→	86.7%	2019/20 annual performance. Based on 589 responses (confidence interval +/-4% at 95% confidence level). Service users felt the service had improved or stayed the same over the last three years.
✓	CSe08	Litres of fuel used by Council fleet	Monthly	90,837	109,317	↑	109,317	
N/A	CSe09	Number of incidents involving Council fleet.	Annual	110	110	→	Info only	110 incidents reported to Council's insurance
N/A	CSe10a	Number of Fixed Penalty Notices issued for fly tipping	Monthly	2	5	↓	Info only	
N/A	CSe10b	Number of Fixed Penalty Notices issued for littering	Monthly	3	20	↓	Info only	Including 'Littering from a Vehicle'
N/A	CSe10c	Number of Fixed Penalty Notices issued for dog fouling	Monthly	0	0	→	Info only	
N/A	CSe10d	Number of Fixed Penalty Notices issued for abandoned vehicles	Monthly	0	0	→	Info only	
N/A	CSe11a	Number of counts/reports of fly tipping	Monthly	195	114	↑	Info only	
N/A	CSe11b	Number of counts/reports of littering	Monthly	5	16	↓	Info only	
N/A	CSe11c	Number of counts/reports of dog fouling	Monthly	26	53	↓	Info only	
N/A	CSe11d	Number of counts/reports of graffiti	Monthly	0	3	↓	Info only	
N/A	CSe11e	Number of counts/reports of abandoned vehicles	Monthly	60	92	↓	Info only	
▲	CSe12a	Proportion of acts of fly tipping responded to in full within 5 working days	Monthly	99.5%	97.9%	↑	100%	
N/A	CSe12b	Proportion of acts of offensive graffiti responded to in full within 1 working day	Monthly	N/A	N/A	N/A	100%	None reported

## Health & Wellbeing Scrutiny Panel Performance Dashboard

### Quarter 1 2020/21

Key	
↓	Performance is deteriorating (compared to same period last year)
↑	Performance is improving (compared to same period last year)
→	No change in performance (compared to same period last year)
✗	Off target
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✓	On target

On Target?	New Code	Measure	Frequency	Performance Q1 2020/21	Performance Q1 2019/20	Trend	Target	Comments
▲	CSe12c	Proportion of abandoned vehicles initially investigated within 5 working days	Monthly	98.3%	99.2%	↓	100%	
✓	CSe13a	Public satisfaction with the Council's leisure facilities	Annual	62.3%	66.7%	→	66.7%	2019/20 annual performance. Based on 199 responses (confidence interval +/-6.9% at 95% confidence level). Service users were either satisfied or very satisfied with the facilities.
✓	CSe13b	Public perception of changes to the leisure facilities over the last three years	Annual	64.6%	65.9%	→	65.9%	2019/20 annual performance. Based on 198 responses (confidence interval +/-7% at 95% confidence level). Service users felt the facilities had improved or stayed the same over the last three years.
✓	CSe15a	Public satisfaction with Council-run events	Annual	91.1%	89.2%	→	89.2%	2019/20 annual performance. Based on 313 responses (confidence interval +/-5.5% at 95% confidence level). Service users were either satisfied or very satisfied with the events.
✓	CSe15b	Public perception of changes to Council-run events over the last three years	Annual	86.3%	87.6%	→	87.6%	2019/20 annual performance. Based on 313 responses (confidence interval +/-5.5% at 95% confidence level). Service users felt the events had improved or stayed the same over the last three years.
✗	CSe18	Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure (including recharges).	Quarterly	0%	22.5%	↓	27.1%	OFS has been closed since March due to Covid-19.
N/A	CSe19	Old Fire Station count of event attendees (direct count of ticket sales)	Quarterly	0	4705	↓	Info only	Excludes visitors to the venue (café or to buy tickets) and private hire room bookings.
✓	CSe20	Public satisfaction with the Old Fire Station	Annual	96.5%	95.1%	→	95.1%	2019/20 annual performance. Based on 173 responses (confidence interval +/-7.4% at 95% confidence level). Service users were either satisfied or very satisfied with the service.
✓	CSe24	Actual Bereavement Services revenue as a percentage of Bereavement Services expenditure (including recharges)	Quarterly	190.8%	140.9%	↑	155.7%	
✗	CSe25	Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure (including recharges)	Quarterly	10.3%	101.7%	↓	83.9%	Tearoom closed during Q1 due to Covid-19.
N/A	CSe26	Proportion of allotment sites that are self-managed.	Quarterly	16.0%	19.0%	↓	Info only	
N/A	CSe27	Proportion of allotment plots that are occupied.	Quarterly	88.0%	88.0%	→	Info only	Excluding self-managed sites.
✓	CSe28a	Public satisfaction with the Council's parks and open spaces	Annual	88.5%	90.7%	→	90.7%	2019/20 annual performance. Based on 495 responses (confidence interval +/-4.4% at 95% confidence level). Service users were either satisfied or very satisfied with the service.
✓	CSe28a	Public perception of changes to the parks and open spaces over the last three years	Annual	83.8%	90.7%	→	90.7%	2019/20 annual performance. Based on 495 responses (confidence interval +/-4.4% at 95% confidence level). Service users felt the events had improved or stayed the same over the last three years.
✓	CSe29	Percentage of play area safety inspection completed on time.	Quarterly	100%	100%	→	100%	

## Health & Wellbeing Scrutiny Panel Performance Dashboard Quarter 1 2020/21

Key	
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→	No change in performance (compared to same period last year)
✗	Off target
▲	Close to target (within 5%)
✓	On target

On Target?	New Code	Measure	Frequency	Performance Q1 2020/21	Performance Q1 2019/20	Trend	Target	Comments
N/A	CSe36a	Social media reach: Facebook post reach - monthly average	Monthly	558000	145000	↑	Info only	The number of people who had a City Council post enter their screen
N/A	CSe36b	Social media reach: Twitter post reach - monthly average	Monthly	303000	102000	↑	Info only	
✓	GRS06	Proportion of public health service requests (pest control, noise, smells, house conditions) responded to within the target response times.	Quarterly	93.3%	87%	↑	90%	
✓	GRS10	Proportion of food hygiene inspections completed as scheduled	Quarterly	100%	88%	↑	90%	

# Report to Health and Wellbeing Scrutiny Panel

Agenda  
Item:  
**A.4**

Meeting Date: 27 August 2020  
Portfolio: Communities, Health and Wellbeing  
Key Decision: No  
Within Policy and Budget Framework YES  
Public / Private Public

Title: ANNUAL EQUALITY REPORT 2019/20 AND EQUALITY ACTION PLAN 2020  
Report of: Policy and Communications Manager  
Report Number: PC 17/20

## Purpose / Summary:

This report presents the Annual Equality Report for 2019/20 and the Equality Action Plan 2020.

## Recommendations:

Scrutiny is asked to:

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

## Tracking

Executive:	<b>14 September 2020</b>	
Scrutiny:	<b>27 August 2020</b>	<b>Health and Wellbeing</b>
	<b>For information only</b>	<b>Business and Transformation</b>
Council:		

## **1. BACKGROUND**

- 1.1 The Equality Act (2010) replaced the previous anti-discrimination laws with a single Act. A key measure in the Act is the Public Sector Equality Duty which came into force in April 2011. This duty requires public bodies to tackle discrimination and provide equality of opportunity for all.
- 1.2 The Council's Equality Policy outlines how we meet the duties of the Equality Act. The Policy was approved by the Executive in May 2020, including the equality objectives for 2020-24.
- 1.3 The Council must provide information about how equality is considered in decision making, policy development and engagement. The Equality Policy states that this information will be published within an annual equality report and reported to the Senior Management Team, Executive and Overview and Scrutiny.

## **2. PROPOSALS**

- 2.1 The Annual Equality Report 2019/20 (Appendix 1) provides an overview of equality work, including the workforce profile, employee support, customer satisfaction, complaints, consultation and engagement.
- 2.2 The Council has a positive approach to equality both in supporting staff and engaging with the community. This is demonstrated by the commitment to be open and transparent, acknowledging gaps in data and looking at how the Council can improve. The Equality Action Plan 2020 sets out actions on how the Council will work towards achieving the equality objectives and address the issues identified.
- 2.3 The Annual Equality Report presents equality information between April 2019 and March 2020; therefore, it does not include the developing response to the Covid-19 pandemic. The Health and Wellbeing Scrutiny Panel received the report, '*Responding to the Covid-19 Pandemic in Carlisle*', at the 16 July meeting, which detailed partnership work and community resilience activity. The Carlisle Community Resilience Group will explore how a sustainable local level community response can be structured to capitalise on the effective relationships, wider communities, and future challenges and opportunities as we move into the recovery phase.
- 2.4 In response to the Public Health England report, '*Beyond the data: Understanding the impact of COVID-19 on BAME groups*', an Equality Impact Assessment of the

Covid-19 Community Impact in Cumbria is being led by Cumbria County Council. This will identify implications for Cumbria and recommendations for action to address the findings.

- 2.5 The Council has maintained business continuity for its essential services, adjusting to continue services and meet the needs of the most vulnerable. It has required the Council to react very quickly to different challenges and provide effective support to staff and the organisation. The Council is keen to review the experience and identify how these can be developed in future. An example of learning following the implementation of dispersed working arrangements is to update policies on agile and flexible working, which will be key to recruiting and retaining staff in future.

