

# AGENDA

## Health & Wellbeing Scrutiny Panel

Thursday, 25 February 2021 AT 10:00

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

### **Virtual Meeting - Link to View**

This meeting will be a virtual meeting using Microsoft Teams and therefore will not take place at a physical location following guidelines set out in Section 78 of the Coronavirus Act 2020.

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

Councillor Paton (Chair), Councillors Dr Davison, Ms 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, 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 Meetings**

**7 - 20**

The Chair will move the minutes of the meetings held on 14 January and 28 January (Special) as a correct record. The only aspect 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 COMMUNITY CENTRES UPDATE**

**21 -  
26**

Portfolio: Communities, Health and Wellbeing

Directorate: Community Services

Officer: Luke Leathers, Health and Wellbeing Manager

Report: CS.12/21 herewith

**Background:**

The Deputy Chief Executive to submit a report which updates the Panel on the Council's Support for Community Centres and sets out how they have responded to the Coronavirus pandemic.

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

Item agreed by Panel as part of its Work Programme.

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

Note the report.

**A.3 A YEAR OF RESPONDING TO THE COVID 19 PANDEMIC**

**27 -  
36**

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Steven O'Keeffe, Policy and Communications Manager  
Gary Oliver, Policy and Performance Officer

Report: PC.13/21 herewith

**Background:**

The Deputy Chief Executive to submit a report setting out the response to the Covid-19 Pandemic in Carlisle, in the year following the declaration of a global pandemic.

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

Item requested by the Panel at its meeting of 8 October 2020 (Minute excerpt HWSP.58/20 refers).

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

Note the organisational and partnership work and the ongoing and medium term impacts and activity.

#### **A.4 QUARTER 3 PERFORMANCE REPORT 2020/21**

**37 -  
50**

Portfolio: Finance, Governance and Resources

Directorate: Community Services

Officer: Gary Oliver, Policy and Performance Officer

Report: PC.15/21 herewith

##### **Background:**

The Policy and Communications Manager to submit a report containing the Quarter 3 2020/21 performance against current Service Standards and a summary 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.

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

Quarterly monitoring of performance.

##### **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 and consider the proposed KPI changes for 2020/21.

#### **A.5 OVERVIEW REPORT AND WORK PROGRAMME**

**51 -  
56**

Portfolio: Cross Cutting

Directorate: Cross Cutting

Officer: Rowan Jones, Overview and Scrutiny Officer

Report: OS.05/21 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 with 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:

Committee Services at [committeeservices@carlisle.gov.uk](mailto:committeeservices@carlisle.gov.uk)



**HEALTH AND WELLBEING SCRUTINY PANEL**

**THURSDAY 14 JANUARY 2021 AT 10.00AM**

**PRESENT:** Councillor Paton (Chair) (until 11.46am), Councillors Alcroft (as substitute for Ms Ellis-Williams) Dr Davison, Mrs Finlayson, Mrs McKerrell (until 1.00pm), McNulty (until 1.00pm), Shepherd (as substitute for Councillor Tarbitt) and Miss Whalen.

**ALSO**

**PRESENT:** Councillor Ellis - Deputy Leader and Finance, Governance and Resources Portfolio Holder  
Councillor Nedved - Economy, Enterprise and Housing Portfolio Holder  
Councillor Christian – Environment and Transport Portfolio Holder  
Councillor Mrs Mallinson – Communities, Health and Wellbeing Portfolio Holder

Sergeant Blain - Cumbria Constabulary

**OFFICERS:** Deputy Chief Executive  
Corporate Director of Economic Development  
Neighbourhood Services Manager  
Team Manager - Parking and Enforcement  
Health & Wellbeing Manager  
Policy and Communications Manager  
Principal Health & Housing Officer  
Overview and Scrutiny Officer

**HWSP.01/21 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillor Ms Ellis-Williams and Councillor Tarbitt.

**HWSP.02/21 DECLARATIONS OF INTEREST**

There were no declarations of interested submitted.

**HWSP.03/21 PUBLIC AND PRESS**

**RESOLVED** - 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.04/21 MINUTES OF PREVIOUS MEETINGS**

**RESOLVED** – That it be noted that Council, at its meeting on 5 January 2021, received and adopted the minutes of the meeting held on 7 October and 19 November 2020. The Chair will sign the minutes at the first practicable opportunity.

**HWSP.05/21 AGENDA**

**RESOLVED** – That the order of the agenda be amended so that item A.4 be taken after A.2 to accommodate external attendees.

**HWSP.06/21 CALL IN OF DECISIONS**

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

## **HWSP.07/21 LOCAL ENVIRONMENT (CLIMATE CHANGE) STRATEGY**

The Corporate Director of Economic Development submitted report PC.02/21 which provided an update on the progress of the adoption of the Local Environment (Climate Change) Strategy.

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

- The Panel had requested that a representative of the Zero Carbon Cumbria Partnership (ZCCP) be invited to attend the meeting to help the Panel to gain a better understanding of the carbon baseline which was important for the authority in setting its target. Why had this not happened?

The Policy and Communications Manager reminded the Panel of the background of the ZCCP and their work. The ZCCP had received National Lottery Funding and were in the process of making the relevant appointments to the Partnership. It was proposed that the Partnership Manager would be invited to attend Scrutiny when the appointment process had been completed. He added that the project proposals had been shared with the Council and had been incorporated into some of the local actions as set out in the action plan and community engagement plan.

Referring to the Cumbria Baseline report, the Policy and Communications Manager added that key dates had also been included in the action plan to provide an overview of the 2037 target alongside the trajectory and scale of reductions required across Cumbria.

The Corporate Director of Economic Development agreed that the baseline was important and there was a need to understand how it affected the area. She had proposed that the Members Advisory Group, as the lead on the issue, received a presentation on the baseline report to gain cross party understanding on the carbon baseline for Cumbria and Carlisle.

A Member responded that the expectation for the meeting had been the attendance of a representative who had been involved in the preparation of the bid with first-hand information.

- A Member was concerned that the preparation of the Strategy had taken two years and there was a need for urgent action. She felt strongly that Members needed to have a good understanding of the urgency and carbon baseline before the matter was considered at Council to be able to understand what the Council needed to do to meet targets and where to prioritise.

The Corporate Director of Economic Development reminded the Panel that the matter was a cross cutting matter that affected all aspects of the work of the Council across the District. The report would also be considered by the Economic Growth Scrutiny Panel. She suggested that an informal Council Briefing take place for all Members to be briefed on the evidence base for the report.

The Policy and Communications Manager drew the Panel's attention to the Targets section of the report which set out a breakdown of the Net Zero Target. The targets linked to some of the Council's own direct production emissions and was a shortcut to where the Council's target would impact the Cumbria baseline figures. He asked the Panel how they would like to see this information set out to make it clearer and easier to use.



A Member responded that it would be beneficial for the report to include examples of how the targets could be achieved. The Policy and Communications Manager reminded the Panel that all Members had received the Cumbria Baseline report which included a clear example scenario of how Cumbria could work together in partnership to achieve some of the reductions. Likewise the City Council action plan included a five year scenario for cumulative reductions to the Councils carbon footprint

The Economy, Enterprise and Housing Portfolio Holder agreed that the baseline was important, however, the Strategy helped set out the Council's direction and there needed to be a balance in getting an understanding of the baseline and moving forward with the projects.

A Member commented that Scrutiny had open transparent discussions to shape the final document and actions, they needed expert knowledge to inform the debate and did not feel that informal Council was the right setting for the information to be shared.

- Were there dedicated officer resources for the climate emergency work?

The Policy and Communications Manager drew the Panel's attention to the list of contributors to the Strategy from the whole Council. The Strategy was a whole organisation Strategy which required all Officers and Members working together to deliver the actions. He reported that the ZCCP had, as one of five new roles, appointed a Local Authority Climate Co-Ordinator as well as allocating significant new resources to help Cumbria reach the target.

- The knowledge of the climate emergency had changed significantly since the production of the Carlisle District Local Plan 2015-2030, had the review of the Local Plan begun?

The Corporate Director of Economic Development confirmed that the review process had started, and the main focus was the St Cuthbert's Garden Village and the goal to have a carbon zero development.

- A Member commented that she felt there were two risks with regard to the implementation of the Strategy, the first risk was the lack of urgency on the Strategy and the second was the risk in trying to change residents behaviour.

The Corporate Director of Economic Development agreed that there was an urgent need in moving forward with the Strategy. Once the Strategy was approved Officers could move to implementation and look at the required budget. She stated that the Council would play a role in helping to change residents behaviour by leading through example and by helping individuals to understand the impact of their behaviour.

The Policy and Communications Manager highlighted the action plan which identified six months of actions within the constraints of the pandemic and recognised the link between the recovery from the pandemic and tackling climate change.

- How was the consultation for the Strategy published, how many responses were received and how representative of the City's population were they?

The Policy and Communications Manager reported that there had been over 60 responses to the consultation which gave in depth and detailed responses to key questions. There had not been a demographic survey carried out with the consultation.

- When the Strategy had been previously scrutinised the Panel felt that the tone of the document did not reflect the required leadership. How were the detailed consultation responses be incorporated into the document?

The Policy and Communications Manager assured Members that the consultation feedback had been used in shaping the action plan and responses were represented in the themes contained within the document.

- The Panel asked that the risks associated with the Strategy be amended to include the risk of not having the Strategy and the adverse impact of not doing anything to address the climate emergency.

The Corporate Director of Economic Development agreed to set out the risk of no action within the report. The Policy and Communications Manager added that the risks would be formalised and included in a risk register within the Council following the adoption of the Strategy and approval of the Action Plan.

- How would the Council deal with procurement and its impact on other organisations it enters into contracts with? How was climate change weighted against the importance of value for money and a balanced budget?

The Finance, Governance and Resources Portfolio Holder explained that the Procurement and Commissioning Strategy had been amended in September 2019 and required that organisations that engaged with the Council measured the environmental cost of the work that they did.

- A Member asked for more information on Carlisle Community Action.

The Policy and Communications Manager reported that the ZCCP would be providing resources to the Group and he would circulate more information to the Panel.

- A Member asked the Panel to support the following:
  - That the Movement Theme included more options for staff, in particular cycling and walking options for short journeys within the city;
  - That potential new services regarding food waste was vitally important and should be endorsed as future action plan objectives.

