

AGENDA

Community Overview and Scrutiny Panel

Thursday, 03 September 2015 AT 10:00
In the Carlisle Youth Zone, Victoria Place, Carlisle, CA1 1LR

** Briefing meeting for Members will be at 9.30am at the Carlisle Youth Zone **

Apologies for Absence

To receive apologies for absence and notification of substitutions.

Declarations of Interest

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

Public and Press

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

Minutes of Previous Meetings

To approve the minutes of the meeting held on 23 July 2015.
[Copy Minutes in Minute Book Volume 42(2)]

PART A

To be considered when the Public and Press are present

A.1 CALL-IN OF DECISIONS

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

A.2 MEETING CARLISLE'S CURRENT AND FUTURE HOUSING NEEDS - THE PRIVATE RENTED SECTOR IN CARLISLE

(Economy, Enterprise and Housing Portfolio)

The Housing and Health Manager and the Private Sector Housing Technical Team Manager will give a presentation on:

- The private sector in Carlisle – facts and figures
- The City Council's statutory obligations
- Cumbria Landlord Accreditation Scheme
- Going forward

(Copy Presentation to follow)

A.3 OVERVIEW REPORT AND WORK PROGRAMME

5 - 10

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

(Copy Report OS.17/15 herewith)

A.4 CARLISLE PLAN 2015-18

**11 -
22**

(Leader's Portfolio)

The Policy and Communications Manager to submit a report seeking consideration of the draft Carlisle Plan, including the new vision and priorities for the Council. The matter was included in the Notice of Executive Key decisions and was considered by the Executive on 24 August 2015.

(Copy Report PC.16/15 herewith and Minute Excerpt to follow)

A.5 1st QUARTER PERFORMANCE REPORT 2015-16

**23 -
40**

(Finance, Governance and Resources Portfolio)

The Policy and Communications Manager to submit performance monitoring information relevant to the remit of the Community Overview and Scrutiny Panel.

(Copy Report PC.12/15 herewith)

PART B

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

- NIL -

Members of the Community Overview and Scrutiny Panel

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

Labour – Burns (Chairman), Osgood, Scarborough, Mrs Stevenson, Ms Williams, Caig (sub), Ms Franklin (sub), Harid (sub)

**Enquiries, requests for reports, background papers,
etc to Democratic Services Officer: Rachel Rooney – 817039**

Community Overview and Scrutiny Panel

Agenda
Item:

A.3

Meeting Date: 3rd September 2015
Portfolio: Cross Cutting
Key Decision: No
Within Policy and Budget Framework
Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME
Report of: Overview and Scrutiny Officer
Report Number: OS 17/15

Summary:

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

Recommendations:

Members are asked to:

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

Contact Officer: Sarah Mason Ext: 7053

Appendices attached to report: 1. Community O&S Panel Work Programme 2015/16

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 24th July 2015 and was circulated to all Members. The following items fall into the remit of this Panel:

KD.28/15 Carlisle Plan – on the agenda of this meeting of the Panel.

KD.29/15 Demonstration Project – Affordable Housing Provision – The Executive will be asked on 24th August 2015 to consent to the disposal of the assets detailed in Part A on terms to be agreed by the Property Services Manager, in consultation with the Portfolio Holder for Finance, Governance and Resources.

The Executive will also be requested to consent to Officers in Housing and Property Services proceeding with the procurement of an Affordable Housing Partner to deliver the sites as a package through a 'Demonstration Project', whereby the developer would actively engage with Carlisle College to enable students from the College to gain practical development experience and expertise working on these sites.

2. References from the Executive

The Executive held a meeting on 27th July 2015. There are no references for the Panel.

3. Work Programme

The Panel's current work programme is attached at **Appendix 1**. This has been updated following issues raised at 23rd July Panel meeting. The Panel need to discuss the suggested topics for Task & Finish groups to decide

- The purpose of scrutiny and where focus should lie in order to gain maximum value
- The timing of the reviews

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

Appendix 1 COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

Date last revised: 20 August 2015



Issue	Type of Scrutiny						Comments/status	Meeting Dates							
	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		11 Jun 15	23 Jul 15	3 Sep 15	15 Oct 15	19 Nov 15	14 Jan 16	18 Feb 16	31 Mar 16
CURRENT MEETING 3rd September 2015															
Carlisle Plan 2015-18		✓					Pre-decision consultation on the draft Carlisle Plan 2015-2018			✓					
Performance Monitoring Reports	✓						Reporting of performance relevant to remit of Panel	✓		✓	✓		✓		
Private Rented Sector			✓				Presentation on the Private Rented Sector in Carlisle / relationship with Private Landlords			✓					

Appendix 1 COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

Date last revised: 20 August 2015



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TASK AND FINISH GROUPS														
Young People <i>Needs of Young People</i>							Suggested topics at Panel's meeting on 23 rd July 2015. Panel to approve topics and decide the purpose of scrutiny of the issues and where focus should lie in order to gain maximum value.							
Health Issues in Carlisle														

