

Allerdale Borough Council

Council – 27 July 2022

Portfolio Holder updates

Portfolio holder	Councillor Mike Johnson – Leader
Report from	Senior Management Team
Wards affected	As indicated in the main body of the report
Is this a key decision	No

1.0 The reason for the decision

- 1.1 To update Council on the activities and decisions of Portfolio Holders since the last meeting.

2.0 Recommendations

- 2.1 That Members note the content of the report.

3.0 Background and Introduction

- 3.1 This is a regular report that comes to each meeting of Council. The purpose of the report is to provide full Council with an update and overview of the activities of individual portfolio holders.
- 3.2 The activities of the Portfolio Holders are given in the following sections.

4.0 Leader of the Council: Economic Growth, Community Development and Place-making Portfolio: Cllr Mike Johnson

Maryport Regeneration Programme

- 4.1 Progress is continuing on both the Future High Streets (FHS) and Heritage Action Zone (HAZ) programmes.

Significant updates on the Future High Street Programme include Christ Church (which will house the new maritime museum) receiving Listed Building Consent in June. Planning permission was granted on 5 July for the Carlton, which will provide a flexible performance space, focussing on arts, crafts, music and theatre, including business start-up units, and it is anticipated the application will be determined this summer. The residential grants programme has been fully subscribed and this will bring up to 20 empty upper floor units back into use as apartments. Following a

Decision Notice from the Council Leader, a Project Adjustment request has been sent to the Department of Levelling Up Housing and Communities for a scaled back Empire Yard market scheme, with savings on the project used to meet funding shortfalls elsewhere in the Programme. Inflationary pressure on the cost of building materials remains a challenge, but we remain committed to the planned projects and we're working with our partners to manage and mitigate against any cost increases.

Key milestones under the Heritage Action Zone include completion of the Heron Foods shopfront scheme in March, supported by an official handover from the MP and Council Leader. The Town Hall refurbishment programme has also been completed in July – the extensive improvements include the reinstatement of the original doorway and opening up the ground floor to a flexible multi-agency use through hot-desking, and the interior will benefit from an etched glass mural featuring Maryport's skyline, with artwork by a local artist. The first HAZ shopfront refurbishment has now been carried out with two more in the pipeline. The Cultural Consortium received £70,000 in June, following a successful funding bid to Historic England, to build capacity and enhance the quality of cultural activities, encouraging an increase in visitor numbers. The new mural on the toilet block on Irish Street, celebrating the Roman heritage of the town, has also been completed.

A series of engagement events have been scheduled or are in the pipeline for a range of stakeholders beginning with the successful 'Meet the Buyers' event (see paragraph 4.9) held to showcase opportunities for contractors on 30 June. The Maryport team will be holding a community consultation event as part of the Taste of the Sea festival on 13 and 14 August and an event is also being arranged over the summer to premiere the historical Maryport oral history films featuring local people and further events are being developed through the cultural programme. A local communications consultant has been engaged to work with the team one day a week to lead on promotional activities.

Workington Town Deal

- 4.2 Following the approval of the business cases for the Workington Town Deal by the Executive in March 2022 we have now received confirmation from DHLUC that the project summary documents have been released and the funding for 2022/23 is released in accordance with the agreed funding profile for the programme. We can now look forward to making progress in delivering the five priority projects which make up the Workington Town Deal, the Workington Innovation Centre, a new digital accelerator at Lakes College, preparing land for future development at the Port of Workington and Oldside, connectivity and public realm improvements in the town centre and the sports village.

Additional Restrictions Grant – Omicron Support Scheme

- 4.3 The Government funded grant scheme to support businesses severely impacted by the rise of the Omicron variant and Covid restrictions closed on 18 February 2022. 77 business received grant funding. The total amount of grant paid was £240,292.

Welcome Back Fund – high street improvements

- 4.4 A series of high street improvements were carried out by our seven town council delivery partners funded by the Welcome Back Fund which closed on 31 March

2022. The partners delivered a series of improvements to the total value of £79,027 to aid the recovery and growth of the retail sector by making town high streets and adjacent areas more attractive to residents and visitors. A range of measures will be implemented which include providing planters, additional seating, bike racks, and additional lighting.