The Communities, Health and Wellbeing Portfolio Holder commented that the pandemic had created a focus on climate change and sustainability. She set out the ongoing work being undertaken with partners and urged Members to agree the Strategy and Action Plan as working documents so that the Council could move forward in implementing the actions and demonstrate the work that was being carried out.

- The Panel requested that the following matters be included in the Strategy:
  - Training for staff and Members;
  - Change to the language to encourage more education, engagement and inclusion with the public;
  - Include partnership with Schools to engage young people.
- It was felt that the establishment of the Citizens Jury for Carlisle should be a priority.
- The Panel requested that the monitoring of the outcomes of the action plan take place every six months not annually.

RESOLVED – 1) The Panel scrutinised the amended Local Environment (Climate Change) Strategy (PC.02/21) and recommended that the following be included in the Strategy:

1. Training for Officers and Members
2. The risk of doing nothing and the adverse impact of not doing anything
3. That an update report be submitted to the Panel every six months
4. Behaviour change to be done in partnership
5. Partnership with schools

2) That the Policy and Communications Manager provide the Panel with more information on Carlisle Community Action.

3) That the Corporate Director of Economic Development and the Policy and Communications Manager be thanked for their detailed work in preparing the amended Local Environment (Climate Change) Strategy and Action Plan.

## **HWSP.08/21 REVIEW OF PUBLIC SPACE PROTECTION ORDERS**

*During consideration of the following matter the Chair left the meeting due to technical issues. Councillor Mrs Finlayson (Vice Chair) thereupon took the Chair.*

The Neighbourhood Services Manager submitted report CS.05/21 which contained the revised Public Space Protection Order and the combined Public Space Protection Order for alley gates inviting comments from the Panel as part of the consultation on the revised Orders. Comments were also welcomed on the over-arching Local Environmental Crime, Action and Enforcement Strategy but the primary focus of the discussion would be around the proposed revisions to the Public Space Protection Order. Sergeant Blain, Cumbria Constabulary, was present at the meeting to support the discussion.

The Neighbourhood Services Manager briefly introduced the Local Environmental Crime, Action and Enforcement Strategy which outlined the Council's approach to maintaining clean streets and neighbourhoods and reinforced its commitment to taking robust enforcement action against those responsible for enviro-crimes such as littering, fly-tipping and dog fouling. The Neighbourhood Services Manager, further added that Panel Members would be interested in the work of the Council to influence positive behaviour change and also the action planned to tackle other negative behaviours for example, deploying a camera enforcement vehicle to tackle roadside litter and to give the Civil Enforcement Officers powers to challenge and potentially issue fines to motorists parked with engines idling, to support wider carbon reduction efforts and improve local air quality.

The Team Manager - Parking and Enforcement detailed the amendments to the PSPO as set out in appendix 2 of the report.

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

- There was some concern regarding the safety of those removing alcohol containers from individuals who may suffer from addiction.

Sergeant Blain confirmed that Cumbria Constabulary were primarily responsible for the removal of the containers. He set out the safeguarding procedures that were in place for individuals who may have an addiction. In response to a further question he explained that any safeguarding needs were referred to the relevant organisation the following day. He added that the legislation within the PSPO for begging and rough sleeping was only used as a last resort, Cumbria Constabulary met weekly with key partners and exchanged information daily to avoid prosecutions.

- The Panel and the Economy, Enterprise and Housing Portfolio Holder felt that the links between Cumbria Constabulary and the Homelessness Services were critical in ensuring that the PSPO provided ongoing support to individuals and were reassured that the procedures in place were successful in reducing anti-social behaviour and providing help to those in need.
- How safe was it giving people the opportunity to move on and where would they go if they were rough sleeping?

Sergeant Blain confirmed that safeguarding was a major concern for those individuals who were rough sleeping and the Police did what they could to dissuade them or move them to a safer location. The Police engaged with individuals about options, however, often the individual was passing through. A head count of rough sleepers was taken each week and individuals were discussed at the weekly meeting to ensure support was offered. The latest head count for the city had been one.

- Did the Police liaise with Border Force when dealing with beggars and rough sleepers?

Sergeant Blain confirmed that the Police could check on an individual's status on the street and immigration were part of the weekly hub meetings. In addition Cumbria Constabulary worked closely with Dumfries and Galloway Constabulary to identify individuals who may be crossing the border.

- How did the Police deal with children who were begging?

Sergeant Blain explained that if the Police believed there was a safeguarding issue with a child they would invoke their powers to take the child into temporary care.

The Communities, Health and Wellbeing Portfolio Holder thanked Council Officers and the Police for their hard work in producing a sensitive yet firm document which ensured safeguarding procedures were followed and helped to make Carlisle an excellent place to live and work.

- How many individuals who were rough sleeping had refused offers of accommodation during the pandemic?

The Economy, Enterprise and Housing Portfolio Holder responded that the Homelessness Team worked extremely hard to provide support to those in need and to his knowledge only one individual refused the offer of accommodation.

- A Member suggested that authorised buskers and traders be issued with a permit or identification which showed that they had permission to be in the city centre.

The Team Manager agreed to discuss the matter with the City Centre Team. In response to a request the Team Manager informed the Panel that the Enforcement Team, City Centre Team and Police had prepared the Busker Code of Conduct and she would circulate a copy to Panel Members.

- How had the consultation process been undertaken?

The Team Manager set out details of the consultation process which included newspaper advertisements, social media posts, advertisement of the PSPO in affected areas and a survey of affected residents. Due to the current circumstances the consultation period had been extended.

- Referring to cars idling, a Member asked if this could be promoted as a public campaign to highlight the environmental impact.
- What work was being undertaken to change the behaviour of those who littered and was any work carried out with businesses?

The Neighbourhood Services Manager explained that the Council's Enforcement Officers were very proactive and worked seven days a week, they were visible and engaged with those seen littering. The Council did carry out prosecutions and this action was supported by the Courts. Littering was an ongoing issue especially with chewing gum and cigarettes, he reported that a bid had been submitted for grants to increase the recycling capacity in the city.

RESOLVED – 1) That the Panel had considered the Review of Public Space Protection orders (CS.05/21).

2) The Team Manager - Parking and Enforcement circulate the Busker Code of Conduct to Panel Members.

### **HWSP.09/21 ACTIVE SPACES REVIEW**

The Health and Wellbeing Manager submitted the Active Spaces Review (CS.02/21) which outlined the programme of investment into the Council's Active Spaces stock for 2021/22 and set out the longer term strategic direction for making improvements beyond the next financial year.

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

- How did the City Council support Parish Councils and other bodies who looked after play areas in their parishes?

The Health and Wellbeing Manager responded that the City Council helped to organise the annual independent inspection of the play areas and helped to secure Section 106 monies from new developments which went directly to the relevant Parish Council.

In response to further questions the Health and Wellbeing Manager explained that Section 106 contributions had to be related to the development they came from and were a legal contract. Every Section 106 was individual, the Health and Wellbeing Team were consulted on the use of the monies as part of the planning process with the aim of achieving the best outcome for the local community. Should a development put a play area in place which a management company ran then the planning agreement would include the appropriate checks and balances, which could be enforced, to ensure the safety of the play area.

- What equipment or measures were in place to ensure play equipment was accessible for all?

The Health and Wellbeing Manager highlighted the specialist equipment that was in place in some parks in the City. He added that the key criteria for any new Active Space development was accessibility to everyone to encourage inclusion.

- Referring to Priority 1, a Member asked what happened to the play areas if the funding for the project did not come forward.

The Health and Wellbeing Manager explained that all of the play areas were in a safe condition, if capital funding did not come forward works would be delayed until funding could be secured.

There was revenue funding in the budget for ongoing repairs to allow the play areas to remain safe and open until they were replaced or refurbished.

The Communities, Health and Wellbeing Portfolio Holder commented that the City Council should be very proud of its well managed green spaces and play areas. The Health and Wellbeing Team and the Green Spaces Team worked very hard and were expanding the outside offer to encourage more exercise outdoors.

RESOLVED – That the Panel considered the Active Spaces Review (CS.02/21).

#### **HWSP.10/21   SUSPENSION OF STANDING ORDERS**

It was moved, seconded and RESOLVED that Council Procedure Rule 9, in relation to the duration of meetings be suspended in order that the meeting could continue over the time limit of 3 hours.

#### **HWSP.11/21   AIR QUALITY ACTION PLAN CONSULTATION AND ADOPTION**

The Principal Health and Housing Officer submitted report GD.07/21 which summarised the Local Authorities Air Quality Action Plan.

The Principal Health and Housing Officer set out the background to the Air Quality Action Plan and the consultation process which had been undertaken and the responses received.

The Panel considered the low number of responses received and the number of Members who had not been able to stay at the meeting. The Panel asked that the report be brought back to its February meeting, if timescales allowed, for further scrutiny by the Panel. If timescales did not allow Members could pass their responses to the consultation directly to the Principal Health and Housing Officer.

The Panel discussed the changes to bus routes and the efficiencies that had been made and suggested that further work be undertaken to link bus routes to the cycling and walking network. A suggestion was also made that park and ride schemes be considered for the City.

The Panel noted the aspiration to open Waverly Viaduct and asked for an update on the Waverly Viaduct to be submitted to a future meeting of the Panel.

The Environment and Transport Portfolio Holder acknowledged the work that had been undertaken to produce the detailed Action Plan. He highlighted the continuously improving air quality in Carlisle and some of the practical work that had happened to achieve clean air along with the discussions that were ongoing with the public transport providers in the City and the County Council Highways Team.

The Finance, Governance and Resources Portfolio Holder also drew attention to the excellent work that had achieved the clean air in the City which everyone benefited from.

RESOLVED – 1) That the Panel scrutinised the Air Quality Action Plan Consultation and adoption (GD.07/21).

2) That an update on the Waverly Viaduct project be submitted to a future meeting of the Panel.

3) That the Local Authorities Air Quality Action Plan be reconsidered by the Panel, if timescales allowed. If not Panel Members would submit their response to the consultation directly to the Principal Health and Housing Officer.

## **HWSP.12/21      OVERVIEW REPORT AND WORK PROGRAMME**

The Overview and Scrutiny Officer presented report OS.02/21 providing an overview of matters relating to the work of the Health and Wellbeing Scrutiny Panel.

