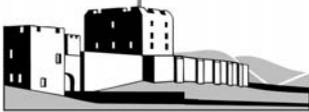


COMMUNITY OVERVIEW AND SCRUTINY PANEL

**CARLISLE
CITY COUNCIL**



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Panel Report

Public

Date of Meeting: 14th July 2011

Title: Overview Report and Work Programme

Report of: Overview and Scrutiny Officer

Report reference: OS 18/11

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:

- Note and/or comment on the content within the report.
- Note and/or amend the Panel's work programme (amended Work Programme to be tabled)

Contact Officer: Nicola Edwards

Ext: 7122

1. Forward Plan Items

The Forward Plan of the Executive covering the period 1st July – 31st October 2011 was published on 17th June 2011. The following issues contained in this Forward Plan that fall into the remit of this Panel are as follows and full details can be found at Appendix 1:

KD.021/11 Carlisle & Eden Crime and Disorder Reduction Partnership Plan 2011-12 – see below

2. Carlisle & Eden Joint CDRP Scrutiny Committee

The Terms of Reference and Protocol for joint scrutiny of the Carlisle and Eden Crime and Disorder Partnership (CDRP) were agreed in March 2010. It was agreed that scrutiny of Crime and Disorder matters would mostly be carried out by the Joint Carlisle and Eden CDRP Scrutiny Panel, made up of three Members from this Panel, three Members from Eden District Council, one from Cumbria County Council and one from the Police Authority. Members are asked to nominate three Members and three substitute Members from this Panel to sit on the Joint Panel.

Panel Members have been contacted to request nominations for the Panel for this Civic Year and Members will be asked to confirm the representatives and substitutes. Currently arrangements are being made to hold a meeting of the Joint Panel to scrutinise the Carlisle & Eden Crime and Disorder Reduction Partnership Plan 2011-12. The minutes from this meeting will be presented to the next meeting of this Panel (1st September 2011) to approve comments to the Executive.

3. Neighbourhood Working Task and Finish Group

At the last meeting of this Panel on 23rd June 2011, Members considered the response from the Executive to the Neighbourhood Working Task Group report. Members requested that a fuller response was provided to each of the recommendations of the report. A matrix has been provided and has been previously circulated to Members of the Panel. A further copy is provided at Appendix 2 for transparency.

The Environment & Economy O&S Panel received a copy of the matrix at their meeting on 23rd June 2011 and have agreed to monitor the recommendations relevant to their Panel in six months time. Members of Community O&S are asked to determine when they wish to monitor the recommendations.

4. Work Programme

The Panel's annual Development Session is due to be held on 12th July to consider the current work programme. The amended Work Programme will therefore be tabled at the meeting of the Panel.

FORWARD PLAN
Index of Active Executive Key Decisions relevant to:
Community Overview and Scrutiny Panel

Key Decision Ref Nos:	Subject:	Date of Executive Meeting
KD.014/11	Food Law Enforcement Service Plan	25 July 2011 27 June 2011
KD.021/11	Carlisle and Eden Crime and Disorder Reduction Partnership Plan 2011-12	26 September 2011 25 July 2011

FORWARD PLAN
Active Executive Key Decisions relevant to:
Community Overview and Scrutiny Panel

Ref: KD.014/11 **Portfolio Area** Environment and Housing

Subject Food Law Enforcement Service Plan

Key Decisions:

To decide the Environmental Health Department's inspection and educational priorities for improving food safety in Carlisle during 2011/12

To be considered initially by Executive: 27 June 2011

Decision to be taken at Executive on: 25 July 2011

Responsible or Lead Overview and Scrutiny Panel:

Community Overview and Scrutiny Panel

Date when the matter will be available for consideration by Overview and Scrutiny Panel

Policy and Budget Framework matter which will be available for consideration by the Community Overview and Scrutiny Panel on 14 July 2011

Consultees:

Date for Consultees' comments:

Relevant reports/background papers which are available:

The Assistant Director (Local Environment) report will be available five working days before the meeting

Further Information From:

Assistant Director (Local Environment), Carlisle City Council, Civic Centre, Carlisle, CA3 8QG

Ref: KD.021/11

Portfolio Area Community Engagement

Subject Carlisle and Eden Crime and Disorder Reduction Partnership Plan 2011-12

Key Decisions:

The Executive is requested to:

1. Consider and comment upon Carlisle and Eden Crime and Disorder Reduction Partnership's Plan for 2011/12.
2. Consider how the Partnership Plan, in defining the priorities, supports the implementation of the Community Strategy and the Corporate Plan.
3. Refer the plan to Community Overview and Scrutiny Panel for consultation.