### **3. RISKS**

- 3.1 The Public Sector Equality Duty places specific duties on the Council, the Annual Equality Report provides evidence of compliance with these duties.

### **4. CONSULTATION**

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

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

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

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

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

**Contact Officer: Steven O'Keeffe**

**Ext: 7258**

**Appendices  
attached to report: Appendix 1 - Annual Equality Report 2019/20 and Equality  
Action Plan 2020**

**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:**

**LEGAL** - The Equality Act 2010 replaced the previous discrimination legislation in Great Britain relating to sex, race, discrimination, sexual orientation, religion or belief and age. It affects the Council in a number of ways, particularly in respect of our role as an employer and a service provider. The Annual Equality Report and Equality Action Plan demonstrate how the Council is performing and how it will continue to seek to comply with its obligations in the future.

**FINANCE** – None

**EQUALITY** – The Annual Equality Report enables the Council to meet its requirements under the Equality Act (2010).

**INFORMATION GOVERNANCE** – None



# Annual Equality Report 2019/20

## Equality Action Plan 2020



# Contents

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# Introduction

Under the Equality Act (2010), we must provide information about how equality is considered in decision making, policy development and engagement. This report presents our equality information between 1 April 2019 and 31 March 2020.

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

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

# Key data – workforce profile

The following key information about our workforce provides a quick reference and comparative data from previous years. The full workforce profile is provided in Appendix 1.

As at 31 March 2020

## Number of employees<sup>1</sup>

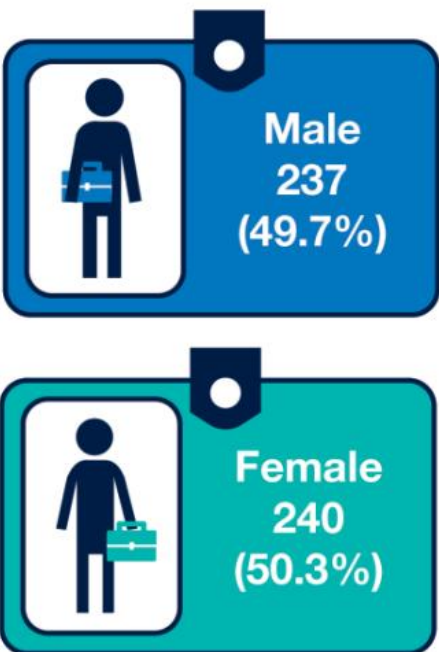


<sup>1</sup> Staff who have multiple posts are counted twice.

## Number of employees



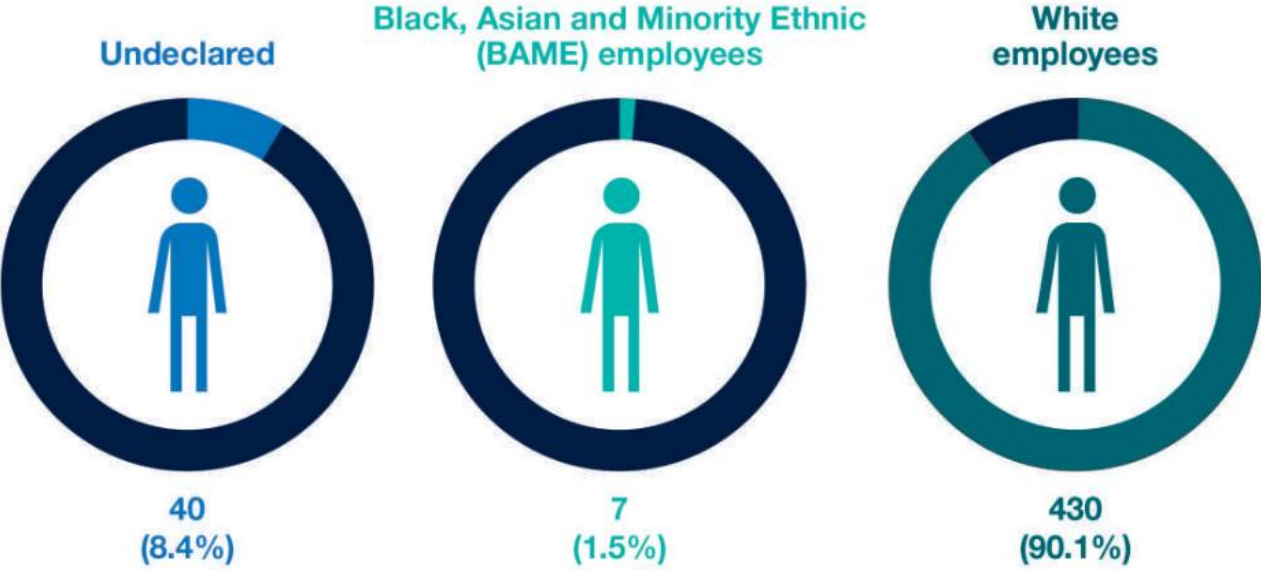
## Gender of employees



## % Female Employees



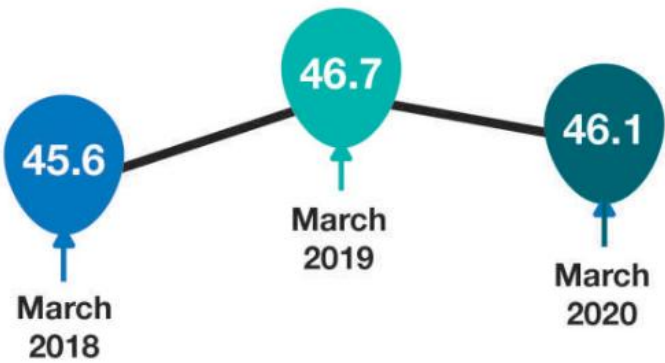
Broad ethnicity



% Broad ethnicity



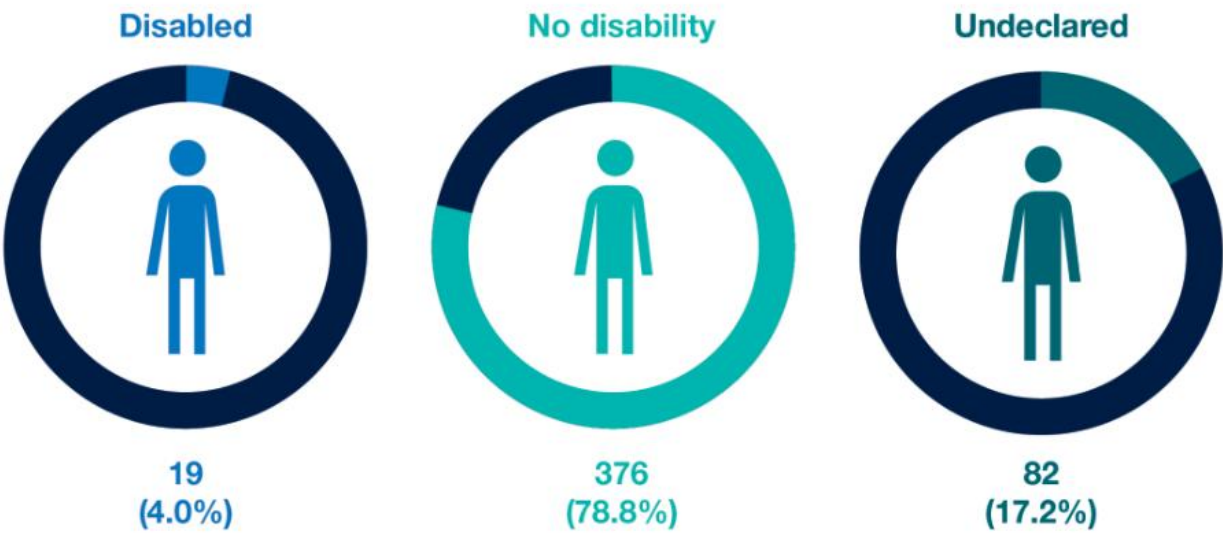
Average age of employees



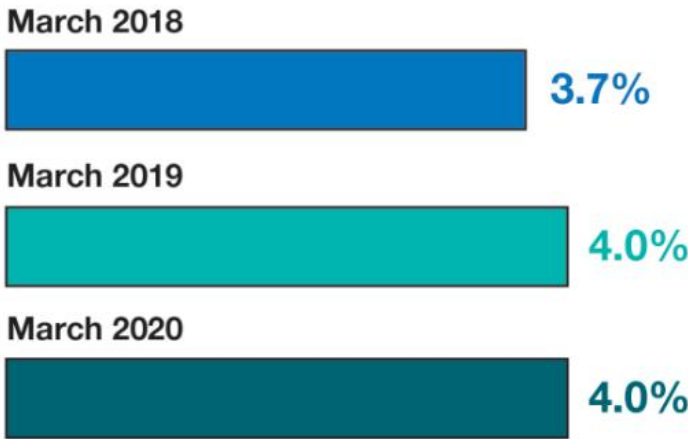
Employees aged between 45-64



Employees with self-declared disabilities



% of disabled employees



# Workforce profile

We have a duty under the Equality Act (2010) to publish information about the protected characteristics of our employees. Staff provide this information voluntarily; we aim to create an environment where employees feel comfortable and confident to do this. It is of great benefit to be aware of the needs of our workforce, enabling us to adjust or provide for different needs. It also assists us with workforce planning and how we can support and develop staff. We use other mechanisms to supplement this information, such as surveys and occupational health figures.