Appendix 1 COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

Date last revised: 20 August 2015



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FUTURE ITEMS															
Leisure Facilities Development						Private report on options for future delivery	✓								
Scrutiny Annual Report			✓		✓	Draft report for comment before Chairs Group								✓	
Arts Centre						Performance of the Arts Centre (6 months after opening)					✓				
Budget setting 2016/17-2020/21		✓	✓			Consideration of service implications					✓				
Riverside Annual Report						Monitoring progress and developments of joint working									
Welfare Reform Agenda						How agenda is being undertaken in Carlisle									
Tullie House Business Plan						Annual scrutiny of Tullie House Business Plan					✓				

Appendix 1 COMMUNITY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

Date last revised: 20 August 2015

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	Performance Management	Key Decisions Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring	Budget		11 Jun 15	23 Jul 15	3 Sep 15	15 Oct 15	19 Nov 15	14 Jan 16	18 Feb 16	31 Mar 16
CSP Strategic Assessment							Scrutiny of the Strategic Assessment that informs that Partnership Plan						✓		
Community Safety Partnership		✓					Scrutiny of the Partnership Plan		✓					✓	
Energy Efficient Project							Impact of new legislation							✓	
Sports and Leisure							Performance information								
New Homes bonus / Housing Quality / Empty properties							Review same time as Riverside report								
Completed Items															
Low Cost Home Ownership Policy		✓					Scrutiny of Executive Report	✓							
INFORMATION ONLY ITEMS															
Details								Date Circulated							
Food Law Enforcement Service Plan								1 st June 2015							

Report to Community Overview and Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 3rd September 2015
 Portfolio: Leader
 Key Decision: Yes: Recorded in the Notice Ref:KD28/15
 Within Policy and Budget Framework YES
 Public / Private Public

Title: CARLISLE PLAN 2015-18
 Report of: Policy and Communications Manager
 Report Number: PC 16/15

Purpose / Summary:

This report presents the draft Carlisle Plan, including the new vision and priorities for the Council.

Recommendations:

Scrutiny is asked to:

1. Consider and comment on the presentation and content of the Carlisle Plan.
2. Agree how the Panel will receive progress updates on the Plan.

Tracking

Executive:	19 th October 2015
Overview and Scrutiny:	10 th September 2015 Resources Overview and Scrutiny Panel 17 th September 2015 Economy and Environment Overview and Scrutiny Panel
Council:	10 th November 2015

1. BACKGROUND

- 1.1 The first Carlisle Plan 2013-16 was a departure from the previous corporate plan formats to remind all that the Council serves Carlisle first. This change was embodied in the vision: to promote Carlisle as a prosperous city, one of which we can be proud.
- 1.2 An extensive period of consultation, the Listening Council initiative (2013), was undertaken by the Leader and Executive to engage with communities around the priorities. This consultative approach has been continued through key projects such as the draft Local Plan and Arts Centre.
- 1.3 The 2014/15 End of Year Performance Report¹ provided updates on key actions within the Carlisle Plan. This highlights the progress the Council has reached through the priorities and promoting Carlisle as a prosperous city. Key achievements include:
- Delivering additional affordable homes
 - Supporting Carlisle Ambassadors Group and the new Economic Prospectus for Carlisle
 - City Centre Development Framework (draft) with its inspiring concepts aimed at delivering additional retail space
 - City Centre Metro Wifi Project
 - Industrial Estate programme to improve our employment sites and raise the profile of Carlisle with investors
 - Local Plan (draft) and a new Strategic Housing Market Assessment (SHMA)
 - Old Fire Station Project & Pilot Arts Programme
 - Old Town Hall Project (Phase 2)
 - Place marketing work with Carlisle Ambassadors
 - Homelife Carlisle Programme
 - Development of a new Homelessness Strategy
 - Harraby Campus Development
 - Sport Activation Fund
 - Knowledge Transfer Project
 - Clean up Carlisle Project

¹ Executive 27 July 2015, Report number PC 10/15

- 1.4 The Council undertook a Peer Review in September 2014 to challenge its performance and help prepare for the future. The review compared our services nationally, providing an opportunity to benchmark against the best authorities and guide the thinking for the future development of services and employees.
- 1.5 The Peer Review found that the Carlisle Plan 2013-16 provided a strong focus for the Council's activities through the key priorities. It suggested that the Council could use a refresh of the Plan as an opportunity to maintain impact and momentum with diminishing resources. The development of the new Carlisle Plan offers an opportunity to build on the Council's successes and address new challenges.

2. PROPOSALS

- 2.1 The draft Carlisle Plan 2015-18 is attached as Appendix 1. It sets out the Council's overall vision for Carlisle, supported by five priorities. The vision gives a clear direction and context for all our activities. We will maximise opportunities to improve health, wellbeing and economic prosperity through our five priorities that support the vision.
- 2.2 Progress against the plan will be measured through a new performance framework; this framework will include progress in key projects, risk and opportunities; and a new set of measures. The performance framework will be monitored through the Directorate Management Team meetings with a quarterly report being presented to Senior Management Team. A quarterly summary of performance will be reported to Executive and made available to Overview and Scrutiny. It is proposed that the plan is reviewed annually, prior to the setting of service plans within the Council's Directorates.