To be considered initially by Executive: 25 July 2011

Decision to be taken at Executive on: 26 September 2011

Responsible or Lead Overview and Scrutiny Panel:

Community Overview and Scrutiny Panel

Date when the matter will be available for consideration by Overview and Scrutiny Panel

Policy and Budget Framework matter which will be available for consideration by the Community Overview and Scrutiny Panel on 11 September 2011

Consultees: Consultation has already taken place across the Carlisle and Eden CDRP Leadership Group Members and sub-group membership

Date for Consultees' comments:

Relevant reports/background papers which are available:

The Carlisle Partnership manager's report will be available five working days before the meeting

Further Information From:

Carlisle Partnership Manager, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG

APPENDIX 2

	Recommendation	Update on action
1.	<p>That the Council organise regular high level meetings of partners working within communities to discuss current and future projects and to explore how better to serve each other and the community</p>	<p>Asst Director (Local Environment); Asst Director (Community Engagement) jointly lead partnership meetings (monthly) with Riverside Housing with specific brief to co-ordinate improvements under the headings of:</p> <p>People; Place; Property.</p> <p>We facilitate many meetings to encourage stronger partnerships, share information & resources & enhance service provision. In particular our Local Strategic Partnership. The LSP's full forum brings together over 80 organisations across Carlisle from the public, private and third sectors. Underneath this the Partnership's Executive includes representation from elected members, public bodies, the chairs of the Partnership's working groups and the third sector. The working groups underneath the Executive have detailed action plans and include representatives from community groups and the third sector (with particularly strong representation through our Rural Support Group and Healthy Communities Group). Partnerships include <i>Carlisle Equality & Diversity Partnership, Event 2012, Volunteer Initiatives, Community Links & Ward based partnerships.</i></p> <p>e.g</p> <ul style="list-style-type: none"> • <i>Crime and Disorder Reduction Partnerships bring together the Police, Fire Service, Riverside, Health and the City Council</i> • <i>Sport and Physical Activity Alliance brings together key partners, e.g. City Council, PCT, Carlisle Leisure Limited, Brampton Healthy Group, School Sports Partnership to agree key priorities and investment in sport and health. The City Council has co-ordinated the funding on behalf of other groups.</i> <p>A discussion paper submitted by the City Council to the County Council's working group on locality working builds on the findings and recommendations of the task and finish group.</p> <p>Partnership working with the Community Centres and Village halls was enhanced by a workshop on 21 May. The workshop covered a variety of issues including, funding.</p>

2.	That sufficient responsibility is delegated to staff working within localities to make budgetary and operational decisions within an agreed remit with the relevant senior officer	<p>Local Environment team supervisors working within localities are empowered to make decisions on small spend and operational matters, monitored by the relevant senior officer. Supervisors are aware of and motivated by this level of responsibility.</p> <p>We are working with all Community Centre Managers on several aspects : <i>Training/Development programmes, Bulk buying of certain items to reduce costs, Centres offering services to each other (ie payroll)</i> Environmental issues to help reduce overheads</p> <p>There are varying levels of delegated responsibility for budgets. Projects and programmes linked to external funding, e.g. Sport and Physical Activity Alliance, lottery are delegated to officers. However, we recognise that more needs to be done to empower staff and speed up decision making. Delegated budget authority is part of this. The appointment of the Wellbeing Manager and linked team building activities, will enable us to move forward on this in a co-ordinated way.</p>
3.	That a project co-ordinator is appointed for time-limited projects. The Co-ordinator can be from any organisation involved in the project and would be the first point of contact	<p>Recent capital projects have been administered under PRINCE2 methodology in which a Project Board is identified from the relevant officers.</p> <p>In some partnership projects, where the City Council's role is enabler rather than leader, other organisations have provided the co-ordinator (eg the recent £50,000 refurbishment at Hammond's Pond, led by the Friends group)</p> <p>For all multi agency time limited projects, the City Council ensures that roles and responsibilities are defined and there is seamless service. For example, all new multi use games areas have a designated lead officer from Carlisle City Council.</p>
4.	That consideration is given to developing community websites and/or virtual public notice boards. Within this project a central point detailing all community activities should also	<p>A number of sites now have community-based websites – Chances Park, Morton being one example. The idea of linking these sites to the City Council's site needs to be followed up.</p> <p>In principle agreement has been reached with IT shred services to enable the Community Centres to maintain their own websites. Negotiations are continuing to agree training dates – these are contingent on</p>