The Overview and Scrutiny Officer drew the Panel's attention to the Notice of Executive Key Decisions which had been published on 8 January 2021. She reminded the Panel of the Task and Finish Group to review the Performance reports.

The Panel then considered its Work Programme.

RESOLVED 1) That the Overview Report OS.02/21 be noted.

2) That the following matters be submitted to the Panel on 25 February 2021:

- Community Centre Update
- Performance Report – Quarter 3
- Emergency planning response to Covid 19

[The meeting ended at 1.35pm]





## **SPECIAL HEALTH AND WELLBEING SCRUTINY PANEL**

**THURSDAY 28 JANUARY 2021 AT 10.00AM**

**PRESENT:** Councillor Finlayson (Vice Chair), Councillors Atkinson (as substitute for Councillor Ellis-Williams), Dr Davison, McKerrell, McNulty, Tarbitt, Whalen.

**ALSO**

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

**OFFICERS:** Homelessness Prevention and Accommodation Manager

### **HWSP.13/21 APOLOGIES FOR ABSENCE**

Apologies for absence were submitted on behalf of Councillors Ms Ellis-Williams, Paton and Mallinson, Leader.

### **HWSP.14/21 DECLARATIONS OF INTEREST**

There were no declarations of interested submitted.

### **HWSP.15/21 PUBLIC AND PRESS**

**RESOLVED** - 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.16/21 HOMELESSNESS PREVENTION AND ROUGH SLEEPING STRATEGY 2021- 2026**

The Homelessness Prevention and Accommodation Manager (HPA Manager) submitted report GD.11/21 which set out the strategic aims, priority objectives and actions identified as part of a statutory review and consultation process; targeting Homelessness Prevention and Rough Sleeping in Carlisle from 2021 to 2026, as outlined within the Homelessness Prevention and Rough Sleeping Strategy and Action Plan.

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

- Which key findings from the consultation and service review were carried forward into the Strategy as priorities?

The HPA Manager responded that the data collated from the service review and public consultation had been assessed with a view to informing the priorities of the proposed Strategy. An aim of the Strategy was to provide support to those most in need which included those experiencing or at risk of multiple exclusion and domestic abuse. There were not a vast number of rough sleepers in the district, however, the Covid 19 pandemic had highlighted the number of people at risk of rough sleeping. Following the government's "Get Everyone In" instruction that all rough sleepers be provided with accommodation during the first national lockdown, the service was contacted by a number of individuals who were living transiently, for example staying with friends or family due to having no accommodation of their own. The restrictions imposed during the lockdown meant that those options were not available to all individuals, their coming forward to access services made the Homelessness team aware of the scale of the issue which had also informed the priorities of the new Strategy.

The Domestic Abuse Bill was likely to receive parliamentary assent in April 2021 and placed additional duties on local authority homelessness services. The HPA Manager outlined the work being undertaken with the county council in preparation to meet those new duties.

- Had consideration been given to the creation of a Prison Leavers Pathway, including a Service Level Agreement with other relevant organisations?

The HPA Manager welcomed the suggestion and drew Members attention to Objective 2 of the Action Plan within which the establishment of a prison release review was an action. It was a crucial area for the service to focus on as, due to the number of agencies involved in preparing prisoners for release, there could be disparity of information sharing that may end up in a prisoner being released without accommodation provision. Initial discussions on the matter had been undertaken with the local Probation Service with a view to potentially setting up a partnership group to work on the issues.

A Member asked whether prison leavers housed in the Council's homeless accommodation had to have been formerly resident in the district.

The HPA Manager advised that when looking at housing a prisoner at the end of their sentence a number of criteria were assessed which included whether there was a local connection to the place. In the main the offenders housed in Carlisle did have a local connection, however, as the city provided the Approved Premises for the county for housing released prisoners, it did provide accommodation to prisoners not formerly from the district. Additionally, individuals with no connection to the city may request to be housed in Carlisle upon release, the HPA Manager gave an overview of how that process was managed.

- A Member expressed concern regarding the use of the term "customers" to describe those using the Council's Homelessness services.

The HPA Manager undertook to reconsider the wording.

- Were pets allowed in the Council's homelessness accommodation sites?

The Council operated a number of accommodation sites some of which were shared/emergency occupancy, in that environment pets were not permitted, but they were allowed in sites where persons were accommodated individually. Were a person with a pet to be only able to be housed in shared/emergency accommodation initially, the Council had a number of options for including kennelling and fostering placement for their pet.

- Were the characteristics of those accepted as homeless within the district related to the demographics of the wider population?

The HPA Manager explained that the characteristics were used as reporting measures to regional and national bodies as required. Using characteristics helped to shape services for example through user profiling and identifying marginalised groups.

- A Member welcomed the Strategy's objective of continuing partnership working.

The Council was very committed to partnership working as it recognised that it was not able to address the issue of homelessness alone. It was important that partners embraced and supported the Strategy as that increased the likely success of its implementation.

- Did the Winter-readiness plan require all rough sleepers to be accommodated through the winter season?

The Winter-readiness plan was part of the Homelessness Team's annual work and it was an achievable objective to ensure that all rough sleepers were accommodated through the winter season. The team also applied Severe Weather Emergency Protocols (SWEPs) under which they had a duty to house rough sleepers when temperatures dropped below 0°C in order to safeguard life.

In addition to the placement of rough sleepers in accommodation under the Winter-readiness plan and SWEPs, the HPA Manager also worked with accommodation providers to encourage them not to evict tenants during periods of bad weather. Currently there was a national freeze on evictions taking place.

- Would the Action Plan have defined performance measures and could they be reported to the Panel on a 6 monthly basis for scrutiny?

The HPA Manager confirmed that were the Strategy and Action Plan to be approved timescales for completing actions and other appropriate metrics would be developed and would form the basis of performance reporting to the Panel.

- Lone females were an especially vulnerable group in terms of rough sleeping, what key actions were proposed to support them?

Safeguarding and Harm Minimisation were key objectives of the Strategy and included lone/young females. In the preparation of the existing Strategy, a piece of work had been carried out with a cohort of females to better understand their experience of using homelessness services and the factors which had contributed to that need. The data gleaned from that work was used to formulate priorities within the existing Strategy which had been carried over to the currently proposed one. A significant finding from that work was the length of time lone/young females accessing services had been victims of abuse or living in a transient way, this had led to a focus on preventative work being undertaken by the team to try and provide support to those individuals earlier on.

- What work was the Council doing with private sector landlords to prevent people becoming homeless as a result of tenancies ending?

The HPA Manager responded that the Council employed a Private Rented Sector Officer who worked with landlords in relation to evictions, but also proactively by working to bring empty properties back into use, to increase the level of available housing. The team were also able to provide ongoing tenancy support and skills to tenants as well as providing rent safeguards. Moreover, the impact of the Covid pandemic restrictions increased the likelihood of some tenants accumulating rent arrears, Officers were working with housing associations to identify those who were at risk of arrears for the first time with a view to preventing possession action being taken.

- How was the lack of specialist accommodation provision for the under 35s being addressed?

The HPA Manager explained that young people were a priority group for the service. There were a number of factors that made provision challenging including additional needs and rent caps for those in receipt of benefits, the service was working with a range of partners to address the issue. The Private Rented Sector Officer worked with landlords to promote higher

standards in accommodation, and support may be provided to individuals including furniture pack and tenancy support.

- Was any further work planned to get feedback from service users on the Council's homelessness service?

The HPA Manager noted a number had responded to the public consultation, but for some it was harder to reach groups accessing and contributing to the consultation was challenging. Officers carried out ongoing engagement with service users to find out their views on the service in order to ensure that it was relevant and meaningful support was given.

- Did the service work with third sector organisations, for example, Churches Together?

The HPA Manager confirmed that Officers did work with Churches Together along with other faith groups and third sector organisations. That work comprised working together to identify rough sleepers and those at risk of it, but also providing support to individuals when they had taken on permanent accommodation. Integration into a community, having support were important factors in enabling individuals to become settled in accommodation, the Council's Homelessness Service was not able to provide unending support to individuals it had found permanent accommodation for, however, third sector organisations were well placed to carry out that function.

A number of Members felt it would be useful if an executive summary of the Strategy be produced to give an easily accessible document, they suggested that it include: a short summary of the aim of the Strategy, and how key findings from research work had formed objectives and priorities within the Strategy.

The Economy, Enterprise and Housing Portfolio Holder thanked the Officer and her team for producing the Strategy and their own ongoing work directly supporting those experiencing homelessness as well as the team's success in drawing down external funding to assist with the work. He hoped the Panel felt able to support the Strategy.

The Communities, Health and Wellbeing Portfolio Holder reiterated thanks to the HPA Manager and her team. She noted that as part of the development of the Strategy she had raised issues in relation to Care Leavers, Armed Forces personnel and domestic abuse and was pleased to see that they had been incorporated in the Strategy.

The Panel thanked the Officer for the detailed report and the efforts of her and her team in developing the Strategy

RESOLVED 1) That the Panel supported the Homelessness Prevention and Rough Sleeping Strategy 2021 - 2026.

2) That a Prisoner Leavers Pathway be developed.

3) That a series of performance measures and timescales relating to the Action Plan be devised and form the basis of future performance reports on the Strategy to the Panel.

4) That an Executive Summary document be produced.

[The meeting ended at 11:43am]

**Report to Health &  
Wellbeing Scrutiny Panel**

**Agenda  
Item:  
A.2**

Meeting Date: 25<sup>th</sup> February 2021  
 Portfolio: Communities, Health and Wellbeing  
 Key Decision: No  
 Within Policy and Budget Framework: Yes  
 Public / Private: Public

Title: COMMUNITY CENTRES UPDATE  
 Report of: DEPUTY CHIEF EXECUTIVE  
 Report Number: CS 12/21

**Purpose / Summary:**

The report gives the panel an update on the Council’s support for Community Centres and how they have responded to the Coronavirus pandemic.

**Recommendations:**

The Panel are asked to note the report.