The full workforce profile and the latest comparative data for Carlisle is shown in Appendix 1. Recent data is not available for some characteristics (eg ethnicity, religion, sexuality) making it difficult to compare our workforce with the local population in all areas.

Our Workforce Development Plan includes a number of actions to support the ongoing development of the workforce including improved apprenticeship provision, progression opportunities and wellbeing. The current apprenticeship offer has been extended to include more opportunities at advanced and higher levels. 18 employees are now on an advanced or higher apprenticeship with plans to increase further next year.

The Government's Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 implemented a mandatory gender pay gap reporting requirement for public sector employers with more than 250 employees. Appendix 2 shows our gender pay data for 2018, 2019 and 2020, and the average local government figures for 2018/19. Our mean and median gender pay data compares favourably to the local government average. The pay quartile data shows that our two lower quartiles differ in gender balance to the average, particularly the lower quartile where we have a bigger proportion of male employees.



# Employee support

The 2020 Employee Opinion Survey<sup>3</sup> found that 90.7% of staff rate the Council as a very good or good employer compared to 86% in 2018. The report is positive for employee satisfaction and wellbeing, and highlights that staff continue to be aware of and understand their role in delivering the Council's priorities.

Following feedback from previous staff surveys, Staff Competency Standards have been developed, linking to a review of the existing Management Competency Standards. These provide clear guidance to staff on what is expected of them whilst contributing to the success of the organisation. All staff had the opportunity to feed into the development of these standards by way of focus groups, drop-in events and a survey. The competency standards were circulated with payslips in June 2019 and we are looking at how these can be developed to relate to colleagues in their roles. Standard questions will also be incorporated into interviews to help assess individual values and how they match to those of the organisation. We will also be incorporating more support into induction, and the Appraisal process has also been reviewed to align it with the Staff Competency Standards. The Managers Competency Standards development programme has been amended to include the new standards and includes a session focusing on wellbeing and environmental awareness.

We continue to support the Time to Change Employers Pledge and are committed to changing how we think and act about mental health. Our 'Time to Change' Champions support mental health initiatives, including promotion of Mental Health Awareness Week (May 2019), World Mental Health Day (October 2019) and a Time to Talk drop in session (February 2020). We have introduced a Wellbeing and Mental Health Statement and a Workplace Healthy Eating Statement to help embed this within the organisation.

We have achieved the Silver Better Health at Work Award and are now working towards the Gold Award. The award recognises our achievement in supporting employees to maintain their own wellbeing through raising awareness and providing access to wellbeing activities. Health advocates have a proactive role in promoting and encouraging health and wellbeing amongst colleagues. Examples of the events and initiatives they have set up include a staff football tournament (September 2019), a 10k in 10 days walking challenge (June 2019), and weekly lunchtime walks. As part of working towards the Gold Award we undertook a further survey to help define where we should focus wellbeing initiatives and awareness sessions. Staff have indicated that they would like more information regarding the menopause and digestive conditions. Our health advocates held a drop-in session in October 2019 to find out which digestive conditions staff would like to focus on and look at setting up an action group.

In January 2020, we were invited to present at the North West Employers Health and Wellbeing conference to share our experience of delivering wellbeing initiatives within the Council. Over 60 delegates from other local authorities across the north west attended.

Examples of other support and training offered to staff included:

- Health and wellbeing activities throughout the year: mental health awareness, yoga, physio Pilates, meditation, bio-resilience, mindful craft classes.
- Discounted gym membership.
- Promotion of the Council's Employee Assistance Programme (EAP), the EAP monthly newsletter and launch of the smartphone app.
- Referral to physiotherapy.
- Counselling support.
- Mental Health Awareness for managers.
- Promotion of Stress Awareness Month (April 2019).
- Healthy eating promotion activities including free fruit for all staff every month.
- Menopause support sessions (June 2019).
- Big Lunch (June 2019).
- Cholesterol checks (June 2019).
- Outdoor Gym fitness session (September 2019).
- Health and Wellbeing event (November 2019) providing health checks, cooking demonstrations, exercise sessions, Cardiopulmonary resuscitation (CPR) instruction, reiki sessions, information and advice on a range of health issues.

# Training and development

We provide a range of training and development for staff through courses, e-learning, briefings, toolbox talks, information and employee development. Management training sessions for recruitment and selection, disciplinaries and grievances, and attendance management all include equality briefings and discussions on the impact of these on employees. The training aligned to the management competency standards also refers to equality duties and legislation as appropriate. Staff are encouraged to undertake self-development through advice and guidance available on our Intranet. This can be used to refresh or develop an individual's knowledge as required. Coaching and mentoring are also available for staff and managers. New starters receive a safeguarding leaflet with information about our safeguarding policies and responsibilities. There is also a regulatory eLearning programme and toolbox talks sessions to be completed by all staff.

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

We continuously develop our training programme, for example, following positive feedback from the Self-Empowerment programme, this course has continued this year. The Every Day Leaders course supports talent and progression planning within the Council. The current programme is made up of over 90% female delegates, which is a direct response to the self-empowerment programme and an action within the Workforce Development Plan; supporting female progression. It aims to help staff to get the most out of their job and develop new skills to aid progression and flexibility. The current Level 3 course ends in June 2020 and a new course will target two different levels. Level 3 will focus on developing the individual, broadening their capabilities, and Level 5 will support the development of management skills.

Details of equality related training and staff participation in 2019/20 are provided in the tables below. In total, 238 staff attended an equality training course and 436 equality e-learning modules were completed, with a number of staff completing more than one course. Some e-learning modules are mandatory and require completion every 3 years (eg Prevent), meaning they will not show in this year's figures.

## Overall equality training (April-19 to March-20)

80.3% employees undertook an equality training course or engaged with an equality e-learning module<sup>4</sup>

## Equality training courses (April-19 to March-20)

35.6% unique employees undertook an equality training course<sup>5</sup>

Course	Course description	Date(s)	Numbers attended
ASIST Suicide	A skills building workshop that prepares participants to provide suicide first aid interventions to help people with thoughts of suicide.	06/06/2019	1
Dementia - Step inside dementia	To improve knowledge and understanding of dementia and enable attendees to feel more confident in supporting people with dementia.	11/03/2020	13
Domestic Abuse	This course provides in-depth training on coercive control, the dynamics of an abusive relationship, how to speak to someone about domestic abuse, and a robust response/referral pathway. This programme was opened up to other businesses in Carlisle to promote awareness of the issue.	18/12/2019	8
MCF 2 - Promote Personal Wellbeing & Environmental Responsibility	This focuses on increased awareness of behaviours and strategies providing support and guidance to others while maintaining personal health.	09/01/2020	10
Meditation	Sessions to focus on meditation, relieving stress, mindfulness and positive thinking.	06/09/2019	34
Menopause Awareness Workshop	This workshop shows how to spot signs of the menopause, understand the impact it has, offer advice and signpost.	01/10/2019	19
Mental Health First Aid	Aims to teach how to spot the early signs of a mental health problem, increase confidence in helping someone experiencing a problem and reduce the stigma of mental health problems.	16/04/2019	2

4 If an employee attended more than one course and/or completed more than one module they are only counted once.

5 If an employee attended more than one course they are only counted once.

Course	Course description	Date(s)	Numbers attended
Mental Health & Workplace Wellbeing	Improved knowledge of best practice.	22/11/2019	2
Mental Health Awareness for Managers	To help staff spot the early signs of a mental health problem and feel confident helping someone experiencing a problem.	23/01/2020	12
Mental Health Awareness in Young People	Provides basic awareness on young people's mental health in general and more specifically about self harm and suicide, tips on wellbeing and what resources are available.	02/04/2019	21
Self Empowerment	Aimed at developing staff with the skills to challenge their career choices and aspirations and equip them with the confidence and self-belief to achieve their goals.	08/05/2019	6
Suicide Alertness Training	To help you recognise when a person might be having thoughts of suicide and show you how to provide practical help.	15/05/2019	10
Tool Box Talk - Safeguarding Adults	Improve awareness of safeguarding and staff responsibilities to report.	08/05/2019	14
Tool Box Talk - Safeguarding Children	Improve awareness of safeguarding and staff responsibilities to report.	08/05/2019	62
Understanding Autism	To provide a practical knowledge of autism, including co-facilitation by individuals on the autism spectrum.	26/02/2020	18
Understanding Equality & Diversity for Managers & Members	Equality is considered and incorporated into relevant policies and procedures ensuring that the Council meets its obligations regarding the law. This workshop also aims to look at how equality and diversity can positively affect behaviours in the workplace.	29/10/2019	6

## Equality e-learning modules in SkillGate (April-19 to March-20)

65.7% unique employees engaged with an equality e-learning module<sup>6</sup>

Module Name	Number completed
The Importance of Equality Diversity and Inclusion	303
Safeguarding Adults at Risk <sup>7</sup>	38
Safeguarding Children and Young People <sup>8</sup>	30
General equality related modules	65

## Members training

Members attended a range of equality related training courses:

- Homelessness (11)
- Time to Change Awareness for Members (1)
- Understanding Autism (2)
- Understanding Equality & Diversity for Managers & Members (1)

Equality is incorporated into other training and information provided to Members including the Employment Panel and Code of Conduct. Members also have access to SkillGate modules.

<sup>6</sup> If an employee completed more than one module they are only counted once.