	be considered with appropriate links from the Council website	<p>resources in the shared service.</p> <p>We recognise that social media provides new opportunities for engagement and want to promote this as a way of engaging with communities. As part of the new Trinity games area, and with support from the Community Development Officer (Inclusion) a local school and community group will be setting up a facebook diary page. This will allow the community to track progress, comment and take ownership of their new facility.</p>
5.	That the Carlisle Focus magazine should be used to publicise activities held within communities and the Council should explore alternative media to publicise community activities and events	<p>Carlisle Focus is regularly used to publicise events in Carlisle's parks and green spaces but more could be done to encourage its use by some of our special interest partners, eg the Carlisle Skaters (young people who use the skatepark). This group are already making good use of Facebook and other social networks.</p> <p>We will publish publication deadlines for Carlisle Focus and encourage community entries and groups to send in their information. We are also encouraging community groups to create Facebook pages and or sign up to facebook to promote events & initiatives.</p> <p>Community activities and operations that are co-ordinated through the Crime and Disorder Reduction Partnership are publicised through the Focus magazine.</p>
6.	That full contact lists are produced and kept up to date.	<p>We constantly up date our contact lists as we gain new contacts or when details change. The LSP maintains a contact list of its full forum and all its sub-groups.</p> <p>Some information already exists in Local Environment but is under review.</p> <p>Contact details, including locality responsibilities for the new Community Development Officers were circulated to all Members.</p>
7.	That referrals, complaints and compliments are collated to identify the areas and issues that are a concern to the public and that this information is used to prioritise the areas of work for the Authority and is also fed into the	<p>A single point of entry for customers, with recorded outcomes, will be provided by the City Council. The key to successful neighbourhood working is the relationship with our customers and the two-way flow of information. A working CRM is an essential tool and this will be a key outcome of transformation.</p> <p>Complaints, compliments and concerns are captured within the customer contact centre via the customer relationship management (CRM) system. Formal corporate complaints are administered in the customer contact centre in line with the corporate complaints process. As the complaints are recorded on CRM</p>

	development of Community Plans. An annual report detailing this information and the outcomes should be presented to the Environment and Economy Scrutiny Panel.	against details of the customer, a report is run regularly to investigate common areas of problems. The reports allow this to be run in detail by ward, post code, street or any combination of detail – giving the potential to feed into new ways of locality working. Assistant Directors are made aware of particular problems recurring within their service areas and an annual report is made to the scrutiny panel.
8.	That broadening the remit of the Customer Contact Centre within the Civic Centre is investigated to include other partners, for example Cumbria County Council and Riverside.	Cumbria Constabulary and the Citizens Advice Bureau have staff working within the customer contact centre on a daily basis. The Identity and Passport Service will have staff working within the customer contact centre from July 2011 on a Tuesday and Wednesday each week. They will serve customers from the Carlisle and surrounding areas who have applied for a first time adult passport. The contact centre is a local links office. The contact centre staff serve Adult Social Care customers on behalf of Cumbria County Council. It is envisaged that more County Council services will follow. Closer working with Riverside would be welcomed. Investigations are currently taking place to deliver public health services via contact centre staff.
9.	That it is acknowledged that Community Led Plans are likely to be necessary in the future to access funding and to establish community priorities. Therefore the Executive need to consider how the Authority will support Communities in this area.	<p>The Carlisle Partnership will continue to maintain and facilitate the Rural Support Group. Through this body Carlisle City Council will continue to work closely with the Carlisle Parish Council Association and Action with Communities Cumbria's Carlisle Development Officer to develop support mechanisms for the production of Community Led Plans in Rural Areas.</p> <p>In Urban areas the Community Engagement Directorate have a key role in enabling communities to articulate their priorities, through e.g. supporting Together We Can Community empowerment and involvement initiatives, participation in Problem Solving Groups etc.</p> <p>We will continue to work with Cumbria County Council to redevelop community working and Neighbourhood Forums and drive community plans.</p>
10.	That consideration is therefore given, in consultation with Partners, to rolling out the Together We Can model to other	Participatory budgeting was one of the successes of the Harraby Together We Can pilot. It brought people together and gave real decision making power. The pilot problems solving group in the West of the City brings together the key agencies, Police, Fire, Riverside HA, the City Council's neighbourhoods and Greenspaces Team, and antisocial behaviour co-ordinator to address matters of concern to local people.