3. CONSULTATION

- 3.1 A programme of 'Listening Council' events will be held from 24th August 2015. This will give local residents the opportunity to comment on the draft plans for Carlisle's future.
- 3.2 Consultation on the plan will be undertaken with partners engaged in delivering the priorities. The Council is committed to working with young people and will seek their views on the plan, including consultation with the Youth Council. Community and

voluntary groups will be consulted on the plan to help identify opportunities to develop working with this sector and support existing initiatives.

- 3.3 The Plan will be considered by the Overview and Scrutiny Panels as described below:

Resources Overview and Scrutiny Panel	10 th September 2015
Economy and Environment Overview and Scrutiny Panel	17 th September 2015

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1 The Panel is asked for their comments on the Carlisle Plan as part of the consultation process on the draft vision and priorities.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1 The Carlisle Plan set out the Council's priorities and gives a clear direction for the authority.

Contact Officer: Steven O'Keeffe Ext: 7028

**Appendices Appendix 1 – Carlisle Plan 2015-2018
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:

- **PC 11/15 Executive 24 August 2015**
- **PC 10/15 Executive 27 July 2015**

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's - The Carlisle Plan forms a substantive part of the Council's policy and performance management framework, monitoring of which enables stakeholders, including local people, to make a judgement about how effective the Council is in achieving its key priorities. The Council continues to monitor service standards and customer satisfaction and is looking at new ways to gather and review customer information. Risks will be

managed in accordance with the Risk Management Policy and the Council will continue to embed the Public Sector Equality Duty in the delivery of all its services.

Deputy Chief Executive –

Economic Development –

Governance – The Carlisle Plan 2015-18 replaces the previous Carlisle Plan 2013-16 and forms part of the Council’s Policy Framework. Consequently, once Executive approve the draft it must be open to consultation, as proposed, before being reconsidered by the Executive before recommendation to Council. In exercising some statutory powers, the Council must have regard to its approved Plan.

Local Environment –

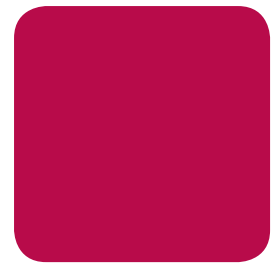
Resources - There are no specific financial implications of adopting the Carlisle Plan 2015/18; however the plan will be used to inform future budget processes to align council resources to the priorities contained within it.



Carlisle Plan 2015-18

Our vision:

To improve the health, wellbeing and economic prosperity of the people of Carlisle. We will work in partnership to further establish our position as the regional centre and focus for investment, ensuring that residents can share in the benefits through increased opportunities and greater choice of jobs, range of housing and a quality environment.





Carlisle Plan 2015-18

Introduction to Carlisle page 1

Our vision page 2

Principles

Clarity, confidence and commitment page 3

Priority:

Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle page 4

Priority:

Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents page 4

Priority:

Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle page 5

Priority:

Address current and future housing needs to protect and improve residents' quality of life page 5

Priority:

Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential page 6

Performance monitoring page 7

Further information page 8

Introduction to Carlisle

Carlisle is the urban capital of the County of Cumbria with a population estimated at approximately 108,000. The city is the centre of an economic region serving 500,000 people who live in Cumbria, Northumberland and Southern Scotland.

The City of Carlisle is the largest settlement with approximately 68% of the population. The remaining area is rural, with a number of smaller market towns and large villages spread across the district, including Brampton, Dalston, Longtown and Wetheral.

Across the district, there are a wealth of assets making Carlisle a great place to live, work and visit. Carlisle draws natural strength from its location, with heritage and environmental sites of national and international importance and good connections to the country's infrastructure. Carlisle has the greatest concentration of businesses and opportunities for future development in Cumbria. The city has built on its established economic importance and encouraged the development of food processing, engineering and logistics sectors.

Carlisle is set within some of the country's most spectacular natural scenery and the city is the final stop for three of the country's scenic railway lines. Landmark buildings and heritage sites such as Carlisle Castle, Carlisle Cathedral, Lanercost Priory and Hadrian's Wall draw visitors from around the world.



Clarity, confidence and commitment



Our vision:

To improve the health, wellbeing and economic prosperity of the people of Carlisle. We will work in partnership to further establish our position as the regional centre and focus for investment, ensuring that residents can share in the benefits through increased opportunities and greater choice of jobs, range of housing and a quality environment.

We have a key role in improving health and wellbeing through our plans and services. Many of these have a significant impact on the wider social, economic and environmental determinants of health and wellbeing. Our employees work to address health inequalities on a daily basis and have a positive impact on the lives of some of the most vulnerable residents in Carlisle.