<sup>7</sup> Mandatory course completed by relevant staff every 3 years (123 completed 2017/18, 24 completed 2018/19)

<sup>8</sup> Mandatory course completed by relevant staff every 3 years (123 completed 2017/18, 19 completed 2018/19)

# Recruitment and selection

As part of our recruitment process, applicants can complete a diversity monitoring form when applying for a job. The tables below provide a summary of equality monitoring information for applicants for vacancies advertised between 31 March 2019 and 1 April 2020. This is the first year we have published this data. We intend to build on this information and undertake analysis as it develops each year.

	Applications total: 376		Shortlisted total: 155		Successful total: 51	
	Applications		Shortlisted		Successful	
Gender						
Female	172	45.7%	71	45.8%	19	37.3%
Male	148	39.4%	66	42.6%	28	54.9%
Unknown	56	14.9%	18	11.6%	4	7.8%
Age						
16-24	59	15.7%	20	12.9%	8	15.7%
25-35	104	27.7%	47	30.3%	14	27.5%
36-45	57	15.2%	28	18.1%	10	19.6%
46-64	95	25.3%	41	26.5%	15	29.4%
65+	3	0.8%	0	0.0%	0	0.0%
Unknown	58	15.4%	19	12.3%	4	7.8%
Disability						
Yes	33	8.8%	22	14.2%	2	3.9%
No	276	73.4%	114	73.5%	45	88.2%
Unknown	67	17.8%	19	12.3%	4	7.8%

	Applications		Shortlisted		Successful	
Ethnicity						
Asian/Asian British: Chinese	0	0.0%	0	0.0%	0	0.0%
Asian/Asian British: Chinese Other	0	0.0%	0	0.0%	0	0.0%
Black/Black British: African	1	0.3%	1	0.6%	0	0.0%
Mixed/Dual Heritage: White & Asian	0	0.0%	0	0.0%	0	0.0%
Mixed/Dual Heritage: White & Arabic	0	0.0%	0	0.0%	0	0.0%
Mixed/Dual Heritage: White & Black	0	0.0%	0	0.0%	0	0.0%
Other Mixed Background	2	0.5%	2	1.3%	0	0.0%
White: British	297	79.0%	129	83.2%	46	90.2%
White: German	1	0.3%	0	0.0%	0	0.0%
White: Irish	1	0.3%	0	0.0%	0	0.0%
White: Italian	0	0.0%	0	0.0%	0	0.0%
White: Norwegian	3	0.8%	1	0.6%	0	0.0%
White: Other	1	0.3%	1	0.6%	0	0.0%
White: Polish	3	0.8%	1	0.6%	1	2.0%
White: Portuguese	6	1.6%	0	0.0%	0	0.0%
Unknown	58	15.4%	20	12.9%	4	7.8%



	Applications		Shortlisted		Successful	
Sexual Orientation						
Heterosexual	290	77.1%	126	81.3%	46	90.2%
Homosexual	7	1.9%	1	0.6%	0	0.0%
Lesbian	0	0.0%	0	0.0%	0	0.0%
Bisexual	8	2.1%	2	1.3%	0	0.0%
Unknown	71	18.9%	26	16.8%	2	9.8%

# Equality impact assessment, consultation and engagement

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

- **St Cuthbert's Garden Village (September - October 2019)**

Public consultation on the draft masterplan options, building on the past consultation work in developing the proposals. This included several drop in events held across Carlisle, online consultation and access to the proposals at the Council's Customer Contact Centre and Carlisle Library.

- **Borderlands development consultation - Carlisle Station Gateway (September - October 2019, January - February 2020)**

The Station Gateway project aims to improve the station and its facilities, encourage visitors, stimulate investment in Carlisle and improve access and connectivity. It is being developed jointly by Carlisle City Council and Cumbria County Council, working with key partners across the Borderlands region.

The first stage of consultation was undertaken in September 2019, to validate the project objectives and high-level proposals. Following feedback from this consultation, two design options were developed to form the second stage consultation in January 2020. This was undertaken online and through events hosted by the project team at the Railway Station and the Lanes Shopping Centre. A display was also in place throughout the consultation in Carlisle Railway Station, and students and staff from the University of Cumbria were consulted on campus in Carlisle.

- **Screening the 2020/21 Budget (December 2019 - January 2020)**

Consultation on the 2020/21 Budget was undertaken with the public, staff, business rate payers and trade unions. As part of the budget process, we carried out an equality impact assessment of the Budget Book. Our initial screening identified potential impacts on protected characteristics which were assessed and addressed by service managers. Following this mitigation work, there were no further changes required within the key documents listed in the Budget Book.

- **St James' Park (June 2019)**

Following the public consultation, improvements will include refurbishing the paths and street furniture. A new flight of steps will be built for access from St James' Road, new seats and litter bins will be installed across the park, including a new circular seat and a central tree in memory of a former councillor.

## • Carloli Drive Play Area (September – October 2019)

We are planning to install new play and outdoor exercise equipment following successful consultation on the proposed refurbishment. Feedback from residents has informed our plans as follows:

- to provide a variety of robust items which are suitable for use by as wide a range of individuals as possible and children of all ages.
- to provide suitable seating as part of the scheme.
- to ensure that any new play equipment installed is as accessible as possible to children of any ability.
- to investigate the provision of fencing around the play equipment.

We conduct a range of surveys to gather feedback from our staff, members and customers. A sample of these undertaken in 2019/20 is shown in the table below.

Title	Start date	End date	Internal / external use
Keeping You Informed	Apr-18	Ongoing	External
Movers Survey	Apr-18	Ongoing	External
Walker Health	Nov-18	Ongoing	External
Recycling Survey	Jan-19	Ongoing	External
Listening Council	Feb-19	June-19	External
Equality Monitoring (Complaints)	Apr-19	Mar-20	External
Old Fire Station	Apr-19	Apr-19	External
Customer Satisfaction Survey	Apr-19	Mar-20	External
St James' Park Development	June-19	June-19	External
Yewdale Outdoor Exercise Equipment	June-19	July-19	External
Free after 3 Car Park Impact	Aug-19	Ongoing	External
Carloli Drive Play Area Development	Sept-19	Oct-19	External
St Cuthbert's Garden Village: Draft Options	Sept-19	Oct-19	External
IT User Survey	Nov-19	Nov-19	Internal
Cummersdale Village Survey	Dec-19	Dec-19	External
Wellbeing Survey	Jan-20	Feb-20	Internal
Employee Opinion Survey	Feb-20	Feb-20	Internal

We provide events to engage residents and visitors in a full range of cultural, sporting and historical activities. We aim to develop a local sense of place and pride in Carlisle, celebrating our communities. Events held in 2019/20 included Easter and Summer International Markets, Upperby Gala, International Markets, Carlisle Fringe, Fireshow and Christmas Lights Switch-on.

We also support local events that promote diversity and community spirit. Examples of this include sponsorship of the Diverse Cumbria Awards (May 2019) and celebration of Armed Forces Week with stalls, exhibitions, music and a parade in Carlisle city centre to celebrate Armed Forces Day (June 2019). We promoted volunteering through Give a Day to the City (July 2019) and supported Carlisle Unity Festival (July 2019), which was hosted by AWAZ Cumbria to celebrate diversity and community networks.

The theme of the Carlisle Puppet Pageant Parade (September 2019) was 'The Kaleidoscope of Carlisle Life' to celebrate the people and achievements of the city. The parade was organised by Prism Arts and the puppets were created in conjunction with local schools and groups in Carlisle. Cumbria Pride (September 2019) celebrated LGBT<sup>9</sup> communities through music and performances. Other supported events included the Chinese New Year Festival (February 2020), the Cultural Bazaar (February 2020) and the first City of Lights (February 2020). This new event created displays and light installations across the city, in partnership with Cumbria County Council and a range of local organisations.

# Service provision

We provide many different services to our customers and strive to improve access for all. Examples of our work to make services more accessible include:

- **Homeless Prevention and Accommodation Services (HPAS)**

The HPAS teams assisted 978 households with housing and homelessness advice. It also accommodated and supported 241 households in temporary accommodation; 70% of households were supported to move on positively within an average of nine weeks. The service delivered homeless awareness and prevention talks to 1275 young people in schools and community venues such as cadets. Ongoing term time projects were delivered with Carlisle College, including students producing fine art textile pieces as part of their course work to add warmth and character to our family accommodation services.

- **Refuse and recycling collections**

In 2019/20, we responded to 523 requests for assisted collections. We also collected waste from additional containers for 867 households with large families or situations where more waste is produced because of disability or personal circumstance.

- **Riverside Housing services (from April 2019)**

Carlisle City Council is working in partnership with Riverside to provide accessible services from the Civic Centre. Customers are able to access face to face contact and be supported to access Riverside's services (including Freephone services and Cumbria Choice application forms). We also provide a self-service computer to access online content associated with a Riverside tenancy or any ongoing Cumbria Choice query.

# Partnership working

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

- **Rough Sleeping Project**

Carlisle City Council led Cumbria's successful partnership bid for this funding. Cumbrian local authorities are using the funding to increase housing options/pathways and deliver targeted support to those people identified as rough sleeping or at risk of rough sleeping, whom are not owed any statutory duty under the Homeless Reduction Act 2017. The funding will be used across Cumbria to fund:

- 9.5 full time equivalent members of staff. They will support 76 Supported Lettings placements and tenancies (in all districts except Barrow).
- One full time member of staff who will work in Barrow to support individuals with complex needs in 11 units.
- One full time member of staff who will support 16 tenancies via a local lettings agency (specifically across Eden and South Lakeland).
- Two full time members of staff. The Rough Sleeping Co-ordinators will work across Carlisle, Allerdale and Copeland.