	communities in the District to produce, monitor and review the Community Plans. The model needs to be flexible to adapt to the different needs within communities and reflect financial restraint and will need to be supported by staff from partner organisations	The portfolio holder from Community Engagement and ward members are actively involved. There is a mechanism for complaints/service issues to be fed into the pilot and for results to be feedback. The pilot will be evaluated in the Autumn. Outcomes and resource requirements will determine if this approach can be rolled out across the district.
11.	That consideration be give to establishing neighbourhood multi-agency teams to coordinate activities	The results of the West problem solving partnership will shape the way forward. The transformation programme in Local Environment is considering how best to introduce area based working and a review of the work is currently underway. Any proposals for change will be available for consultation with key stakeholders later in the Summer. The work will key in with the wider multi agency problem solving teams to target resources to where they are most needed.
12.	That the Council enter into talks with Cumbria County Council to explore sharing staff and resources in areas of Community Development, Engagement and Neighbourhood Working.	This relationship is developing in a new way. Planned monthly meetings between the City's Wellbeing Team and County's area engagement team explore the opportunities for joint working..
13.	That the Council enter into talks with Riverside to explore sharing staff and resources in areas of Neighbourhood Working, Community Engagement and Development.	<p>We work very closely with Riverside in Neighbourhood working and community engagement across a broad range of agendas including health. Riverside have financially supported many projects we have run and have in the past given us money to deliver projects on their behalf as we have the expertise to deliver these projects which achieves both our outcomes.</p> <p>Work is developing well in the Place theme with joint ward walks recently being introduced and the offer to authorise Riverside officers to issue fixed penalty notices for littering and dog fouling as part of a joint initiative to improve the local environment.</p>
14.	That the benefits for the community of Community Centres need to be maximised.	We welcome this recommendation as we see Community Centres as focal points for the community. A project is currently being set up called "Outreach – taking services to the communities". This is being managed by the Customer Services Manager in collaboration with the Community Development Officer.

	<p>Consideration should be given to using the Centres and also appropriate points within rural areas, to be reporting points for the public.</p>	<p>The project is based on allowing access to City Council and partner services via community venues. The venues would include Community Centres, Village Halls, Church Halls, etc. The outline of this project was recently presented to the Community Federation members who received the idea warmly. It is envisaged that a pilot project be set up at one community venue initially to allow proof of concept. Self serve options, regular surgeries, information points etc are all being considered. This will encourage a more convenient access point for customers but also attract customers into community venues. Once customers recognise what community venues have to offer the aim is that they will return.</p> <p>Through joint working arrangements with the Community Centres, the City Council provides IT support, IT upgrades, access to advice and information, administrative support to Committees and training. A workshop has taken place with Community Centre's & Parish Halls covering a variety of issues including future funding.</p> <p>Also please see points 2, 4 & 5</p>
15.	<p>That consideration is also given to investigate the provision of access by telephone and email to the Customer Contact Centre in Community Centres and an appropriate place in rural areas.</p>	<p>Please see response to point 15.</p>
16.	<p>That if the terms of the subscription allow, Community Centre Managers and Parish Clerks are given access to the GRANTfinder database (or similar).</p>	<p>Work is under way with CVS to offer support and training around funding and accessing grants. Joint meetings between the City Council, Centre Managers and CVs are in place to scope training needs and agree priorities. Consideration will be given to widening access to GRANT finder through budget allocation.</p>
	<p><i>The following additional recommendations were made by the Environment & Economy Sub-Group at their meeting on 11th April 2011</i></p>	

17.	That service requests, complaints and compliments are directed through a simplified system that will accommodate customer and member enquiries and assist the Council to deliver an efficient and effective service.	A draft Customer Access Strategy is being devised to incorporate this recommendation. The administration of the corporate complaints system has been simplified to feed into the Customer Relationship Management (CRM) system which will provide an enhanced view of customer issues split into geographic areas.
18.	That the Council works with other partners to deliver creative ways of dealing with fly tipping, litter and other environmental problems on private land.	We are now working with the CDRP and partners to develop solutions to tackling fly tipping and environmental crime. Funding may be sought for training, covert cameras, undercover operations and education.
19.	That the Council develops its approach to neighbourhood management cleanliness, open space maintenance, highways, lighting etc.) working with key partners to make maximum use of our combined resources in specific target areas)	Please see comments to point 11 and 18.