We will be the best possible partner to organisations, communities and individuals that share our commitment, clarity and confidence in Carlisle. We will help shape the future of Carlisle, delivering the priorities in the Carlisle Plan whilst operating a highly effective organisation where employees are supported to be the best they can be. We are changing, dynamically, to meet the financial challenges of the future by making the necessary savings and developing new incomes.



Principles:

Clarity, confidence and commitment

- We will be a clear, committed and confident Council.
- The principles have been developed by our staff and councillors to guide how we will deliver our vision for Carlisle.
- By setting out our vision, we show that we understand the needs of Carlisle's residents, businesses and visitors. Our plans to respond to these needs are clear and straightforward. We know what is expected of us and do our best to create clarity in how we work.
- We are committed to achieving our vision for Carlisle. We will ensure that our day to day work and resources are consistent with the priorities.
- We will continue to work effectively with partners to drive positive change for Carlisle and will celebrate our successes and achievements. As part of our ongoing work to develop all our communities we will engage young people and make sure the Carlisle Plan helps to deliver their aspirations for Carlisle.



Priority:

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

We will build on Carlisle’s position as a regional centre for economic prosperity through the implementation of the draft Carlisle District Local Plan 2015-2030. The Plan sets out how Carlisle will grow and develop, and identifies potential sites for new housing, economic and commercial development. We will provide businesses with quality space in which to grow and optimise the digital and transport infrastructure. We will continue to work with partners to develop the tools to deliver economic growth. We will ensure that Carlisle has a workforce prepared to respond to more opportunities, the demand for skills and the need for flexibility.

Priority:

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

We are investing in the long term sustainability of sports, arts and cultural facilities to provide quality experiences and promote healthy lifestyles for our residents. This will also help to make Carlisle an attractive prospect to investors and new residents. We are committed to supporting the city centre and visitor economy through our vibrant events programme.



Priority:

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

Carlisle’s green spaces and natural resources are a source of pride for our residents and provide economic and health benefits. By making sure they are cared for to a high standard, they will help to promote Carlisle as a healthy and attractive city. We will keep Carlisle clean and tidy and we are working to improve our standards in all areas of waste management and recycling. We will work with partners to make sure the public realm in Carlisle presents a vibrant and well cared-for image of the city, with welcoming and attractive spaces in which to live, play and work.

Priority:

Address current and future housing needs to protect and improve residents’ quality of life

Housing is both a driver for the local economy and a vital way of attracting new residents. The standard of housing accommodation is a major contributory factor in attaining good health and conversely poor housing can lead to a range of health conditions. The Carlisle’s Housing Strategy 2012-16 has the vision that: ‘Everyone can access affordable, safe and warm housing, and the support they need to live independently’.

We will work through the Carlisle Housing Partnership to balance the housing market, provide decent and healthy homes, and support vulnerable people.



Priority:

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

Carlisle has the assets and opportunity to put itself on the map as the capital of Cumbria and the City of the Lake District. The city has a rich, unique heritage that offers an amazing history and experience for visitors. It continues to develop as a modern, vibrant city, building on its successful independent and entrepreneurial nature. Carlisle has quality employment sites and is perfectly positioned with links to the road, rail and air infrastructure to attract investment.

We have an opportunity to develop and promote Carlisle's reputation at a local, national and international level and ensure that Carlisle continues to fulfil its potential.



Performance Monitoring

Progress against the plan will be measured through a new performance framework; this framework will include progress in key projects, risk and opportunities; and a new set of measures.

The new set of measures will be agreed with Service Managers and Senior Management Team; they will be presented under each priority. Their purpose will be to help steer services and projects towards the benefits we want to realise through implementing the plan. The measures will be drawn from sets of management information being collated as part of the PRISM project. The performance framework will be monitored through the Directorate Management Team meetings with a quarterly report being presented to Senior Management Team. A quarterly summary of performance will be reported to Executive and made available to Overview and Scrutiny.

The plan will be reviewed annually, prior to the setting of service plans within the Directorates.



Further information

For further information about the Carlisle Plan, visit www.carlisle.gov.uk or please contact the Policy Team at:

Email policy@carlisle.gov.uk

Telephone 01228 817258

Post Policy Team
Carlisle City Council
Civic Centre
Rickergate
Carlisle
CA3 8QG

If you require this plan in an alternative format or language please contact us to discuss your needs.

Report to Community Overview and Scrutiny Panel

Agenda
Item:

A.5

Meeting Date: 3 September 2015
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: 1st QUARTER PERFORMANCE REPORT 2015/16
Report of: Policy and Communications Manager
Report Number: PC 12/15

Purpose / Summary:

This Performance Report updates the Panel on the Council’s service standards that help measure performance. It also includes updates on key actions contained within the Carlisle Plan 2013-16. It is anticipated that the revised priorities contained within the Carlisle Plan 2015-18 will be reported from the 3rd quarter onwards following full Council in November.