In addition, Carlisle were successfully awarded £10,000 from the Ministry of Housing, Communities and Local Government through the Cold Weather Fund, to support the provision of a Winter Shelter for single people whom the Council owed no statutory duty. The Winter Shelter established 6 beds (with separate provision for men and women) from 1st December 2019 to 31st January 2020. It also accommodated and provided support to 12 individuals, all of whom have been supported to access alternative housing options.

- **Community Neighbours (launched February 2020)**

Carlisle City Council and Electricity North West are working in partnership to set up a Community Neighbours scheme to support isolated residents in the district. The funding refreshes a previously successful volunteer befriending project which creates one-to-one opportunities linking volunteers with elderly and/or disabled people experiencing loneliness and isolation. The scheme is further enhanced by helping both volunteers and people accessing the project for support to help reduce fuel poverty and encourage energy efficiency.

The project will link with the other services provided by the Council's Home Improvement Agency, Homelife Carlisle. Homelife Carlisle provide specialist support and advice to elderly and disabled people, as well as those on low incomes, for maintaining, adapting and improving their homes.

- **Carlisle and Eden Armed Forces Support Co-ordination Project (April 2019 onwards)**

This project aims to provide co-ordinated support for ex-armed forces veterans within Carlisle and Eden districts. The funding has been used to employ a co-ordinator to oversee the project and has focused on the following areas:

- Activities to support prevention of mental health and social isolation.
- Veteran friendly GP practices.
- Ex-Service Supporters network to feed into the Armed Forces Covenant.
- Improve access to information about services, support and events on Council websites. Link to the Forces Connect App and information about upcoming events.
- Promotion of the Defence Employers Recognition Scheme.

- **Improving The Private Rented Sector - Tackling Rogue Landlords (2017-19)**

Carlisle City Council made a successful bid to the Controlling Migration Fund in March 2017 to deliver outcomes around rogue landlords and food businesses in the Botchergate area of the city. The funding related to one additional post within Regulatory Services for two years. The project was able to continue until October 2019 and the final report was submitted to Councillor Nedved, portfolio holder for Economy Enterprise and Housing on the 10th July 2020 and a copy has been sent to the Ministry of Housing, Communities and Local Government who funded the project.

While the project met with a range of challenges it was able to develop a network of partners and use improved intelligence to target properties where fire safety, crime and migration issues were relevant. In particular, liaison with the Local Police Hub greatly assisted multi-agency working and community tasking approach.

This project has improved the condition of privately rented properties, ensured that landlords and owners do not take advantage of vulnerable tenants and helped counteract illegal immigration. A total of 48 properties were visited which provide homes to over 130 residents. The majority of those visits were with colleagues from other enforcement agencies including Cumbria Fire and Rescue Services, Cumbria Constabulary, Immigration Compliance and Enforcement team and in one case the Gangmaster and Labour Abuse Authority.

The use of proactive enforcement has had a disruptive influence on poor housing and criminal activity and helps to create a level playing field where good landlords and providers who provide decent and safe homes are not disadvantaged by people who flout the rules and have a negative impact on the market. This view is shared by the National Landlord Association who with Carlisle City Council support the Cumbria Landlord Accreditation Scheme.

The proactive engagement with food businesses to provide bespoke food hygiene training where language was a potential barrier has seen improved catering and hygiene standards, improved understanding of food law, develop better working relationship with council officers and develop the skills of those who work and live with Carlisle. This in-turn will improve the chances of integration within the community.

There has been a decrease in food establishments in the area of the project over the two years, with business failing and shops remaining empty. Businesses also change hands on a regular basis. It has been noted that there has been a significant increase in the number of Turkish barbers/hairdressers, nail bar business and small continental shops, run by foreign nationals. Some will have links to negative behaviour but largely it reflects the increasing diversity of the city and the healthy turnover of businesses observed in many cities.

The final report considers the impact of Covid 19 on this style of intervention and notes that a hidden consequence of the pandemic is that tenants of rogue landlords will face unsafe and poor conditions until safe working practices and procedures have been identified.



# Customer satisfaction

We measure customer satisfaction with how well we are running things and report on this annually. We have deferred this measure until later in 2020 due to the ongoing response to the Covid-19 pandemic and it will be reported to Scrutiny and the Executive.

The Customer Service Charter sets out what customers can expect when contacting us and aims to increase customer satisfaction. Progress with Customer Services improvement was reported to the Business and Transformation Scrutiny Panel<sup>10</sup> and aims are continuing to be measured where possible (reporting has been impacted by service changes during the Covid-19 response). We are also continuing to develop our systems, which will enable us to measure two of the aspirational aims when the appropriate arrangements are in place.

## Complaints

Our Complaints and Feedback Policy contains details of how complaints are managed. Formal corporate complaints are received in writing and recorded through the Council's Customer Relationship Management system. The equality monitoring form attached to the complaints form is voluntary.

The figures for April 2019 to March 2020 are provided in the table below and relate to the number of equality monitoring forms received, not the number of complaints (34 complaints were received in 2019/20). We monitor the responses to screen for equality issues and any concerns are reported to relevant service managers. We are committed to ensuring that we use customer feedback to help improve services and to focus on the needs of our customers. In 2019/20, a full response to complaints was issued to 95% of customers within 15 days of receipt at each stage.<sup>11</sup>

Apr 2019 - March 2020	Context	
	Date	Number of complaint equality monitoring forms
	Apr-17 to Mar-18	23
	Apr-18 to Mar-19	12
	Apr-19 to Mar-20	17

## April 2019 - March 2020

### Gender

Gender	Number	%
Male	10	58.8
Female	7	41.2
Undeclared	0	0

### Context

Date	% Male	% Female	% Undeclared
Apr17-Mar18	47.8	52.2	0
Apr18-Mar19	42.0	58.0	0
Apr19-Mar20	58.8	41.2	0

### Ethnicity

Ethnicity	Number	%
White British	16	94.1
White Other	0	0
BAME <sup>12</sup>	1	5.9
Undeclared	0	0

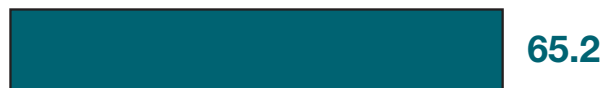
### Context

Date	% White British	% White Other	% Undeclared
Apr17-Mar18	87.0	4.3	4.3
Apr18-Mar19	75.0	0	25.0
Apr19-Mar20	94.1	5.9	0

## Age

% of equality form complainants aged 45-74

April 17 - March 18



April 18 - March 19



April 19 - March 20



## Sexuality

Sexuality	Number	%
Heterosexual	15	88.2
Lesbian, Homosexual or Bisexual	0	0
Undeclared	2	11.8

## Context

Date	% Heterosexual	% Lesbian, Homosexual or Bisexual	% Undeclared
Apr17-Mar18	91.3	0.0	8.7
Apr18-Mar19	66.7	8.3	25.0
Apr19-Mar20	88.2	0.0	11.8

Disability

Disability	Number	%
No	12	66.7
Yes	4	33.3
Undeclared	1	5.9

% with a disability or health condition

April 17 - March 18



April 18 - March 19



April 19 - March 20



# Equality objectives 2020-24

Our equality objectives were agreed by the Executive in May 2020. They are:

- a) Break the cycle of inequality and improve health, wellbeing and economic prosperity
- b) Support a diverse workforce by improving the equality data of the recruitment and retention processes
- c) Ensure all people have access to the services they need
- d) Celebrate the diversity of our communities and bring people together

The actions below have been identified to help deliver the equality objectives 2020-24 and respond to issues identified in this report. They are reviewed and developed annually.

Equality Action Plan 2020			
Equality objective	Action	Progress	Lead Team(s)
Break the cycle of inequality and improve health, wellbeing and economic prosperity	1) Deliver the Carlisle Plan priorities and work in partnership to achieve these across the district.	2019/20 End of Year Performance Report reported to Executive 22 June 2020. <sup>13</sup> This report includes detailed progress on the Carlisle Plan on a Page actions and projects.	All Council services
Break the cycle of inequality and improve health, wellbeing and economic prosperity	2) Deliver the Healthy City Strategy actions.	Healthy City Strategy and actions under development.	All Council Services, Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	3) Explore the impact the use of Council land, assets and planning has on communities and supporting equality and diversity, and how these can be developed.	The draft Healthy City Strategy will explore the use of Council land/ assets for community development.	Healthy City Team

## Equality Action Plan 2020

Equality objective	Action	Progress	Lead Team(s)
Break the cycle of inequality and improve health, wellbeing and economic prosperity	4) Support third sector partners addressing priority needs of local communities.	To develop a greater understanding of the needs of the local community, working with service users, volunteers and trustees.	Healthy City Team
Break the cycle of inequality and improve health, wellbeing and economic prosperity	5) Include equality within all Portfolio Holder reports to Council to help promote understanding and awareness to members.	To be developed.	Policy and Communications
Break the cycle of inequality and improve health, wellbeing and economic prosperity	6) Include the equality objectives in Council reports to help improve consideration of equality implications in decision making.	To be developed.	Policy and Communications
Support a diverse workforce by improving the equality data of the recruitment and retention processes	7) Implement iTrent recruitment module. Review and standardise ethnicity categories on recruitment monitoring forms and in iTrent recruitment.	iTrent recruitment module under development to include equality reporting requirements, the target date for implementation is December 2020. The Job application form was updated in May 2020 to standardise equality information questions and include details of Armed Forces service.	Human Resources, Policy and Communications