Gazebo hire for charities and community groups

- 4.5 A new scheme has been launched whereby Allerdale based charities and community groups can hire gazebos for their outdoor events, free of charge. The gazebos will be available if not being used at our Taste and other events and outdoor markets.

Better Business for All (BBfA)

- 4.6 We continue to chair the BBfA group in the north west. The latest initiative was the recording of a podcast introducing the range of regulatory services businesses can access. The podcast was published in June 2022 and will be extensively publicised.

Taste Wigton

- 4.7 The Taste food festival returned for the second time to Wigton on Saturday 23 April. The festival was a success with independent evaluation showing attendance was higher than at last year's event, and the economic impact is estimated as being more than double than that of the event last year generating a return on investment of £9.28 for each pound invested. The survey responses indicated that 64% of attendees would also be visiting local cafes, pubs or restaurants for a meal or a drink and 45% would visit local shops demonstrating that the event also benefitted town centre businesses.

The social media analysis shows that the additional work done by the team to promote the event through social media generated significantly more interest than for the event last year.

Overall, the evaluation supports other feedback received about the success of the event and demonstrates the benefit of the investment in the events programme.

Our events programme includes the following for this year:

- Solway Coast Cycling Festival (23 July)
- Taste of the Sea, Maryport (13-14 August)
- Taste Cumbria (23–25 September)
- Taste Christmas (10-11 December)
- Sound and Light Show Workington Past and Present (2–4 December)
- Workington Art Trail (3–31 January 2023)

Supporting the local economy

- 4.8 We were pleased to exceed our target of 50% of all Council spend on goods and services with local suppliers in the financial year 2021-22 and achieve a strong finish to the year with 59.25% spent within Cumbria in Q4. The Procurement team has done excellent work this year to engage and encourage local suppliers to tender for Council contracts and to train colleagues regarding procurement principles.

Meet the Buyer Open Day

- 4.9 To help local businesses benefit from the fantastic schemes being delivered through the Workington Town Deal and Maryport regeneration programme, we teamed up with Kier and Morgan Sindall to hold a “Meet the Buyer” event on 30 June 2022 inviting all interested local firms to come along and find out how they can benefit from this investment. Where possible, we want the local supply chain to reap the rewards of our success in securing the Town Deal and Future High Streets funding. The event was a great success in enabling several local firms to develop working relationships and network with other suppliers, promote their business to principal contractors, applying to become a registered key supply chain member and finding out about upcoming opportunities and projects.

Procurement Regulations – ‘Transforming Public Procurement’

- 4.10 The Procurement team attended Crown Commercial Services workshops on the new requirements following the Government’s Green paper ‘Transforming Public Procurement’ earlier in the summer. However, delays by Government in implementing the green paper mean that changes are not expected until later in 2023. The Government has agreed that local authorities will receive 6 months’ notice before requirements are enforceable and will provide training for contracting authorities.

5.0 Deputy Leader of the Council: Policy, Governance and People Resources Portfolio: Cllr Marion Fitzgerald

Electoral Services

- 5.1 The Electoral Services Team are finalising the post-election work from the Cumberland Council Shadow Authority and Local By-Elections, held on 5 May 2022.

Preparations are well underway for the 2022 Annual Household Canvass. Household Enquiry forms (HEF) are due to be delivered to all domestic properties from 8 August 2022. Households are encouraged to respond to the HEF using the online or SMS response services where possible. The canvass will continue until mid-November 2022 when canvass staff will visit all non-responding properties. The new register of electors will be then published on 1 December 2022.

The team are also working closely with Cumbrian colleagues and professional bodies to plan and implement changes that arise from the 2022 Elections Act, including Voter ID.

New Employees

- 5.2 Iain Fairlamb has joined the Council as Senior Manager with responsibility for Planning.

Housing Operations

- 5.3 Separate meetings have been held with each of the main social housing providers in recent months.

In April, following a successful bid to the Social Housing Decarbonisation Fund, Home Group arranged engagement events for their tenants in Abbeytown and Oughterside. The purpose of these events was to secure support for a proposed three phase programme which will include external wall insulation, new windows and doors, use of LED light bulbs, improved loft insulation, improved ventilation, solar panels, solar batteries and air source heat pumps.