**Tracking**

Executive:	
Scrutiny:	<b>25<sup>th</sup> February 2021</b>
Council:	

## 1. BACKGROUND

- 1.1. Carlisle City Council supports Community Centres through grant funding as part of a wider support package for Third Sector organisations.
- 1.2. The Community Centres function as independent charities, each with their own Board of Trustees responsible for the operation of their Centre and for responding to the needs of their local communities.
- 1.3. Collectively the Community Centres are supported and co-ordinated by the 'Carlisle & District Federation of Community Organisations'. This organisation also operates as an independent charity.
- 1.4. Carlisle City Council's total budgeted spend on Community Associations / Centres for 2020/21 is £370,900 (discounting internal re-charges). This is made up of:
  - £190,200 - Grants to Community Centres
  - £9,000 - Community Association Training budget
  - £123,700 – Building Maintenance for the 9 Community Centres owned by Carlisle City Council. This does not include Downagate Community Centre which is on full repairing lease. Longtown is currently being held in trust and as part of this agreement Carlisle City Council also undertake any planned or reactive maintenance.
  - £38,700 - Building Insurances.
  - £9,300 - Horticultural Maintenance provided by Carlisle City Council to some Community Centres with grounds maintenance requirements.
- 1.5. Carlisle City Council also offer a range of in-kind and other support, including discretionary rate relief to the Community Associations as registered charities. The Council also offers Payroll services, charged at £97.00 per member of staff for the financial year 2019/20.

## 2. HEALTH AND WELLBEING BENEFITS

- 2.1. The Centres are an integral part of delivering Health and Wellbeing improvements to communities across the District.
- 2.2. A key outcome of the Healthy City Team's Service Plan is that: *A diverse mix of social and cultural opportunities offer residents (and visitors) enjoyment, social connections, creativity, mentally stimulating experiences and freedom of expression.*

Carlisle's Community Centres play an important role in delivering this outcome, through the range of vital services and benefits that they provide for communities across the District. Their role has been exemplified during the current pandemic.

2.3. The Community Centres use the financial support from the Council, alongside any other funding they obtain from other sources, to provide services for the benefit of their local communities.

2.4. Before the pandemic, services being delivered across the Centres included:

- Various types of exercise class
- Venue for community groups
- Nursery provision
- Lunch clubs
- Bowling
- Peer support groups for health conditions
- Local history groups
- Gardening clubs

2.5. Community Centres also work alongside the NHS with initiatives such as with post-natal clinics. The Healthy City will support further integration of NHS services with the community through, for example, social prescribing and healthy weight management as we come out of the pandemic.

### **3. RESPONSE TO THE PANDEMIC**

3.1. The pandemic has impacted on Centres in different ways, ranging from those that have had to close, suspending services and furloughing staff; to those that have been able to stay open, to provide essential services to vulnerable groups during these difficult times.

3.2. Reduced income has had a significant impact on Community Centre finances, although all have been able to seek Government support through:

- Small Business Grant Fund - £10,000 for eligible business receiving Small Business Rates Relief or Rural Rate Relief on 11<sup>th</sup> March 2020.
- Retail, Hospitality and Leisure Grant Fund - £10,000 for eligible business with a rateable value up to £15,000, or £25,000 for eligible business with a rateable value of £15,001 or above and below £51,000, that would have been eligible for a discount under the Expanded Retail Discount Scheme if it had been in force on 11<sup>th</sup> March 2020.

- Coronavirus Job Retention Scheme – claiming 80% of eligible employee’s usual salary for hours not worked, up to £2,500 per month.

3.3. There have been many examples of where Community Centres have been able to provide essential services to the Community during the pandemic such as at Botcherby Community Centre:

- Due to the current lockdown restrictions Botcherby Community Centre has been unable to deliver their onsite health and fitness programme. On the 13<sup>th</sup> of January the Community Centre started to run a free online programme in partnership with Cumbria Community Foundation and the North East and North Cumbria ICS. The regular sessions are being delivered by a local trainer through online classes via Zoom and Facebook Live. This online service provides a Covid secure opportunity for people of all ages to maintain or increase their fitness levels while having an additional opportunity to have much needed social contact.

3.4. Other examples of services provided by Community Centres during the pandemic include:

- Hosting vaccination centres
- Pupil referral unit
- Hosting ‘Affordable Food Hubs’
- Providing school holiday activities as part of local partnership delivery
- Maintaining on-going nursery provision

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

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

4.2. “Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents”

**Contact Officer:** Darren Crossley

**Ext:** 7120

**Appendices  
attached to report:**



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

- None

**CORPORATE IMPLICATIONS:**

**LEGAL –**

**FINANCE –**

**EQUALITY –**

**INFORMATION GOVERNANCE –**



# Report to Health and Wellbeing Scrutiny Panel

Agenda Item:

**A.3**

Meeting Date: 25 February 2021  
 Portfolio: Cross-cutting  
 Key Decision: No  
 Within Policy and Budget Framework: Yes  
 Public / Private: Public

Title: A year of responding to the Covid-19 Pandemic  
 Report of: Deputy Chief Executive  
 Report Number: PC 13/21

**Purpose / Summary:**

The purpose of the report is to update the Panel on the response to the Covid-19 Pandemic in Carlisle, a year on since the declaration of a global pandemic.

**Recommendations:**

That the Panel are asked to note:

- The organisational and partnership work highlighted in the report.
- The ongoing and medium term impacts and activity.

**Tracking**

Executive:	N/A
Scrutiny:	Health & Wellbeing Scrutiny Panel
Council:	N/A

## 1. BACKGROUND

- 1.1. This is the third report on the Covid-19 Pandemic response to the Panel, previous reports were scrutinised in July 2020 and October 2020.
- 1.2. The Cumbria Local Resilience Forum (CLRF) response began in February 2020 with Multi-agency Assessment Teleconferences, to monitor the disease in Cumbria and share situational awareness. On the 12 March 2020 the World Health Organisation categorised it as a pandemic, this was because of the rapid increase in the number of cases outside of China.
- 1.3. The CLRF has now been responding to this public health emergency for over a year, adapting the response to meet the changes in restrictions, guidance, and legislation, all driven by local rates of infection, transmission, hospitalisation, and death. As well as meeting partners requests for support in the roll-out of the vaccination programme and tactics to ease the difficulties in hospital discharges.
- 1.4. This report is both a stocktake on the response and forward look at likely issues arising from the public health and economic impacts, over the medium term. A particular focus has been requested by the Panel on the topics of:
  - Work by the welfare subgroup
  - Horizon scanning: future challenges for local people.

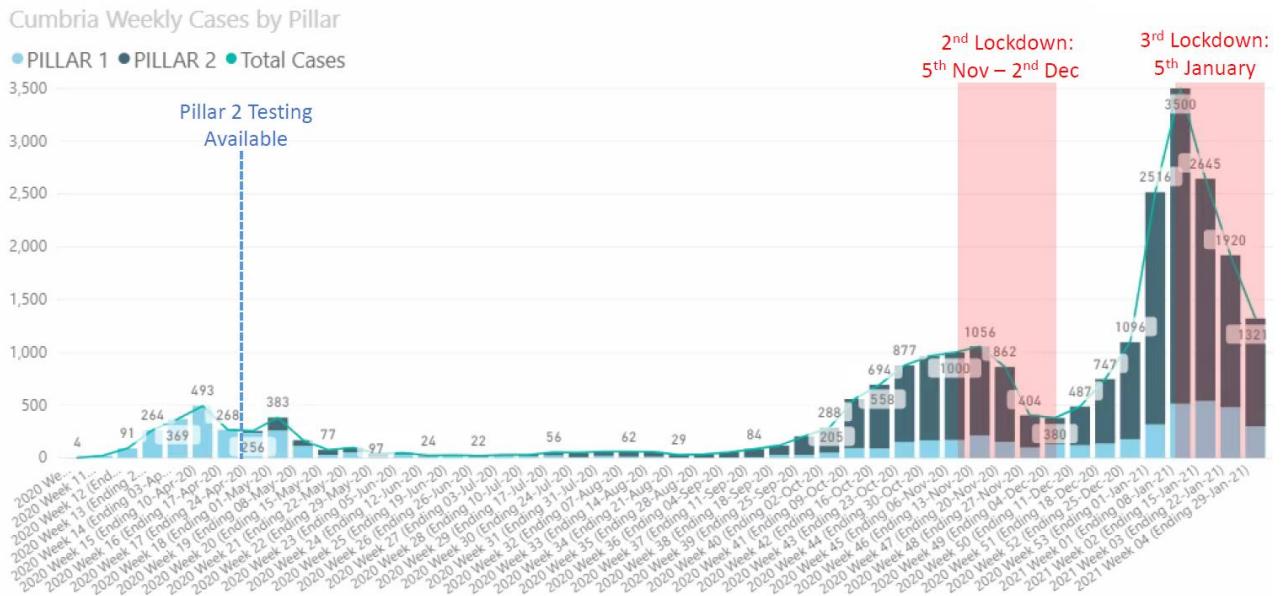
### Overview

- 1.5. The past year can be broken down into two waves of infection and three lockdowns, each with different restrictions. The graph illustrates the most recent of these waves and the two lockdown events. The graph on the following page shows the total cases identified through the testing regimes (Pillar 1 and Pillar 2<sup>1</sup>). Appendix A summarises the changes to policy over the span of the pandemic.

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<sup>1</sup> Pillar 1: swab testing in Public Health England (PHE) labs and NHS hospitals for those with a clinical need, and health and care workers

Pillar 2: swab testing for the wider population, as set out in government guidance



Source: PHE (data represents the number of people with a positive test result)

Figure 1: Cumbria weekly cases and Lockdown 2 & 3, Cumbria Health Protection Board Weekly Covid-19 Summary 2021 Week 4 (Ending Friday 29 January)

1.6. The local data shows there the peak of Covid-19 related deaths occurred in mid-January but at the time of writing North Cumbria hospitals were still experiencing exceptionally high demand.

### Response update

- 1.7. In response to the unprecedented pressure on health and care services in North Cumbria as a result of Covid-19, arrangements have been put in place to allow people who are medically fit but not yet able to return home to be discharged from hospital into Temporary Care Accommodation in the Station Hotel, Carlisle.
- 1.8. The Vaccination Programme in North Cumbria has progressed well, targeting the cohorts listed for prioritisation. Members have been kept briefed on the progress through the Chief Executive’s email bulletin.
- 1.9. The roll-out of Lateral Flow Tests has continued with district council services now included in the programme and further wider community testing planned. This new service has been delivered through a partnership approach.