## Equality Action Plan 2020

Equality objective	Action	Progress	Lead Team(s)
Support a diverse workforce by improving the equality data of the recruitment and retention processes	8) Screen gender pay information for issues and identify actions that may need to be taken in response to these.	Data for 2018, 2019 and 2020 included in this report. Further work being undertaken to assess the information and what action may be required.	Human Resources, Policy and Communications
Ensure all people have access to the services they need	9) Assess responses to satisfaction survey and equality questions to identify issues for further development. Review complaint equality monitoring form responses to screen for equality.	This measure has been deferred until later in the year due to the Covid-19 pandemic and it will be reported to Scrutiny and the Executive. Optional equality responses will be monitored to identify areas for investigation. Complaint equality monitoring form responses are referred to in the Complaints section of this report.	Customer Services, Policy and Communications
Ensure people have appropriate access to the services they need	10) To keep the assumptions employed in the Gypsy and Traveller Accommodation Assessment (GTAA) relating to the turnover of Gypsy and Traveller pitches under review	The Cumbrian district councils had agreed to update the GTAA during 2020; however, the tendering process to appoint a consultant to carry out the research has been delayed due to the Covid-19 situation.	Investment and Policy
Ensure people have appropriate access to the services they need	11) To continue developing support to the Armed Forces community and our commitment to the Armed Forces Covenant, including achieving the silver award of the Defence Recognition Scheme.	We achieved the silver award of the Defence Employer Recognition Scheme in August 2020 and will continue to develop our work.	Policy and Communications, Human Resources

## Equality Action Plan 2020

Equality objective	Action	Progress	Lead Team(s)
Ensure people have appropriate access to the services they need	12) Develop an accessible version of the Equality Policy.	To be developed by December 2020.	Policy and Communications
Ensure people have appropriate access to the services they need	13) Review available data to identify who is accessing Council services and where.	Data review to be undertaken by July 2021.	Policy and Communications, Customer Services
Celebrate the diversity of our communities and bring people together	14) Continue to review and develop events programme to help celebrate different communities in Carlisle.	The events programme is reviewed and developed annually to continue to celebrate diversity.	Healthy City Team
Celebrate the diversity of our communities and bring people together	15) Enhance promotion of funding support for events. Consider including integration/equality criteria for funding applications and/or developing a community fund specifically for equality and diversity.	The Community Events Fund criteria are due to be reviewed. This review will look at including equality and diversity criteria and how the fund is promoted.	Healthy City Team
Celebrate the diversity of our communities and bring people together	16) Ensure children and young people are included in engagement and consultation. Learning from successful consultations to be shared and developed across the Council.	Review Healthy City Team's models for engagement and how these can be developed and shared across the Council.	Policy and Communications, Healthy City Team



# Appendix 1

## Workforce profile as at 31 March 2020 and latest comparative data for Carlisle

Workforce profile 31 March 2020		Carlisle	
Number of employees 477		Population of Carlisle <sup>14</sup> 108,678	
Age range	%	Age range <sup>14</sup>	%
0-15		0-15	16.7
16-24	3.6	16-24	10.1
25-34	15.1	25-34	11.6
35-44	23.1	35-44	11.6
45-54	29.1	45-54	14.0
55-64	26.8	55-64	14.2
65+	2.3	65+	21.9
Marital status	%	Marital status <sup>15</sup>	%
Civil Partner	1.3	Civil Partner	0.2
Divorced	3.6	Divorced	9.7
Married	49.1	Married	47.3
Separated	2.3	Separated	2.5
Single	32.9	Single	32.2
Undeclared	9.9	Undeclared	
Widowed	1.0	Widowed	8.2
Ethnicity	%	Ethnicity <sup>15</sup>	%
BAME <sup>16</sup>	1.5	BAME	1.9
White	90.1	White	98.1
Undeclared	8.4	Undeclared	

<sup>14</sup> 2019 Office for National Statistics

<sup>15</sup> Census 2011

<sup>16</sup> Black, Asian and Minority Ethnic. A detailed profile is used for workforce planning.

Workforce profile 31 March 2020		Carlisle	
Gender	%	Gender <sup>14</sup>	%
Female	50.3	Female	51.2
Male	49.7	Male	48.8
Disability (self-declared)	%	Disability and health – day to day activities limited? <sup>15</sup>	%
No	78.8	No	80.0
Yes	4.0	Yes a lot	9.2
Undeclared	17.2	Yes a little	10.0
Sexuality	%	Data not available	
Heterosexual	65.0		
Lesbian, Homosexual, Bisexual or Gay	1.9		
Undeclared	33.1		
Religion	%	Religion <sup>15</sup>	%
Buddhist	0.4	Buddhist	0.3
Christian	37.1	Christian	69.1
Hindu	0	Hindu	0.2
Jewish	0	Jewish	0
Muslim	0	Muslim	0.4
No religion	27.0	No religion	22.9
Other	0.8	Other	0.3
Sikh	0	Sikh	0
Undeclared	34.6	Undeclared	6.8

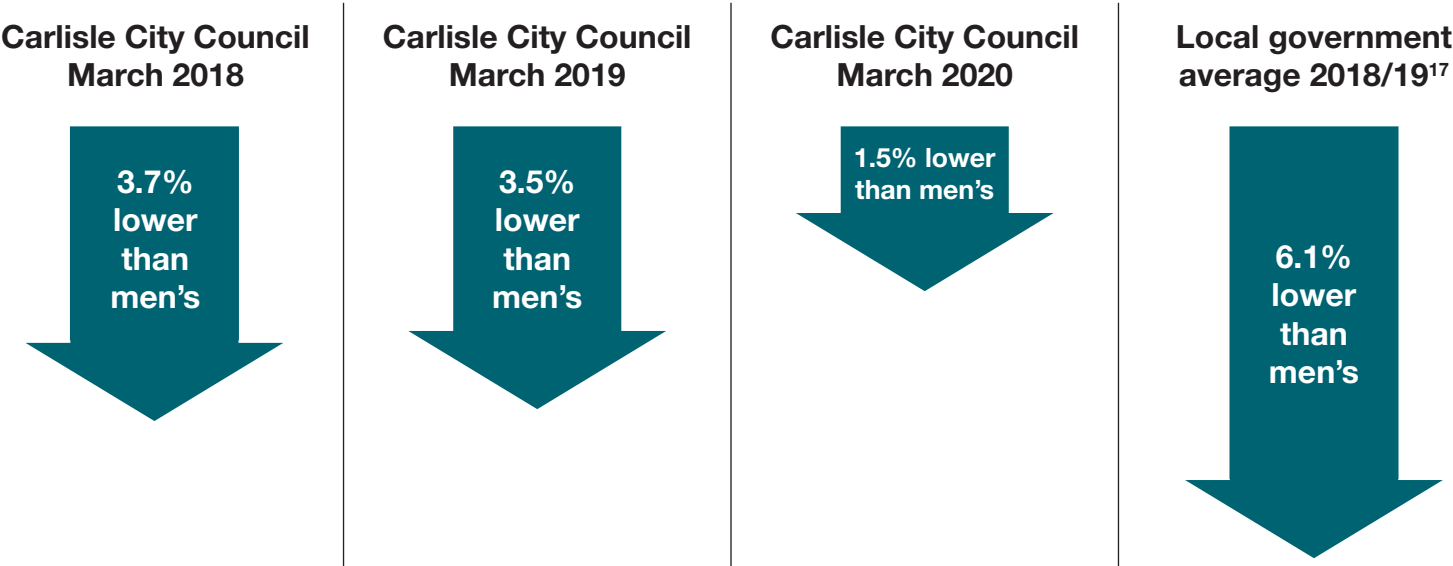
## Pregnancy and Maternity

The number of employees who commenced their maternity leave in 2019/20 was 6.

