

PORTFOLIO:
COMMUNITY ENGAGEMENT

Report of
Portfolio Holder:

COUNCILLOR
JACQUELYNE GEDDES

CUSTOMER CONTACT CENTRE

The extension to the customer contact centre is now complete. The passport office has given interest in using the contact centre and office space for serving their customers. The passport office is currently at Kingmoor Park and this will close. The service being delivered from the customer contact centre will not only enhance the services customers can access at one point of contact – but also keep jobs in Carlisle.

There is a new PC in the contact centre for customers use. This allows customers access to not only Carlisle City Council website but also Cumbria Constabulary, Cumbria County Council, Passport Office and the Electoral Commission Site. More sites can be added as and when work with third parties progresses.

CDRP

Crime Figures (April – Feb 2010/11 compared with April – Feb 2009/10)

Violent Crime	-	-1.8%
Vehicle Crime	-	-21.9%
Burglary Dwelling	-	-16%
Criminal Damage	-	-11.6%
Anti Social behaviour	-	-14%

The CDRP has recently agreed its Partnership Plan for 2011/12 covering the following the Priorities:

- Anti Social Behaviour – To incorporate Criminal Damage and Deliberate Fires
- Violent Crime – To incorporate all aspects of a safer night time economy
- Domestic Violence
- Reducing Re-offending

Task Groups are currently refreshing their action plans in line with this plan. Confirmation of funding for 2011/12 has now been received and task groups are planning delivery options to ensure the CDRP can continue to reduce crime and disorder throughout Carlisle and Eden.

PROBLEM SOLVING

To improve our approach to community safety, a new Problem Solving group will be launched in the west of the city on the 19th April. This group will be based around the new Neighbourhood Policing Team geography. It will be an operationally focussed group, looking to drive quick and responsive action to deal with specific issues around anti-social and nuisance behaviour, street-scene issues and environmental crime in the locality. It will meet once a fortnight for one hour, identifying solutions, and cross-tasking partners to deliver them. The group will be chaired by Inspector Tony Quinn of Cumbria Police, and senior members and officers from all organisations involved have committed their operational officers to deal with the actions which come out of the group directly. The clear aim is to ensure that, as partners, we deal with problems in a more rapid and responsive way without being delayed by disputes or issues of individual or organisational responsibility. This initial trial in the West will hopefully be rolled out to the other Carlisle Neighbourhood Policing Teams in the coming months.

CORPORATE EQUALITY GROUP

The Corporate Equality Group met in March to finalise the Comprehensive Equality Scheme and a new action plan.

The new public sector Equality Duty will come into force from early April 2011. We will be publishing equality data by 31 July 2011 and to setting new equality objectives by April 2012. Our Achieving Level of the Equality Framework puts us in a good position to meet the new duty.

An Access and Inclusion Event will take place on 20th April in Carlisle. This event is being planned to look in detail at access issues across the public services and specifically within public spaces.

COMMUNITIES, HOUSING AND HEALTH TRANSFORMATION UPDATE

New structures in Communities, Housing and Health have been implemented. Four Community Development Officers and a Young Person's champion have been appointed. Only the post of Wellbeing Manager is vacant. The post will be advertised in line with the City council's recruitment policy.

In the next few weeks, each Community Development Officer will take on responsibility for a particular locality. Early contact will be made with community based organisations, including the community centres to develop trusting partnerships.

CHILDREN AND YOUNG PEOPLE'S AGENDA

On the back of Radio 1's Big weekend, there is a programme of youth engagement and activity that will signpost 200 young people to services and programmes that are

available to them. The programme of youth engagement comprises volunteering opportunities at:

- Warwick Bridge community garden.
- Restoring the Melting Pot damaged by fire.
- Creating opportunities for young people to DJ in Longtown.
- Designing and making a mural for the entrance to Carlisle Youth Zone.
- Developing an environmental project with the Greenspaces Team in Rickerby Park.
- Designing a healthy living booklet for people living in Botcherby.

Young people benefit through positive participation, and the opportunity to access information, training and education through signposting and referral. Positive participation is rewarded through Big Weekend ticket allocation. Communities benefit, through the legacy of the community projects.

Current after school activities taking place are in the following venues; Great Corby, Greystone, Harraby, Longtown. These activities are a mixture of physical activity, play, arts and crafts and cooking and are available for children aged 6 – 13years.

Planning for the summer programme is underway. Joint working with the Youth Zone will ensure a targeted approach that makes best use of resources while meeting identified needs.

INCLUSION AGENDA

The Voice project ran a final block of creative workshops this month. The City Council worked with people from Community Mental Health Support, homelessness projects, adults with learning disabilities, the long term unemployed and Drug and Alcohol Services to deliver a series of confidence building and motivational creative workshops.

The workshops were tremendously successful, over – subscribed and were a fitting good bye to this particular project. One of the outcomes is the multi-canvas tree in the lobby of the Civic Centre. Over thirty people contributed to this piece of artwork. The Probation Service and the NHS gave positive feedback for the positive outcomes for vulnerable people

We continue to work towards a summer programme working with Heathland's Farm and hoping to repeat the success of last year's Midsummer Night's Dream project.

ENTERPRISE AGENDA

The portfolio holder and officers recently concluded their round robin meetings with paid staff from the Community Centres, the Chairs of the associations and Elected Member representatives. Based on the feedback received, the City Council has developed an outline programme designed to enhance skills and capacity of the paid staff and Trustees. A taster workshop has been organised at Petteril Bank Community Centre on Saturday, 21 May. Invitations will be sent out shortly. Feedback from attendees will refine and shape the outline programme, so that the

partnership between the City Council and the Community Associations grows and what is delivered meets the Community Association's needs.

Planning is well underway for the Upperby Gala to take place on the afternoon of 30 May (bank holiday). Moving forward, the City Council will look to work in partnership with the community to deliver this event in future years.

SPORT DEVELOPMENT

Extensive range of Easter Holiday Programmes (Go4it) organised across Carlisle throughout the holiday period, in partnership with Carlisle Leisure and part funded by the Sport and Physical Activity Alliance.

Longtown MUGA facility now back in use after repairs and a weekly session established.

Harraby SAFE Club commenced at the old Harraby School site last week with 30 young people attending and participating in sport activities. As with the four other SAFE clubs operating throughout the city, a reduction in antisocial behaviour is anticipated.

Wheelchair sports club Level 2 coaching award supported through officers.

Homelessness Football project continues to develop with 9 young men from Carlisle's project being selected to take part in the North West trials at Manchester United.

**Councillor Jacquelyne Geddes
Community Engagement Portfolio Holder**