### Risk of Concurrent Events

- 1.10. The CLRF has always had the concurrent risks as the highest risk in the Community Risk Register. This is the risk of two or more major incidents happening at the same time in Cumbria. The CLRF experienced this in 2020 with the concurrent incidents of Eden Valley Water Supply outage (10 - 15 February) and Storm Dennis (15 - 16 February).

- 1.11. The risk of concurrency during a pandemic presents significant issues for the CLRF and key partners; the extended duration of the response makes the concurrent incidents more likely to arise, especially during the Winter months.
- 1.12. To prepare for such incidents the CLRF has developed a concurrent incident plan with specific actions around the need to evacuate individuals who are self-isolating or are Covid-19 Positive and those shielding because they are Clinical Extremely Vulnerable. Staff have been briefed and trained on these new arrangements.
- 1.13. Storm Christoph had an impact on the county, with a small number of properties impacted in Carlisle district and the wider county. Lessons learnt from concurrent incidents elsewhere have been shared with CLRF. In the case of Storm Christoph flooding in Greater Manchester, a major incident was declared with the evacuation of 2000+ homes.
- 1.14. Concern over Winter weather and flooding remains high and a small feasibility bid was submitted to the National Lottery to test a Community Warden network approach (this has worked well in other parts of Cumbria and has served as a great platform to support the pandemic). The bid was not successful on this occasion and partners are now working together on other opportunities.

### **Community and partnerships**

- 1.15. The Cumbria Support Line remains operational to provide support and advice. The welfare booklet, 'Here to Help' was updated in January to reflect the challenges of the new National Lockdown and support on offer with input from multiple agencies, the CLRF subgroups and Welfare Reform Board. The booklet is being posted to every household in Cumbria in February. The Community Leaders Pack has also been updated and shared.
- 1.16. The Carlisle Community Resilience Group (CaCRG) continues to meet twice fortnightly with key partners updating the shared situation report with relevant news and information and where necessary issues being escalated.
- 1.17. Brampton Community Centre has received support in order to assist them to open as a vaccine centre in partnership with Brampton Medical Practice. This has proven to be a success. We have worked with partners to ensure the site is accessible and gritted so that the most vulnerable can get to appointments, sharing patient transport options to get people to appointments, and helping identify volunteer marshals to assist with signposting and queries.
- 1.18. A Carlisle Mental Health Directory of services has been compiled to support the signposting, mapping and knowledge of services available, following feedback from communities and partners around real concern and need. The directory lists over 150 groups that are active in Carlisle, North Cumbria and countywide, covering issues

such as bereavement, caring for others, disability, emergency support, family support, health, mental health, professional resources, safeguarding and wellbeing.

1.19. A regular email bulletin and funding newsletter continues to be circulated across networks to assist in supporting those most in need.

## Survey work

1.20. Healthwatch have now completed three reports based on surveys (versions 1,2 and 3) throughout the pandemic. The reports can be found at:

<https://healthwatchcumbria.co.uk/coronavirus-survey-reports/>

1.21. Initial findings from surveys<sup>2</sup> conducted by the University of Cumbria have identified the following:

- Shielding has a profound effect on some people's wellbeing with negative impacts on wider health, mental health and social outcomes. People missed the outdoors and reduced opportunities for exercise. Some expressed anxiety in not being able to manage everyday tasks for themselves (e.g. shopping).
- Lockdown had a negative effect on pre-existing health issues, and accessing medication was a cause for concern along with cancelled appointments and procedures. There was also concern over the negative impact that social isolation would have on physical or mental health.
- Lockdown had a negative effect on pre-existing mental health issues; many reported a worsening in their condition and experienced decreased services and or support due to the control measures. Deterioration in mental health state included reports of new onset, increased prevalence, or increased severity of five different issues: anxiety, stress, depression, mood swings and panic attacks. Family and friends reported being worried about how to look after the mental health of others.
- Lockdown, changes to routine, and on-going uncertainty increased the issues many people with additional needs faced, particularly children. Carers stated they were struggling to cope with the needs of those they looked after. Many carers found it difficult to work at home whilst supporting a child with additional needs, resulting in increased stress and isolation.
- Burden for older adults of caring for relatives during lockdown. Many missed contact with others, although some managed to keep in contact via digital media. Experiencing a lack of motivation was a problem for many.
- Impact on employment status and financial security, as a result of furlough or being newly unemployed, and / or having a partner furloughed or newly unemployed.

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<sup>2</sup> <https://www.cumbria.ac.uk/research/centres/crihs-research-centre/covid-19-research/>

Uncertainty around furlough for the individuals involved, and a cause of stress and worry due to fears there would not be jobs to return to. Those self-employed were also concerned about future job security, reduction in income.

- Young people found studying at home difficult without the usual structure, support, and resources of school, especially where resources such as study space, PCs and laptops needed to be shared with other family member. Many children and young people were reported to be missing school, this caused distress for the young people and parental concern for their emotional wellbeing. Changes to the exam system caused worry.

## **Welfare Reform Board**

- 1.22. The Carlisle Welfare Reform Board (WRB) was formed nearly ten years to initially bring together multiple agencies to understand and respond to the impact and implementation of the Government's substantial programme of welfare reforms as we moved towards the full roll out of Universal Credit. The WRB now forms a two-way communication with the CaCRG and if necessary, the overarching CLRF.
- 1.23. WRB is hosted by the City Council and brings together Council services, housing associations, Citizen's Advice Bureau, Cumbria Law Centre, Department for Work and Pensions, Carlisle Food Bank and Carlisle and District Credit Union and meets on a quarterly basis. At the beginning of the pandemic the terms of reference were amended to include:

*“Commit to contribute to the stabilisation and recovery actions following Covid 19 in the Carlisle area”*

- 1.24. The priorities for action have been reviewed<sup>4</sup> and now focus on the following areas:
  - Helping people on low incomes to maximise their income and minimise their costs
  - Strengthen communities through targeted support to people who are more likely to experience welfare issues, hardship, and poverty
  - Promote an inclusive economy, by raising skills and improving access to a range of advice and employment opportunities for people on low incomes (including young people)
  - Improve access to affordable housing options, support households to sustain appropriate accommodation and prevent homelessness
  - Improving health and wellbeing of people on low incomes.



## Medium term impacts and activity

1.25. The CLRF's Multi-Agency Information Cell (MAIC) meets weekly and has been identifying and analysing the impacts of the pandemic on Cumbria, bringing together intelligence from other agencies and CLRF sub-groups. A summary of the current impacts relevant to Carlisle is below:

- A connection with nature and the outdoor environment can have a positive impact on physical and mental well-being. The pandemic has provided a greater appreciation of what's on our doorstep and a renewed valuing of "local".
- Increased uptake of services has been felt across the community organisations as rates of positive cases has risen in the area and further lockdown measures are implemented.
- Increased use of foodbanks and requests for financial advice following national lockdown from December 2020.
- Closed attractions and accommodation during lockdowns and resulting negative economic impact which is likely to be felt for years to come. Businesses unable to operate at pre-Covid capacities, leading to reduced levels of profitability. Lower spend than anticipated in an already fragile economy.
- There has been a more diverse visitor profile and new "first time" visitors to the county. It is hoped these new visitors will make return visits to the area, providing a boost to the economy.
- Hundreds of individuals stepped up during the first few weeks of the pandemic to offer their time as a volunteer through Support Cumbria. There are now a record number of volunteers registered to support communities and agencies.
- Up to the end of December over £40m has been paid out to Carlisle residents through the Self Employment Income Support Scheme (SEISS).
- At the end of December 5,900 jobs were furloughed in Carlisle. This is a large reduction from a peak around 10,000 in the Spring/Summer. However, Cumbria's furlough rate once again become the highest of the 31 county areas in England in November.
- By December 2020, the Universal Credit claimant count in Carlisle had almost doubled to 8,742 claimants compared to December 2019. This is over 13% of the working age population. Rates are highest in the 18-24 age range.
- The number of free school meals in Carlisle between April and December 2020 increased by 50% compared to the same months of 2019.
- Increased demand for Revenues and Benefits services and other Council services, especially around any new grants and support.
- Increased household waste as result of closed schools and people working from home.

- 1.26. A national roadmap for exiting the current Lockdown restrictions is expected by late February. This will inform the Panel on the next national steps in response and recovery.
- 1.27. Overseeing the recovery from Covid-19 is the Strategic Recovery Coordination Group (SRCG) which is made up of a wide range of partners. The SRCG has put together a Draft Recovery Strategy. This document describes our strategy for recovery in Cumbria from Covid-19, it outlines what good recovery could look like, our priorities for recovery and high-level performance measures to evidence progress. This strategy is now open for public consultation until Wednesday 31<sup>st</sup> March 2021. The SRCG want your detailed feedback to make sure that the voice of our communities, the public, and our partners are heard and considered. An online survey can be found at: <https://www.surveymonkey.com/r/yylj5gw>

**Contact Officers:** Steven O’Keeffe, Gary Oliver      **Ext:** 7158, 7430

**Appendices**

**attached to report:**

- None

**Note: in compliance with section 100d of the Local Government Act 1972 the report has been prepared in part from the following papers:**

- None

### Appendix A: Covid-19 Timeline<sup>3</sup>

COVID TIMELINE	Date	Action
Wave 1: Mar-Aug 2020	4th March	First Covid case in Cumbria
	12th March	Declared Global Pandemic
	16th March	Social Distancing begins in UK
	19th March	Schools closed
	21st March	CEV list introduced
	23rd March	LOCKDOWN 1.0 begins in UK
	30th March	Community Hubs established, call centre set up and phoning CEV and vulnerable
	10th May	Easing of lockdown - leave home to go parks and exercise more than once a day
	11th May	Garden centres open and unlimited exercise
	28th May	Test and trace launched
	1st June	Lockdown measures are eased, with school children in England in Reception, Year 1 and Year 6 returning to the classroom
	15th June	England's retail parks, high streets and shopping centres open
	19th June	Alert level 3 for England
	29th June	Local Lockdowns introduced
	4th July	Pubs open, holiday accommodation open
	13th July	Beauty salons open
	17th July	Working from home eased
	24th July	Face Coverings are mandatory
	31st July	Measures lifted across England
	1st August	Shielding advice paused in England
	3rd August	Eat Out To Help Out launched
	14th Sept	Social gatherings of more than six people made illegal in England
	24th Sept	New Restrictions including 10pm curfew on pubs, bars and restaurants