# Appendix 2

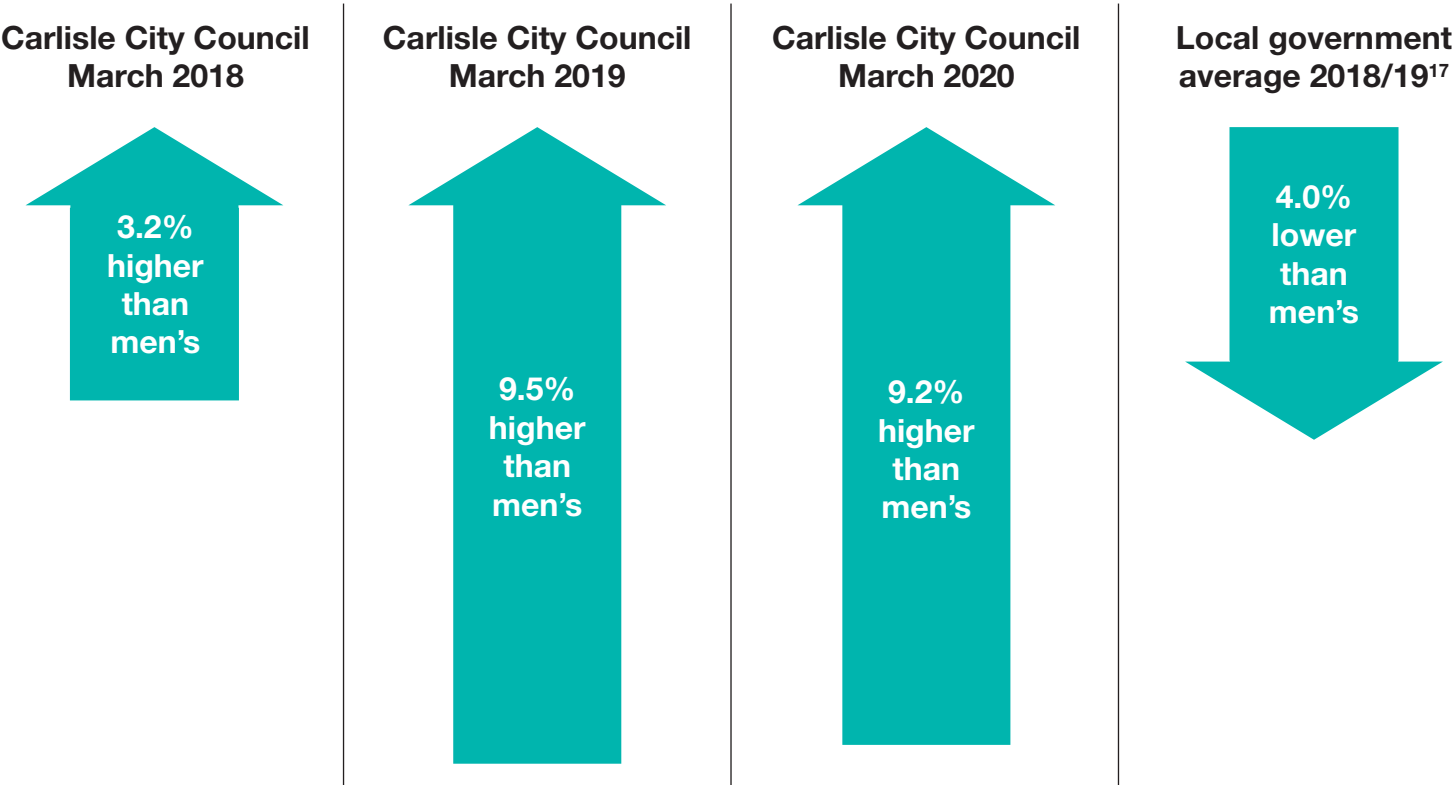
Gender pay figures March 2018, 2019 and 2020

## Women's mean hourly rate\*



\* The mean hourly rate is the average hourly wage across the entire organisation. The mean gender pay gap is a measure of the difference between women's mean hourly wage and men's mean hourly wage.

# Women's median hourly rate\*\*



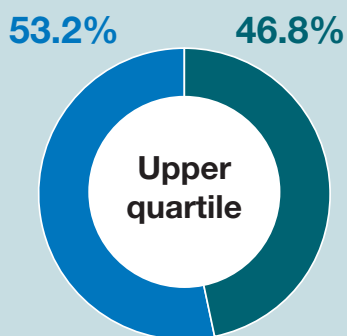
**\*\*** The median hourly rate is calculated by ranking all employees from the highest paid to the lowest paid, and taking the hourly wage of the person in the middle. The median gender pay gap is the difference between women’s median hourly wage (the middle paid woman) and men’s median hourly wage (the middle paid man).

For further information on Gender Pay please visit <https://gender-pay-gap.service.gov.uk/>

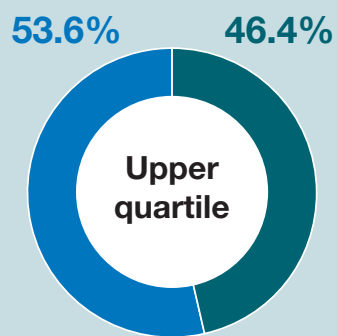
# Gender pay gap quartile figures

Male Female

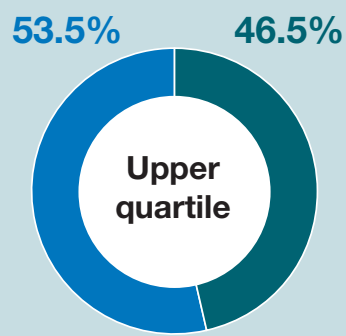
Carlisle City Council  
March 2018



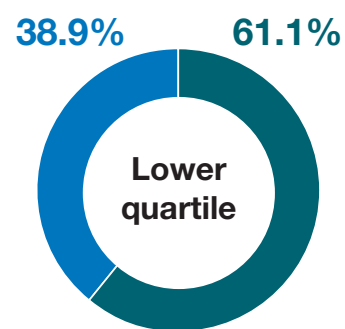
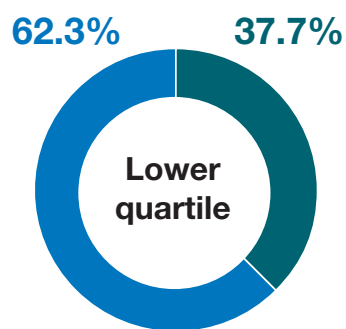
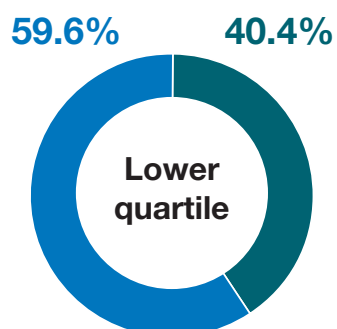
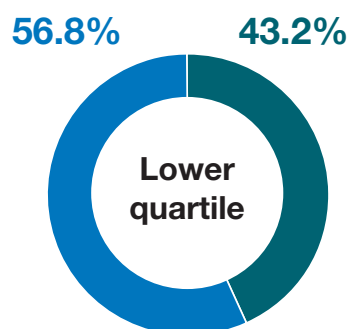
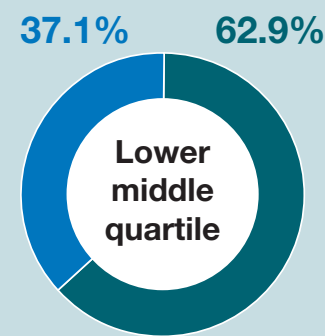
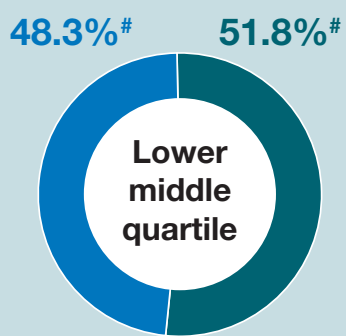
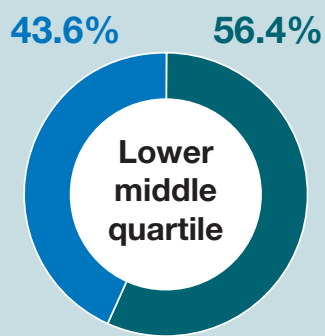
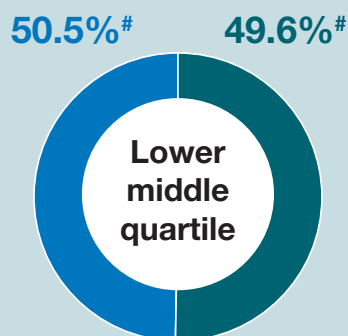
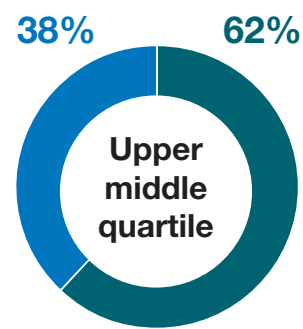
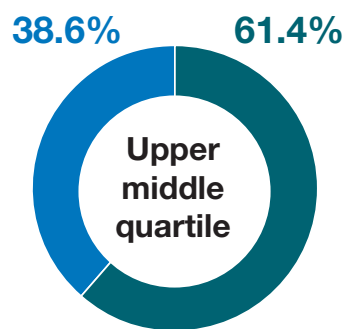
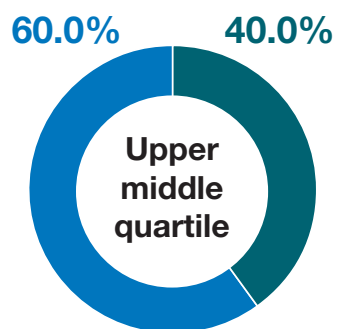
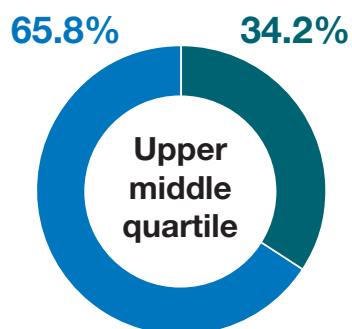
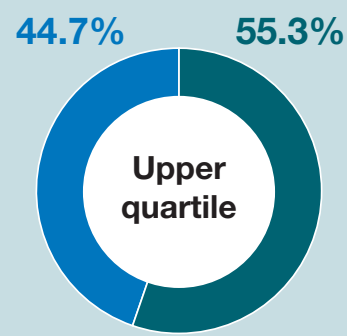
Carlisle City Council  
March 2019