On 11 May, Riverside Group held a launch event to mark the beginning of construction work on a new Extra Care Development at Lawson Street on land near the harbourside in Workington. This £19m development will offer 107 affordable homes. The expected completion date is October 2024. Harbour Place development will provide a mix of supported housing for members of the local community with care and support needs. It will include 79 apartments for people with extra care needs and 28 affordable rent bungalows for people aged over 55. The Council has secured nominations into the Scheme and is working with Riverside to develop this further.

After a long wait, the go-live date for Cumbria Choice Based Lettings (CBL) took place on 27 April. The CBL policy has been approved by all partners and should result in a much simpler, streamlined process for service users.

At the beginning of June, a notification was sent to all councillors to advise where the contact details for social housing providers can be found on the Council's website.

The general advice is to ensure that tenants contact their landlord directly in the first instance to arrange for any repair or maintenance issues to be addressed and that the complaints procedure is followed in accordance with the tenancy agreement. Where the tenant does not have the relevant information, the full complaints procedure should be requested from the Housing Provider. The Housing Ombudsman and the Council will require evidence that the tenant has followed the correct procedure before investigating any complaint.

However, if the landlord does not respond in a satisfactory manner despite the correct complaints procedure being followed, or if there is a serious/imminent risk to the health and safety of the tenant, the Housing Enforcement Team will provide further advice to members.

The Housing Enforcement Team at Allerdale can be contacted through the main Allerdale Customer Contact Centre on 0303 123 1702 or by email at housing.services@allerdale.gov.uk

Disabled Facilities Grants (DFG)

- 5.4 As reflected in the Quarterly Performance Report, the distribution of Disabled Facilities Grants has fallen below target recently. Whilst this coincided with the implementation of the ARCUS system, it was also a consequence of national pressures within the construction industry which have resulted in some contractors withdrawing from DFG casework unless a considerably higher price is paid for their services. Other district councils are facing similar challenges. A tender for the DFG framework has been published with a view to obtaining a new set of contractors for the period 2022-23.

Affordable Housing Scheme

5.5 At the June meeting of the Executive Committee, a formal approach was agreed to assess eligibility criteria for Private Sector Affordable Housing where the Council is the certifying authority. An Affordable Housing Scheme has been adopted which applies to the following tenures:

- Affordable Rent (not transferred to a Registered Provider)
- Discounted Sales
- First Homes (a new scheme introduced by Central Government)
- Shared Ownership Properties (part rent to buy)

Affordable housing in the private sector is always in demand. There are occasions when the Council receives requests from owners who have benefited from a Discounted Sale to sub-let their property. This can cause households which are still on the waiting list to have to wait longer for an affordable home. The new strategy therefore removes the opportunity for both Discounted Sale and Shared Ownership properties to be sub-let. The non-rental policy cannot be extended to First Homes as the Council is required to follow national guidance in respect of properties within the national scheme.

As the Affordable Housing Scheme has been developed to assist local households that have been priced out of the market by rising house prices, it clearly sets out local connections criteria which will be applied to each tenure. Locality is defined as the parish where the property is situated although, if the property remains unallocated, the definition will expand to include adjoining parishes and, eventually, the district of Allerdale.

Green Homes Grants

5.6 Green Homes Grants (LAD2) have received a lot of interest from Allerdale residents. Retrofit assessments have been carried out and some properties have already had carbon reduction measures installed. As we are over-subscribed, those who have not been successful in their applications to LAD2 will be referred to the Sustainable Warmth LAD3 and HUGs schemes which are due to commence in the summer of 2022.

Housing Options

5.7 A new Homelessness Prevention and Rough Sleeping Strategy was approved by the Executive Committee in April.

This has been shaped by national policy, a review of data, current services, customer feedback and consultation with partners. A peer review by the Local Government Association also helped to identify areas for improvement to build into the strategy.

It details how the Council and its partners will seek to maximise opportunities to prevent and relieve homelessness, including rough sleeping, and to provide the right accommodation and support for those facing homelessness, building on the achievements of recent years.