Details of each service standard are in the table in Section 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally. To coincide with the introduction of a new Complaints Policy, Corporate Complaints has been included in this report as a new service standard.

The updates against the actions in the Carlisle Plan follow on from the service standard information in Section 2.

Recommendations:

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

Tracking

Executive:	19 October2015
Overview and Scrutiny:	Community – 3 September2015 Resources – 10 September2015 Economy and Environment – 17 September 2015
Council:	N/A

1. BACKGROUND

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

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

2. PROPOSALS

None

3. CONSULTATION

The report was reviewed by the Senior Management Team on 18 August2015 and will be considered by the Overview and Scrutiny Panels on the following dates:

Community – 3 September 2015

Resources – 10 September 2015

Economy and Environment – 17 September 2015

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

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

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report

Contact Officers:	Steven O’Keeffe	Ext:	7258
	Martin Daley		7508
	Gary Oliver		7430

Appendices **None**
attached to report:

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

- **None**

CORPORATE IMPLICATIONS/RISKS:

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

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

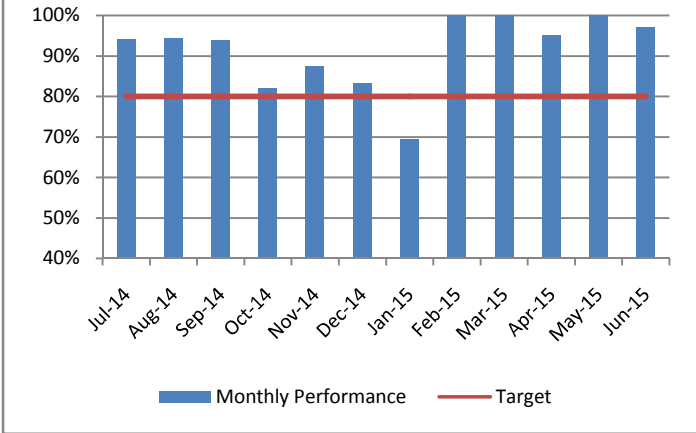
Governance – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