<sup>3</sup> <https://www.health.org.uk/news-and-comment/charts-and-infographics/covid-19-policy-tracker>

Wave 2 - Tiered approach	14th October	LOCAL 3-TIER SYSTEM, CUMBRIA Tier 1
	15th October	Barrow move to Tier 2
	29th October	Carlisle move to Tier 2
	5th November - 2 December	LOCKDOWN 2.0 Pre-Christmas Lockdown nationally for 4 weeks, L3 to L4 - schools remained open, CEV NSSS Open
	2nd December	NATIONAL 4-TIER SYSTEM introduced & reviewed every 14 days, national restrictions removed - CUMBRIA placed in TIER 2 - hospitality settings that serve alcohol must close, unless operating as restaurants. Hospitality venues can only serve alcohol with substantial meals. NSSS available for registrations in T3
	8th December	Vaccination roll-out begins
	20th December	Christmas Restrictions in other areas who became T4, household mixing only on 25th Dec, CEV NSSS OPEN
	22nd December	New Covid Variant in Cumbria
	30th December	Cumbria moves to Tier 4 - NSSS open again for CEV
	31st December	Helpline open longer hours for CEV
	5th January 2021	LOCKDOWN 3.0 BEGINS, Other areas in lockdown from 20 and 26th Dec. Cumbria one of the last areas.

# Report to Health & Wellbeing Scrutiny Panel

Agenda Item:

**A.4**

Meeting Date: 25<sup>th</sup> February 2021  
 Portfolio: Finance, Governance and Resources  
 Key Decision: No  
 Within Policy and Budget Framework: Yes  
 Public / Private: Public

Title: QUARTER 3 PERFORMANCE REPORT 2020/21  
 Report of: Policy and Communications Manager  
 Report Number: PC 15-21

**Purpose / Summary:**

This report contains the Quarter 3 2020/21 performance against the current Service Standards and a summary of the Carlisle Plan 2016-19 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:	08/03/21
Scrutiny:	Health and Wellbeing 25/02/21 Economic Growth 04/03/21 Business and Transformation 18/02/21
Council:	N/A

## **1. BACKGROUND**

1.1 This report contains the 2020/21 Quarter 3 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.

1.2 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 contain the Council's performance against the Service Standards for this Panel.

1.3 The measures are predominately lagging indicators (looking back at performance) and cover a range of services. Some indicators naturally lend themselves to having a specific target, or a national target, whilst with others the aim is to continually improve year-on-year compared to past performance. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The measures can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form is just one aspect of the Council's wider performance framework.

1.4 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.

1.5 At their meetings of 28<sup>th</sup> August and 3<sup>rd</sup> September 2020 respectively, Health and Wellbeing and Business and Transformation Scrutiny Panels both resolved that they would like to be involved in developing the content of future performance reports. It was agreed by all three Scrutiny Panels that this work should be carried forward by a Task and Finish Group that involved officers and Members from each Panel.

1.6 The aims of the aims of the Task and Finish Group are:

- Review existing reporting, seek advice from Policy and Communications Team on strengths and challenges of existing reporting
- Research examples of good practice
- Develop recommendations to share with the three Scrutiny Panels.

1.7 The group met for the first time on 15<sup>th</sup> January 2021 and the current performance report content and format were reviewed. It was agreed that members of the group would

research areas of good practice in performance management reporting and feedback to the group with some options at the next meeting on 2<sup>nd</sup> February. A set of draft principles for future reporting were then broadly agreed at this meeting and a draft report template will be discussed at the final meeting in April before being presented to the Panels for discussion later in the year.

**1.8 Summary of KPIs and Service Standards:**

Service Standards – 0 ‘red’, 1 ‘amber’ and 3 ‘green’

KPIs – 2 ‘red’, 3 ‘amber’, 6 ‘green’

**Summary of Exceptions (RED)**

Measure	Target	Performance
CSe03 Average weight (Kg) of domestic non-recycled waste collected per house	314Kg	349Kg This is a direct consequence of the Covid pandemic i.e. people working from home. Recycling weights have also increased.
CSe18: Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure	31%	0.6% OFS has been closed since March 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 3 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

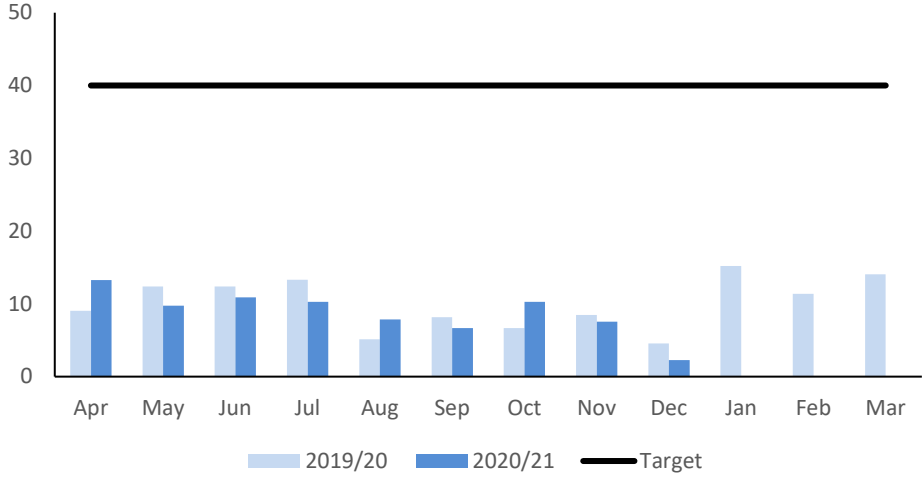


## Section 1: Service Standards 2020/21

Service Standards were introduced in 2012 after consultation with Service Managers, DMTs, SMT and JMT. Five further measures were introduced from Quarter 2 2017/18 and all are reviewed during Quarter 3 each year. Service Standards are the measures judged to be the most important to our customers, 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.

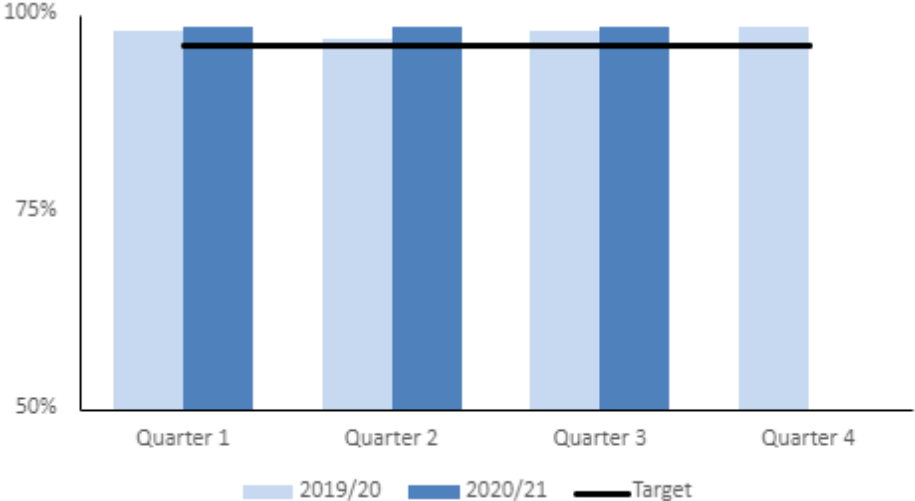
### SS02: Proportion of waste or recycling collections missed (valid)

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																							
<p>40 missed collections per 100,000 (Industry standard)</p>	<p>8.8 (Q3 2019/20: 9.0)</p>	 <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20</th> <th>2020/21</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>9</td><td>13</td></tr> <tr><td>May</td><td>12</td><td>10</td></tr> <tr><td>Jun</td><td>12</td><td>11</td></tr> <tr><td>Jul</td><td>13</td><td>10</td></tr> <tr><td>Aug</td><td>5</td><td>8</td></tr> <tr><td>Sep</td><td>8</td><td>7</td></tr> <tr><td>Oct</td><td>7</td><td>10</td></tr> <tr><td>Nov</td><td>8</td><td>8</td></tr> <tr><td>Dec</td><td>4</td><td>2</td></tr> <tr><td>Jan</td><td>15</td><td>0</td></tr> <tr><td>Feb</td><td>11</td><td>0</td></tr> <tr><td>Mar</td><td>14</td><td>0</td></tr> </tbody> </table>	Month	2019/20	2020/21	Apr	9	13	May	12	10	Jun	12	11	Jul	13	10	Aug	5	8	Sep	8	7	Oct	7	10	Nov	8	8	Dec	4	2	Jan	15	0	Feb	11	0	Mar	14	0	<p>This figure excludes the temporary suspension of garden waste collections during the early stages of Covid-19. Around 2.8million collections have been made with 247 missed (99.99% success rate).</p>
	Month		2019/20	2020/21																																						
	Apr		9	13																																						
May	12	10																																								
Jun	12	11																																								
Jul	13	10																																								
Aug	5	8																																								
Sep	8	7																																								
Oct	7	10																																								
Nov	8	8																																								
Dec	4	2																																								
Jan	15	0																																								
Feb	11	0																																								
Mar	14	0																																								
<p><b>On target?</b></p>																																										
<p>✓</p>																																										

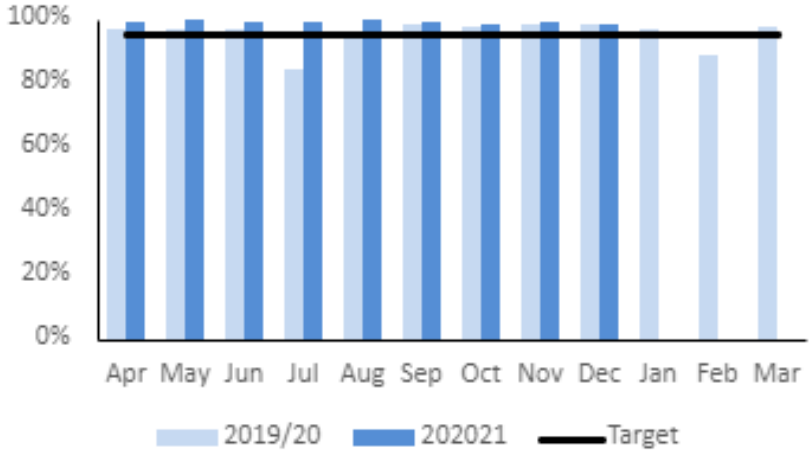
SS03: Percentage of household waste sent for recycling (including bring sites)