Carlisle City Council  
March 2020



Local government  
average 2018/19<sup>17</sup>



# Due to rounding, percentages may not always appear to add up to 100%.



# Health and Wellbeing

## Scrutiny Panel

CARLISLE  
CITY COUNCIL

Agenda  
Item:

**A.5**

Meeting Date:

27

Portfolio:

Crwww.carlisle.gov.uk

Key Decision:

No

Within Policy and  
Budget Framework

Private/Public

Public

Title:

Overview Report

Report of:

Overview and Scrutiny Officer

Report Number:

OS.17/20

### Purpose / Summary:

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

### Recommendations:

Members are asked to:

- Note the items (within Panel remit) on the most recent Notice of Key Executive Decisions
- Review the current work programme and resolutions and make recommendations for the future work programme

### Tracking

Executive:	Not applicable
Scrutiny:	HWSP 27/08/20
Council:	Not applicable

## 1. Notice of Key Decisions

**1.1** At the time of writing this Overview Report, the most recent Notice of Key Executive Decisions was published on 17 July 2020. This was circulated to all Members. The following items fall within the remit of this Panel:

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

- KD 01/20 – Local Environment (Climate Change) Strategy
- KD 07/20 - Homelessness and Rough Sleeping Strategy 2021 to 2026

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

- None

## 2. References from Executive

**2.1** None

## 3. Progress on resolutions from previous meetings

**3.1** The following table sets out the meeting date and resolution that require following up. The status is presented as either “completed”, “pending” (date expected), or “outstanding”. An item is considered outstanding if no update or progress has been made after three panel meetings. All the completed actions will be removed from the list following the meeting.

	Meeting date	Minute reference	Action	Status
1	09/01/20	HWSP 07/20	2) That the Panel refer the draft Equality Objectives and Equality Policy to the Executive for consideration and consultation, prior to adoption with the following amendment to equality objective b): Support a diverse workforce by improving the equality data of the recruitment and retention processes  Recruitment and retention data to be reported in Annual Equality Report 2019/20	Pending  Complete Noted by officer



2	09/01/20	HWSP 07/20	6) That a review of recruitment training be undertaken to ensure training on unconscious bias was included.	Complete Written response from HR Manager
3	20/02/20	HWSP 15/20	1) That the draft Local Environment (Climate Change Strategy) be included in a future Informal Briefing for all Members of the Council.	Pending
4	11/06/20	HWSP 26/20	3) That the Health and Wellbeing Manager seek details from Carlisle Health Care of the Social Prescribing initiatives including the number of referrals and what areas were involved and circulate to the Panel.	Complete
5	11/06/20	HWSP 26/20	4) That the Communities, Health and Wellbeing Portfolio Holder provide the Panel with a briefing note on the work of Healthy City and Sustainable Food Carlisle.	Complete
6	16/07/20	HWSP 34/20	3) That a further update on the response to the Covid-19 pandemic in Carlisle be submitted to the Panel in three months' time.	Complete On workplan
7	16/07/20	HWSP 34/20	4) That the Policy and Communications Manager circulate a wider diagram of the support structures that were in place to the Panel.	Complete
8	16/07/20	HWSP 34/20	5) That the Partnership Manager circulate the consultation information for the Local Outbreak Control Plan to the Panel.	Complete
9	16/07/20	HWSP 35/20	3) That a demonstration of the new Cumbria Choice ICT system be given to the Panel following the procurement in 2021	Complete On workplan
10	17/07/20	HWSP 36/20	2) That statistical information regarding the impact of the pandemic on the climate and the health and wellbeing of residents in Carlisle be submitted to the Panel's meeting on 8 October 2020.	Complete On workplan

## 5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

**5.1** The overview and scrutiny of the Carlisle Plan items that match the panel remit contribute to ongoing policy development.

**Contact Officer:** Rowan Jones

**Ext:** rowan.jones@carlisle.gov.uk

**Appendices  
attached to report:**

**1. Draft Scrutiny Panel Work Programme 2020-21**

**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:**

**LEGAL -**

**FINANCE –**

**EQUALITY –** This report raises no explicit issues relating to the public sector Equality Duty.

**INFORMATION GOVERNANCE –**

## APPENDIX 1: Draft Health and Wellbeing Scrutiny Panel Work Programme 2020-21

Title	Reason for inclusion on workplan	Type of Scrutiny	Lead Officer	Meeting Date
Scrutiny Annual Report 2019/20	Requirement of the Constitution to be reported annually. Carried over from April 2020.	Policy development	Rowan Jones	11/06/2020
End of Year Performance Report - for information	Reported annually - For info	Monitoring	Gary Oliver	June 2020
Food Law Enforcement Plan	Panel are a consultee in Policy and Budget Framework matters	Policy update		June 2020
Introduction to Health and Wellbeing Team including Sport Development	Carried over from March 2020	Policy update	Luke Leathers	11/06/2020
Emergency Planning and Resilience for Covid-19	June 2020 Resolution - (HWSP 27/20)	Policy development	Steven O'Keeffe	16/07/2020
Allocations Policy and Equality Impact Assessment	Panel are a consultee in Policy and Budget Framework matters	Policy development	Gareth Torrens	16/07/2020
Greenwich Leisure Ltd	Carried over from March 2020	Policy update	Gary Oliver	27/08/2020
Performance Report - Q1	Standing item - quarterly.	Monitoring	Gary Oliver	27/08/2020
Redevelopment of the Sands Centre Update	Feb 2020 Resolution - further updates on work programme HWSP.17/20	Monitoring	Darren Crossley	27/08/2020
Annual Equality Report & Action Plan	Reported annually (To BTSP as "for info" report)	Monitoring & policy update	Rebecca Tibbs	27/08/2020
Air Quality Monitoring	Reported annually	Monitoring	Scott Burns	08/10/2020
Disabled facilities grants and supporting move on from hospital	June 2020 Resolution (HWSP 27/20)	Information gathering	Scott Burns	08/10/2020
Cycling Walking Infrastructure Plans (CWIPS)	June resolution to include (HWSP 26/20)	Policy update	Darren Crossley	08/10/2020
Strategic Framework for Culture in Carlisle	Feb 2020 Resolution - further report in 6 months time HWSP.18/20	Policy update	Darren Crossley	08/10/2020
Active Spaces Review	Feb 2020 Resolution - play area review added to work programme HWSP.16/20	Policy development	Luke Leathers	08/10/2020
Corporate Peer Challenge	June 2020 Resolution (HWSP 28/20)	Policy development		08/10/2020
Emergency Planning and Promoting Community Engagement with EP/ Update on Support Cumbria	Jan 2020 Recommendation - HWSP 06/20	Policy update	Steven O'Keeffe	08/10/2020
Covid-19 response update - including statistical update on climate and health and wellbeing	HWSP.34/20 (July 2020) HWSP 36/20 statistical information regarding the impact of the pandemic on the climate and the health and wellbeing of residents in Carlisle be submitted.	Policy development	Steven O'Keeffe	08/10/2020
Homelessness Strategy Workshop	Allow HWSP to focus on development of the Draft Homelessness Strategy	Policy development	Tammie Rhodes	03/11/2020
Tullie House Business Plan	Reported annually	Monitoring	Darren Crossley	19/11/2020
Budget Setting	Panel are a consultee in Policy and Budget Framework matters	Budget	Alison Taylor	19/11/2020
Interagency Homelessness Strategy	New strategy being developed - good time for scrutiny input	Policy development	Tammie Rhodes	19/11/2020

Performance Report - Q2	Standing item - quarterly.	Monitoring	Gary Oliver	19/11/2020
Local Environment (Climate Change) Strategy	Feb 2020 Resolution - see this item again at a later stage in development. HWSP.15/20	Policy development	Jane Meek/ Steven O'Keeffe	14/01/2021
Community Centre Update	Suggestion from Cllr McNulty	Policy update	Luke Leathers	14/01/2021
Green Spaces Strategy - update	Resolution HWSP.16/20 - panel wish to receive updates	Policy update	Phil Gray	14/01/2021
Performance Report - Q3	Standing item - quarterly.	Monitoring	Gary Oliver	25/02/2021
Scrutiny Annual Report 2019/20	Requirement of the Constitution to be reported annually	Policy development	Rowan Jones	08/04/2021
Draft Healthy City Strategy	HWSP.07/20 - draft Healthy City Strategy to future Panel meeting	Policy development	Luke Leathers	TBC
EGSP and HWP Joint Transport Inquiry Day	Carried over from 2019/20 workplan. Paused as not currently appropriate/ timely.	Policy/ information gathering	Rowan Jones/ Jane Meek	Not scheduled
Enforcement Strategy	Carried over from April 2020 - pushed back from July 2020	Policy update	Colin Bowley	Not scheduled
Carlisle Partnership	Reported annually - pushed back from July 2020	Partnership overview	Emma Dixon	Not scheduled
Community Safety Partnership	Carried over from April 2020. Deferred pending next meeting of CSP.	Partnership overview	Darren Crossley	Not scheduled
Cumbria Choice new IT platform demo	HWSP 25/20 (July 2020) 3) That a demonstration of the new Cumbria Choice ICT system be given to the Panel following the procurement in 2021	Information gathering	Gareth Torrens	2021/22