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

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

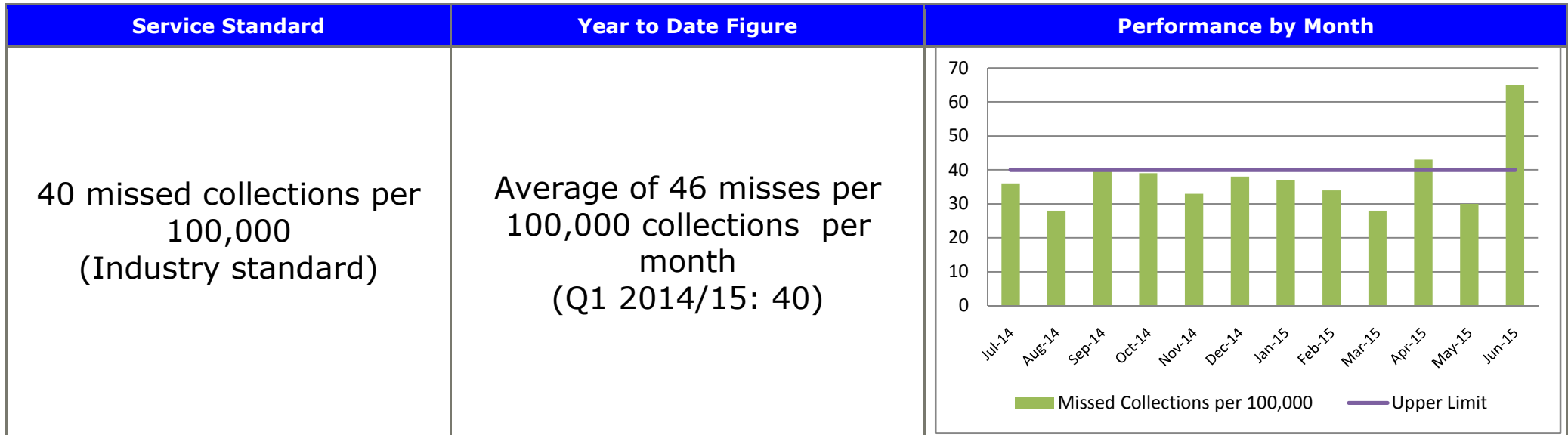
SECTION 1: 2015/16 SERVICE STANDARDS

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

Service Standard	Year to Date Figure	Performance by Month																										
<p style="text-align: center;">80% (Nationally set target)</p>	<p style="text-align: center;">97.8% (Q1 2014/15 87%)</p>	 <p>The bar chart displays monthly performance percentages from July 2014 to June 2015. A horizontal red line indicates the 80% target. Monthly performance is consistently above the target, with a notable dip in January 2015. The year-to-date average is 97.8%.</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Monthly Performance (%)</th> </tr> </thead> <tbody> <tr><td>Jul-14</td><td>95%</td></tr> <tr><td>Aug-14</td><td>95%</td></tr> <tr><td>Sep-14</td><td>95%</td></tr> <tr><td>Oct-14</td><td>82%</td></tr> <tr><td>Nov-14</td><td>88%</td></tr> <tr><td>Dec-14</td><td>83%</td></tr> <tr><td>Jan-15</td><td>70%</td></tr> <tr><td>Feb-15</td><td>100%</td></tr> <tr><td>Mar-15</td><td>100%</td></tr> <tr><td>Apr-15</td><td>95%</td></tr> <tr><td>May-15</td><td>100%</td></tr> <tr><td>Jun-15</td><td>98%</td></tr> </tbody> </table>	Month	Monthly Performance (%)	Jul-14	95%	Aug-14	95%	Sep-14	95%	Oct-14	82%	Nov-14	88%	Dec-14	83%	Jan-15	70%	Feb-15	100%	Mar-15	100%	Apr-15	95%	May-15	100%	Jun-15	98%
Month	Monthly Performance (%)																											
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May-15	100%																											
Jun-15	98%																											

89 household planning applications were processed during Quarter 1.

Service Standard: Number of missed waste or recycling collections



The Council made 1,216,215 collections during this quarter. The number of failures per 100,000 for the first quarter was 46 which equates to 560 actual missed collections. June shows a significant spike in the number of misses. The majority of these were due to the Police incident in Upperby. The Police instructed the Council to delay collections while their enquiries were taking place.

Service Standard: Percentage of household waste sent for recycling

Service Standard	Year to Date Figure	Performance by Month																																																				
<p>Nationally set target of 45% by 2015 and 50% by 2020.</p>	<p>48.16% (Q1 2014/15: 49.5%)</p>	<table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Monthly Value (%)</th> <th>2015 Monthly Target (%)</th> <th>2020 Monthly Target (%)</th> </tr> </thead> <tbody> <tr><td>Jul-14</td><td>45</td><td>45</td><td>55</td></tr> <tr><td>Aug-14</td><td>45</td><td>45</td><td>54</td></tr> <tr><td>Sep-14</td><td>48</td><td>45</td><td>53</td></tr> <tr><td>Oct-14</td><td>42</td><td>45</td><td>52</td></tr> <tr><td>Nov-14</td><td>38</td><td>45</td><td>50</td></tr> <tr><td>Dec-14</td><td>33</td><td>45</td><td>40</td></tr> <tr><td>Jan-15</td><td>31</td><td>45</td><td>38</td></tr> <tr><td>Feb-15</td><td>29</td><td>45</td><td>38</td></tr> <tr><td>Mar-15</td><td>40</td><td>45</td><td>45</td></tr> <tr><td>Apr-15</td><td>45</td><td>45</td><td>50</td></tr> <tr><td>May-15</td><td>48</td><td>45</td><td>54</td></tr> <tr><td>Jun-15</td><td>52</td><td>45</td><td>55</td></tr> </tbody> </table>	Month	Monthly Value (%)	2015 Monthly Target (%)	2020 Monthly Target (%)	Jul-14	45	45	55	Aug-14	45	45	54	Sep-14	48	45	53	Oct-14	42	45	52	Nov-14	38	45	50	Dec-14	33	45	40	Jan-15	31	45	38	Feb-15	29	45	38	Mar-15	40	45	45	Apr-15	45	45	50	May-15	48	45	54	Jun-15	52	45	55
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The graph above shows what the monthly target would be in order to achieve the national 2015 target of 45% and the 2020 target of 50%.

Service Standard: Average number of days to process new benefits claims (Carlisle claims only)

Service Standard	Year to Date Figure	Performance by Month																										
<p>Average number of new claims should be processed within 22 days</p>	<p>19.6 days* (Q12014/15 – 31 days)</p>	<table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Monthly Performance (Days)</th> </tr> </thead> <tbody> <tr><td>Jul-14</td><td>33</td></tr> <tr><td>Aug-14</td><td>34</td></tr> <tr><td>Sep-14</td><td>34</td></tr> <tr><td>Oct-14</td><td>26</td></tr> <tr><td>Nov-14</td><td>25</td></tr> <tr><td>Dec-14</td><td>21</td></tr> <tr><td>Jan-15</td><td>20</td></tr> <tr><td>Feb-15</td><td>20</td></tr> <tr><td>Mar-15</td><td>19</td></tr> <tr><td>Apr-15</td><td>19</td></tr> <tr><td>May-15</td><td>21</td></tr> <tr><td>Jun-15</td><td>18</td></tr> </tbody> </table>	Month	Monthly Performance (Days)	Jul-14	33	Aug-14	34	Sep-14	34	Oct-14	26	Nov-14	25	Dec-14	21	Jan-15	20	Feb-15	20	Mar-15	19	Apr-15	19	May-15	21	Jun-15	18
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*NB Q1 2015/16 figures up to 28/6/15

Service Standard: Percentage of Corporate Complaints dealt with within timescale

Service Standard	Year to Date Figure	Total Number of CCs per Directorate
A full response issued to the customer within 15 days of receipt at each stage.	85% (Q1 2014/15 – 72%)	Local Environment – 15 Governance – 4 Economic Development – 4 Resources – 2 Chief Exec’s Team – 1

There were 26 corporate complaints received during the first quarter of which 22 were dealt with within the timescale. There were 32 corporate complaints received for the same period last year.