Service Standard	To end of Nov 2020	Performance by Month	Further Information																																																				
<p>50% (Nationally set target)</p>	<p>45%</p> <p>(end of Nov 2019: 46%)</p>	<table border="1"> <caption>Monthly Recycling Performance Data</caption> <thead> <tr> <th>Month</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>2020 Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>45</td><td>32</td><td>50</td></tr> <tr><td>May</td><td>48</td><td>48</td><td>55</td></tr> <tr><td>Jun</td><td>49</td><td>48</td><td>55</td></tr> <tr><td>Jul</td><td>48</td><td>48</td><td>54</td></tr> <tr><td>Aug</td><td>47</td><td>48</td><td>53</td></tr> <tr><td>Sep</td><td>47</td><td>47</td><td>52</td></tr> <tr><td>Oct</td><td>42</td><td>42</td><td>51</td></tr> <tr><td>Nov</td><td>38</td><td>40</td><td>48</td></tr> <tr><td>Dec</td><td>30</td><td>30</td><td>38</td></tr> <tr><td>Jan</td><td>30</td><td>30</td><td>38</td></tr> <tr><td>Feb</td><td>31</td><td>31</td><td>38</td></tr> <tr><td>Mar</td><td>29</td><td>29</td><td>45</td></tr> </tbody> </table>	Month	2019/20 (%)	2020/21 (%)	2020 Target (%)	Apr	45	32	50	May	48	48	55	Jun	49	48	55	Jul	48	48	54	Aug	47	48	53	Sep	47	47	52	Oct	42	42	51	Nov	38	40	48	Dec	30	30	38	Jan	30	30	38	Feb	31	31	38	Mar	29	29	45	<p>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.</p>
	Month		2019/20 (%)	2020/21 (%)	2020 Target (%)																																																		
	Apr		45	32	50																																																		
May	48	48	55																																																				
Jun	49	48	55																																																				
Jul	48	48	54																																																				
Aug	47	48	53																																																				
Sep	47	47	52																																																				
Oct	42	42	51																																																				
Nov	38	40	48																																																				
Dec	30	30	38																																																				
Jan	30	30	38																																																				
Feb	31	31	38																																																				
Mar	29	29	45																																																				
<p><b>On target?</b></p>																																																							

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

Service Standard	Rolling figure to end of Quarter 3 2020/21	Performance by Quarter	Further Information
<p>Our work with local food businesses should ensure that 96% are at least broadly compliant.</p>	<p>98.5%</p>	 <p>The chart displays compliance percentages for four quarters. The y-axis ranges from 50% to 100%. A horizontal target line is set at approximately 96%. For each quarter, there are two bars: a light blue bar for 2019/20 and a dark blue bar for 2020/21. In Quarter 1, both years are above the target. In Quarter 2, the 2020/21 bar is above the target while the 2019/20 bar is slightly below. Quarters 3 and 4 only show the 2019/20 data, which remains above the target.</p>	<p>Approximately 200 premises are usually inspected each quarter. All premises are inspected at least once every eighteen months.</p>
	<p><b>On target?</b></p>		
	<p>✓</p>		

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

Service Standard	To end of Quarter 3 2020/21	Performance by Month	Further Information																																																				
<p>95% delivered within 10 working days</p>	<p>98.9%</p> <p>(Q3 2019/20: 95.7%)</p>	 <p>The chart displays monthly performance percentages for two periods: 2019/20 (light blue bars) and 2020/21 (dark blue bars). A black horizontal line represents the target at approximately 95.7%. The 2020/21 data is only available for the first nine months (Apr to Mar). Performance for 2020/21 is consistently above the target, with a slight dip in July. Performance for 2019/20 is generally below the target, with a notable dip in February.</p> <table border="1"> <caption>Performance by Month Data</caption> <thead> <tr> <th>Month</th> <th>2019/20 (%)</th> <th>2020/21 (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>95</td><td>98</td><td>95.7</td></tr> <tr><td>May</td><td>92</td><td>98</td><td>95.7</td></tr> <tr><td>Jun</td><td>95</td><td>98</td><td>95.7</td></tr> <tr><td>Jul</td><td>85</td><td>98</td><td>95.7</td></tr> <tr><td>Aug</td><td>95</td><td>98</td><td>95.7</td></tr> <tr><td>Sep</td><td>95</td><td>98</td><td>95.7</td></tr> <tr><td>Oct</td><td>95</td><td>98</td><td>95.7</td></tr> <tr><td>Nov</td><td>95</td><td>98</td><td>95.7</td></tr> <tr><td>Dec</td><td>95</td><td>98</td><td>95.7</td></tr> <tr><td>Jan</td><td>95</td><td>-</td><td>95.7</td></tr> <tr><td>Feb</td><td>88</td><td>-</td><td>95.7</td></tr> <tr><td>Mar</td><td>95</td><td>-</td><td>95.7</td></tr> </tbody> </table>	Month	2019/20 (%)	2020/21 (%)	Target (%)	Apr	95	98	95.7	May	92	98	95.7	Jun	95	98	95.7	Jul	85	98	95.7	Aug	95	98	95.7	Sep	95	98	95.7	Oct	95	98	95.7	Nov	95	98	95.7	Dec	95	98	95.7	Jan	95	-	95.7	Feb	88	-	95.7	Mar	95	-	95.7	<p>8,062 deliveries were made in the first nine months of the year.</p>
	Month		2019/20 (%)	2020/21 (%)	Target (%)																																																		
	Apr		95	98	95.7																																																		
May	92	98	95.7																																																				
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Mar	95	-	95.7																																																				
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<p>✓</p>																																																							

## **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. The measures are predominately lagging indicators (looking back at performance) and cover a range of internal and external facing services. Some indicators naturally lend themselves to having a target or may have a national target set whilst with others, the aim is to improve year-on-year. Regularly monitoring the Council's performance helps to drive continuous improvement and protects against any financial or organisational issues by flagging up indicators that are off target. The KPIs can also be used for a variety of other purposes including: to evaluate, control, budget, motivate, promote, celebrate and learn. Performance management in this form is just one aspect of the Council's wider performance framework.

The current KPIs are attached as a dashboard.

## **Section 3: [Carlisle Plan on a Page 2016–19 Delivery](#)**

The current [Carlisle Plan](#) covered the period 2016-19 and the majority of the key actions are now either delivered or considered business as usual and feature within existing service plans. Quarter 3 updates to the Panel's remaining key actions are contained within the following pages. Following Member feedback, the layout of the updates have also been simplified.

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

*Service and Facilities Development:*

**Key Action 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** (SMT Owner: D Crossley, Scrutiny Panel: B&T/H&W)

***Project Description:*** Remaining actions: Refurbishment of the leisure facilities and partial refurbishment of the events centre at the Sands Centre site including the addition of two swimming pools. Provision of temporary accommodation for GLL staff, resident NHS staff, and alternative leisure facilities, sports hall, temporary bar and WCs during the construction phase.

### ***Timeline - Quarter 3 Update:***

Demolition of the west side of the building commenced in the quarter as well as starting on the ground excavation for the foundations of the new pool.

### ***Emerging risks/issues:***

The impact of the on-going Covid situation will require attention particularly in relation to the availability of sub-contractor staff.

## *Healthy City Programme:*

### **Key Action 16: Continue to work with key partners to deliver the World Health Organisation Phase VI Healthy City Action Plan** (SMT

Owner: D Crossley, Scrutiny Panel: H&W)

***Project Description:*** Remaining actions: Restructure Healthy City Forum (HCF) and work with partners to deliver on the Phase VI application. Explore next phase and Develop action plan (VII)

#### ***Timeline - Quarter 3 Update:***

Phase VI activity is now complete.

A SharePoint site has been set up to allow access to the live working document. This has been further developed (September 2020) to allow access to external partners and Teams site established.

Meetings with strategic partners have been taking place around phase VII and interest gauged. Examples include: University of Cumbria, CHOC, PCNs, ICCs, etc.

A development session was held on the 8th July, with meetings on 21st July, 11 Aug, 4th Sept. The agenda will now need to consider how Covid and recovery structures dovetail with Cumbria Resilience and recovery work.

An online workshop explored mapping under the 6Ps. A WHO Carlisle partnership plan is in development which draws on the 6Ps, crosscutting themes and gaps. Partners are being asked to add to this document.

Furthermore, Carlisle successfully had a number of abstracts accepted at the WHO online Business and Technical conference. In addition to this Carlisle were reflected to the advisory board, were asked to chair global sessions and influenced European policy.

Future tasks: Set up a task group to look at the application and distribute writing sections, explore funding opportunities, seek letters of support, map activity and horizon scan.

#### ***Emerging risks/issues:***

Covid agenda (many partners are tied up with Response and Recovery)

**Key Action 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** (SMT Owner: D Crossley, Scrutiny Panel: H&W)

***Project Description:*** Develop work of Food Carlisle and subsequent partnership projects

***Timeline - Quarter 3 Update:***

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).

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.

The Sustainable Food Coordinator has been appointed in January 2021

***Emerging risks/issues:***

None



## Health & Wellbeing Scrutiny Panel Performance Dashboard Quarter 3 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	Performance Q3 2020/21	Performance Q3 2019/20	Trend	Target	Comments
✗	CSe03	Average weight (Kg) of domestic non-recycled waste collected per house	349.4	314.6	↓	314.6	
✓	CSe04	Revenue gained from household waste recycling collected	£ 409,831	£ 381,230	↑	£ 365,508	
N/A	CSe05	Proportion of all Carlisle waste recycled (including partners)	55.9%	58.5%	↑	Info only	To end of November 2020
▲	CSe08	Litres of fuel used by Council fleet	286,422	284,045	↓	284,045	
N/A	CSe10a	Number of Fixed Penalty Notices issued for fly tipping	7	8	↓	Info only	
N/A	CSe10b	Number of Fixed Penalty Notices issued for littering	25	69	↓	Info only	Including 'Littering from a Vehicle'
N/A	CSe10c	Number of Fixed Penalty Notices issued for dog fouling	2	9	↓	Info only	
N/A	CSe10d	Number of Fixed Penalty Notices issued for abandoned vehicles	4	0	↑	Info only	
N/A	CSe11a	Number of counts/reports of fly tipping	503	341	↑	Info only	
N/A	CSe11b	Number of counts/reports of littering	35	50	↓	Info only	
N/A	CSe11c	Number of counts/reports of dog fouling	94	125	↓	Info only	
N/A	CSe11d	Number of counts/reports of graffiti	1	3	↓	Info only	
N/A	CSe11e	Number of counts/reports of abandoned vehicles	255	290	↓	Info only	
▲	CSe12a	Proportion of acts of fly tipping responded to in full within 5 working days	99.6%	100%	↓	100%	
N/A	CSe12b	Proportion of acts of offensive graffiti responded to in full within 1 working day	N/A	N/A	N/A	100%	None reported
▲	CSe12c	Proportion of abandoned vehicles initially investigated within 5 working days	99.6%	99.0%	↑	100%	
✗	CSe18	Actual Old Fire Station (OFS) revenue as a percentage of OFS expenditure (including recharges).	0.6%	20.9%	↓	31.1%	OFS has been closed since March 2020 due to Covid-19.
N/A	CSe19	Old Fire Station count of event attendees (direct count of ticket sales)	0	9,951	↓	Info only	Excludes visitors to the venue (café or to buy tickets) and private hire room bookings.
✓	CSe24	Actual Bereavement Services revenue as a percentage of Bereavement Services expenditure (including recharges)	252.8%	164.3%	↑	228.7%	
✓	CSe25	Actual Talkin Tarn revenue as a percentage of Talkin Tarn expenditure (including recharges)	85.1%	94.9%	↓	79.0%	Tearoom closed during Q1 due to Covid-19.
N/A	CSe26	Proportion of allotment sites that are self-managed.	16.0%	16.0%	→	Info only	
N/A	CSe27	Proportion of allotment plots that are occupied.	93.0%	87.0%	↑	Info only	Excluding self-managed sites.
✓	CSe29	Percentage of play area safety inspection completed on time.	100%	100%	→	100%	
N/A	CSe36a	Social media reach: Facebook post reach - monthly average	467,800	344,775	↑	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	287,000	188,011	↑	Info only	
✓	GRS06	Proportion of public health service requests (pest control, noise, smells, house conditions) responded to within the target response times.	90.6%	89.0%	↑	90%	
✓	GRS10	Proportion of food hygiene inspections completed as scheduled	100%	70.0%	↑	90%	



# Health and Wellbeing Scrutiny Panel

Agenda  
Item:

**A.5**

Meeting Date: 25 February 2021  
 Portfolio: Cross-cutting  
 Key Decision: No  
 Within Policy and Budget Framework  
 Private/Public Public  
 Title: Overview Report  
 Report of: Overview and Scrutiny Officer  
 Report Number: OS.05/21

**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:	<b>Not applicable</b>
Scrutiny:	<b>HWSP 25/02/21</b>
Council:	<b>Not applicable</b>

## 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 05 February 2021. 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.01/21 – Carlisle Plan

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

- KD.03/21 – Disabled Facilities Grant Update

## 2. References from Executive

2.1 The following references were made by the Executive at their meeting of 8<sup>th</sup> February 2021 with regard to resolutions from HWSP on the following reports:

- Ex 15/21 - Homelessness and Rough Sleeping Strategy 2021 to 2026
- Ex.18/21 - Local Environment (Climate Change) Strategy

Ex 15/21 - Homelessness and Rough Sleeping Strategy 2021 to 2026

*Minute Excerpt:*

*The Economy, Enterprise and Housing Portfolio Holder thanked the Health and Wellbeing Scrutiny Panel for their thorough and comprehensive scrutiny and gave special thanks to the Homelessness Prevention and Accommodation Manager for her detailed report. In moving the recommendations the Portfolio Holder commented on each of the resolutions made by the Panel:*

*Resolution 2) - The Prisoner Leavers Pathway was included in the Action Plan, objective 2 number 1.6.*

*Resolution 3) - Key Performance Measures were included in the report and timescales would be included in the Action Plan when it was approved, the measures would be reported to the Executive annually.*

*Resolution 4) - An Executive Summary had been suggested in the Executive report and would be prepared by the Policy and Communications Team for publication in April.*

Ex.18/21 - Local Environment (Climate Change) Strategy

*Minute Excerpt:*

*The Health and Wellbeing Scrutiny Panel had scrutinised the matter at their meeting held on 14 January 2021 (HWSP.07/21) and recommended that the following be included in the Strategy:*

1. *Training for Officers and Members*
2. *The risk of doing nothing and the adverse impact of not doing anything*
3. *That an update report be submitted to the Panel every six months*
4. *Behaviour change to be done in partnership*
5. *Partnership with schools*

*The Environment and Transport Portfolio Holder moved the recommendations and reported that the resolutions from the Health and Wellbeing Scrutiny Panel had been incorporated into the Action Plan, in addition discussions had begun with Northumbria University to prepare marketing for a behaviour change programme.*

*The Communities, Health and Wellbeing Portfolio Holder seconded the recommendations.*

### **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.

	<b>Meeting date</b>	<b>Minute reference</b>	<b>Action</b>	<b>Status</b>
1	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
2	27/08/20	HWSP 42/20	3) That Mr Rice circulate information to the Panel on the numbers who participated in the Healthwise scheme.	Pending
3	27/08/20	HWSP 43/20	2) That the Panel work with Officers on the content of future Performance Reports.	Complete
4	19/11/20	HWSP 67/20 a)	2) That the Corporate Director of Finance and Resources provide the Panel with written details of the existing capital and revenue base budget funding for climate change matters contained within the budget.	Complete
5	19/11/20	HWSP 67/20 b)	2) That the Corporate Director of Governance and Regulatory Services provide the Panel with a breakdown of the eligible and ineligible charges and the impact of the 3% increase to the Homeless Accommodation rental charges	Complete

	14/01/21	HWSP 07/21	2) That the Policy and Communications Manager provide the Panel with more information on Carlisle Community Action.	Complete
	14/01/21	HWSP 08/21	2) The Team Manager - Parking and Enforcement circulate the Busker Code of Conduct to Panel Members.	Pending
	14/01/21	HWSP 11/21	3) That the Local Authorities Air Quality Action Plan be reconsidered by the Panel, if timescales allowed. If not Panel Members would submit their response to the consultation directly to the Principal Health and Housing Officer.	Complete

## 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

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

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 –**

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

Title	Type of Scrutiny	Lead Officer	Meeting Date
Scrutiny Annual Report 2019/20	Policy development	Rowan Jones	<del>11/06/2020</del>
End of Year Performance Report - for information	For info	Gary Oliver	<del>For info - June 2020</del>
Food Law Enforcement Plan	For info		<del>For info - June 2021</del>
Introduction to Health and Wellbeing Team including Sport Development	Policy update	Luke Leathers	<del>16/07/2020</del>
Emergency Planning and Resilience for Covid-19	Policy development	Steven O'Keeffe	<del>16/07/2020</del>
Allocations Policy and Equality Impact Assessment	Policy development	Gareth Torrens	<del>16/07/2020</del>
Greenwich Leisure Ltd	Policy update	Gary Oliver	<del>27/08/2020</del>
Performance Report - Q1	Monitoring	Gary Oliver	<del>27/08/2020</del>
Redevelopment of the Sands Centre Update	Policy update	Darren Crossley	<del>27/08/2020</del>
Annual Equality Report & Action Plan	Policy Update	Rebecca Tibbs	<del>27/08/2020</del>
Sands Centre Redevelopment Project - special meeting	Policy update	Darren Crossley	<del>17/09/2020</del>
Air Quality Monitoring	For info	Scott Burns	<del>For info - Oct 2020</del>
Strategic Framework for Culture in Carlisle	For info	Darren Crossley	<del>For info - Oct 2020</del>
Housing Grants and Supporting Hospitals	Policy update	Scott Burns	<del>08/10/2020</del>
Cycling Walking Infrastructure Plans (CWIPS)	Policy update	Darren Crossley	<del>08/10/2020</del>
Corporate Peer Challenge	Policy development		<del>08/10/2020</del>
Emergency Planning and Evolving Approach to Community Engagement and Climate Change	Policy update	Steven O'Keeffe	<del>08/10/2020</del>
Homelessness Strategy Workshop	Policy development	Tammie Rhodes	<del>Cancelled - self serve presentation</del>
Tullie House Business Plan	Policy update	Darren Crossley	<del>19/11/2020</del>
Budget Setting	Budget	Alison Taylor	<del>19/11/2020</del>
Performance Report - Q2	Monitoring	Gary Oliver	<del>19/11/2020</del>
Local Environment (Climate Change) Strategy	Policy development	Jane Meek/ Steven O'Keeffe	<del>14/01/2021</del>
Active Spaces Review	Policy development	Luke Leathers	<del>14/01/2021</del>
Public Space Protection Order and Enforcement Strategy	Policy development	Helen Graham/ Colin Bowley	<del>14/01/2021</del>
Local Air Quality Action Plan	Policy Development	Scott Burns	<del>14/01/2021</del>
Community Centre Update	Policy update	Luke Leathers	<del>25/02/2021</del>
Performance Report - Q3	Monitoring	Gary Oliver	<del>25/02/2021</del>
Response to Covid 19 - one year review	Policy update	Steven O'Keeffe	<del>25/02/2021</del>
Cycling Walking Infrastructure Plans (CWIPS)	Policy update	Darren Crossley	<del>08/04/2021</del>
Scrutiny Annual Report 2019/20	Policy development	Rowan Jones	<del>08/04/2021</del>
Greenwich Leisure Limited	Policy update	Gary Oliver	<del>08/04/2021</del>
Draft Healthy City Strategy - post-Covid rebuild	Policy development	Luke Leathers	<del>08/04/2021</del>
Draft Carlisle Plan	Policy development	Steven O'Keeffe	TBC