Section 2: Carlisle Plan Update

PRIORITY – We will support the growth of more high quality and sustainable business and employment opportunities

The Council's Key Decisions will support business growth, with its services being viewed as 'business friendly' through working more closely with them to meet business' needs.

Carlisle Local Plan 2015 - 2030

The emerging Carlisle Local Plan sets out a planning framework for guiding the location and level of development in the District up to 2030, as well as a number of principles that will shape the way that Carlisle will develop between now and then.

Updates since the last report include:

- The appointment of Programme Officer for the purposes of forthcoming Examination in Public (EIP)
- The Local Plan and necessary supporting information was submitted to Government on 22 June 2015 for independent examination
- Planning Inspectorate (PINS) Inspector has been appointed.

Formal adoption of the Plan is still anticipated to be early 2016.

Durranhill Industrial Estate – Road Improvements

A programme of road improvements funded by both Cumbria LEP and the Homes & Communities Agency to create an additional access road and widening of the existing estate entrance.

Updates since the last report include:

- Currently reviewing tender submissions to undertake works – appointment imminent.
- Land agreements secured with 2 of the 3 land owners.

It is anticipated works will commence late summer with completion anticipated within twelve months.

Promoting Carlisle

Since the appointment of Kate Wilson of Business Toolbox Cumbria (BTC) and Michelle Masters of Michelle Masters Consulting to deliver the Carlisle Ambassador Programme, four successful meetings have been held with 200 delegates at each event. To date 88 businesses have subscribed and contributions will support delivery of the programme. Carlisle Ambassadors are about collaboration through a strong business network with a commitment to supporting each other and raising the profile of Carlisle.

PRIORITY - We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle

This priority supports tourism, the arts and creative industries. It is recognised that arts and leisure are important in making Carlisle a great place to work, live and visit. Developing public realm improvements is a key piece of work under this priority. This involves the city and county councils working together.

Old Town Hall Phase 2 / TIC

The second phase of improvement works to develop the Old Town Hall as a strategic Tourist Information Centre and city centre hub were completed on 24 July 2015 following an agreed extension of 2 ½ weeks for additional structural repairs and finishing works.

The Tourist Information Centre re-opened at the Old Town Hall on 3 August from its temporary home in Scotch Street.

Public Realm

A programme of public realm improvements has been developed to improve both City Centre orientation and welcome signage at key road gateways to the City. Although the proposals were endorsed by the County Council's Highways & Transportation Group (HTWG), when the report went before their Local Committee it was referred back to HTWG as they were not happy with the proposals. We are currently liaising with County colleagues to resolve issues.

Arts Centre

The Arts Centre was opened in May 2015. Many events have taken place since opening and over fifty further events are scheduled between August and the end of the year.

Harraby Campus Development

The work is approximately 6 weeks behind schedule due to ground conditions and other unforeseen delays. Completion and handover is not now anticipated for the school and Community Centre until early October. This will have minimal impact on the Community Association who can continue to use the existing centre. It is hoped that the Sports Facilities will still be completed by mid September. Discussions are

underway regarding the launch event and continue with regard to joint operations within the building (see issues and emerging risks).

Discussions have also progressed with British Cycling to extend the scheme to include a 1km closed circuit cycle track (funded via British Cycling). Planning permission has been secured and an Executive paper has been submitted requesting approval for the City Council to complete a solicited application for British Cycling funding (up to a potential £650k).

PRIORITY – We will work more effectively with partners to achieve the City Council’s priorities

The City Council wants to establish Carlisle as a nationally recognised sub-regional capital by becoming an effective partner in the key areas of housing and economic growth.

Home Improvement Agency (HIA)

For the second year in a row Homelife Carlisle won an award for the services they deliver. In the “innovative approach to design and delivery” category, Homelife Carlisle were highly commended at the National Home Improvement Agency (HIA) and Handyperson Awards hosted at the House of Lords.

Last year they helped over 1,250 people with energy efficiency measures, handyman services, befriending, heating repairs, maintenance and repairs as well as helping people to be discharged safely from hospital. Their key aim is to help people remain independent and warm, safe and well at home.

Homelessness Strategy

Carlisle’s Interagency Homelessness Strategy 2015-20 has now been launched. It is available on websites and is being promoted across the partnership and implementation group. In order to promote this locally to the public, and to highlight the collective advice and assistance available within the district to those experiencing housing, homelessness and welfare issues , an event was held at the Old Fire Station on 8 July from 10am – 1pm which correspondent with the strategy launch.

A key priority in the strategy is to increase and improve positive outcomes for young people experiencing homelessness. To strengthen and co-ordinate the Cumbria-wide Homelessness protocol for 16/17 year olds and improve safeguarding across agencies, we have developed and finalised a local commitment for Carlisle with key partners who work with young people locally. The protocol and local commitment will be implemented from 1 August 2015.

The Carlisle Partnership

The Carlisle Partnership held a successful Executive meeting in June which focused on “Promoting Carlisle, attracting resource and workforce challenges within the health sector”. We are grateful to all the partners that attended and added to the

debate, discussion and problem solving and are advancing this agenda on a task and finish basis.

In June the Carlisle Partnership held its annual forum / AGM event. We have been overwhelmed by the positive comments from those who attended and requests for inclusion in the Partnership work. This year's AGM saw the integration of Carlisle Youth Council into the Partnership as a subgroup and the inclusion of new partners (Hospital, Clinical Commissioning Group, etc) to the Executive due to local priority needs and the evidence base. We additionally appointed Moira Tattersall (Principal of Carlisle College) as the new Chair of the Executive and Phil Houghton (Business Development Manager at Story Homes) as the Vice Chair.

At the AGM we launched the Carlisle Partnership newsletter, highlighting and celebrating some of the projects that have been advanced over the past year. There was a focus on the launch of the Carlisle Economic Potential Report and the Joint Strategic Needs assessment.

We would like to take this opportunity to thank all partners (from public, private, voluntary and community sectors) for their continued support and valuable contributions.

PRIORITY - We will work with partners to develop a skilled and prosperous workforce, fit for the future

The City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP). Part of the CEP action plan of key priorities sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs.

A skills plan is being developed together with training providers and the commercial sector to target and plan provision to address skills gaps.

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

The City Council continues to support the Knowledge Transfer Project which aims to maximise the potential of 'e'-commerce by supporting local retailers (SMEs) and especially independents to make use of the internet to promote and grow their business. This two year project will support businesses to develop specific products together with experts from the University of Cumbria with the aim of maximising the use of the City Centre WiFi, using apps, for example, to support the local economy. The on-line web portal for city centre businesses was launched in November with 'Your Carlisle' (for shoppers and visitors) launched at the Cumberland Show on 6 June 2015. Social media, marketing and digital training is also part of the offer through the Edge Project with the fourth session completed in June 2015.

The City Council also continues to lead by example as one of Carlisle's large employers by investing in the development of its staff. This includes working with the University of Cumbria, Carlisle College and local training providers to deliver a wide range of technical and professional learning and development opportunities to staff.

PRIORITY - Together we will make Carlisle clean and tidy

The City Council recognises the shared responsibility between it and the community and is committed to a pro-active approach to making Carlisle a place that its residents can be proud of.

Rethinking Waste Project

A report was presented to Executive 29 June detailing 16 options for consideration balancing performance and cost. The direction of travel has now been agreed and a framework for future decisions is in place. A full business case is now being produced. The aim is to present this to Executive on 24th August and will include funding options. The Corporate Project Board will consider the business case and project plan at their next meeting.

PRIORITY - We will address Carlisle's current and future housing needs

The key to this priority is the delivery of the City Council's housing strategy.

Delivery of the Affordable Housing Programme:

Recent achievements include:

- 134 affordable homes completed for affordable rent and low cost home ownership in 2014-15 (the best figure for several years).
- HCA Affordable Homes Programme 2015-18: Planning permission submitted in June by Riverside for a second 12 property site at Morton (in addition to 31 units with planning permission already secured on 2 Riverside sites at Morton and Longtown).
- HCA Cumbria Developer event arranged for 13th July – aimed at attracting a wider range of developers to support the delivery of homes and jobs linked to the implementation of major infrastructure projects in the County.
- Progress developing a Demonstration Project for affordable housing using Council land, funding from the Homes and Communities Agency, Registered Providers and trainees from Carlisle College. Further information is contained in a report to Executive dated 24 August 2015.
- The Low Cost Home Ownership Policy was formally adopted on 14 July 2015.

Affordable Warmth

The Executive have approved a partnership with Npower to deliver energy efficiency measures in the District to reduce fuel poverty.

Joint working between Homelife, the Private Sector Team, and across the Districts co-ordinated by Allerdale BC, resulted in a cross Cumbria award of £1.14m from the Department of Energy and Climate Change (DECC) to fund heating systems in off-gas properties without central heating. Carlisle's share of the pot is £275,000. The private sector team and Homelife will work to identify properties, publicise the scheme and make referrals through to Npower who will deliver the measures. It is

expected that around 65 people in the urban and rural areas will benefit. Funding for the scheme ends in March 2016.

Empty Properties

Utilising Cluster bid funding, 54 properties were returned to use against a target of 45. Carlisle's empty property officer was highly commended for his work returning empty properties into use at the National Empty Properties Conference in May.