The Strategy sets out four strategic priorities:

- Reduce levels of hidden homelessness and rough sleeping
- Prioritise prevention
- Make sure there is appropriate support in place
- Make sure there are suitable accommodation options available

Two principles underpin all of the above. Firstly, a person-centred approach will be used which recognises the need to focus on the individual rather than the processes. Listening to those with lived experience is an important part of this. Secondly, there will be a commitment to working with partners, recognising that no single agency can singlehandedly prevent and reduce homelessness.

In collaboration with our partners at Home Group, the Council now has access to twelve units of accommodation where comprehensive support is provided to help individuals make lasting changes to their lives.

Nuclear

- 5.8 Since its formation at the beginning of the year, the Allerdale Community Partnership (CP) has made good progress. Interviews have taken place over recent weeks which have increased CP membership to ten as well as recruiting to the Community Investment Panel and two Stakeholder Groups.

Elected members of Allerdale Borough Council who represent Wards within the Search Area, as well as members of the Shadow Cumberland Unitary Authority and Town and Parish Councils, will recently have received a formal invitation by email to an interactive display on the Geological Disposal Facility (GDF) project held at Hunday Manor Hotel on Wednesday 6 July. Subject matter experts from the senior team at Nuclear Waste Services (NWS), formerly known as RWM, attended to answer questions and to explain the progress to date and future ideas and plans.

Information on the £1m Community Investment Funding will also be available with details of how to apply.

A full programme of engagement events is planned to raise awareness of the Partnership and its work going forward. A booking form is available online to arrange for member of the Partnership and/or technical experts to speak to community groups.

As always, it is recommended that councillors subscribe to the Community Partnership's regular newsletter and visit the website for latest information:

<https://allerdale.workinginpartnership.org.uk/>

Aside from the Community Partnership, significant events are taking place in the wider nuclear industry. As part of the consolidation of the Nuclear Decommissioning Authority (NDA), the Lower Level Waste Repository (LLWR) in Copeland has now merged with RWM to form Nuclear Waste Services.

A further significant change for the NDA was heralded by the UK government's announcement in 2021 that the NDA will be entrusted with the decommissioning of EDF's fleet of Advanced Gas-Cooled Reactor stations. This process will be overseen by Magnox and represents the largest increase to the group's portfolio since the creation of the NDA in 2005.

At Sellafield, the areas of principal focus continue to be the redundant Legacy Ponds and Silos facilities, made up of the Pile Fuel Storage Pond, Pile Fuel Cladding Silo, First Generation Magnox Storage Pond and Magnox Swarf Storage Silo.

The ageing Magnox Reprocessing Plant (operational since 1964) was due to close in 2020 but the enforced stoppage due to the impact of Covid-19 meant that, following detailed assessment and inspection, the plant was able to be safely reopened and its operational life has been extended in order to process more of the remaining Magnox stockpile. The target date for closure has now been announced as July 2022. Any remaining Magnox fuel will go to interim Fuel Handling Plant (FHP) storage. Following this, the post operational clean-out (POCO) of the Magnox Reprocessing Plant will commence.

A full report on nuclear matters was submitted to the Overview and Scrutiny Committee at the end of 2021.

Community Safety Partnership (CSP)

- 5.9 The three current Chairs of the Cumbrian CSPs (West, North and South) have agreed that there will be no void in the coming months and that the CSPs in their current form will be maintained in a healthy and functioning state and available as a viable option when members of the Shadow Authorities make a decision as to how this partnership work will be carried out in future.

The Safer Streets Funding package (total value £389,233) targeted at residential burglary and the perception of public safety in St Michael's Ward has now come to a close. Evaluation of the project reveals high levels of satisfaction.

The new CCTV system at St Michael's Nursery and Infant School was installed and operational by September 2021. Additional street lighting was installed in Lonsdale Street, Clay Street, Milburn Street, Harcourt Street, Fletcher Street, York Street, Gladstone Street and Vulcan Park between Fleet Street and Park Lane. 1300 security packs were given out during the course of the project and 169 home security surveys were carried out to identify weaknesses. Much of the security improvement work was carried out free of charge to the customer with local contractors installing 83 lights, 57 gate/shed/garage doors, 114 bolts/padlocks/chains, 47 doors, 70 door accessories, 42 windows and 111 window accessories.

All residents who completed a questionnaire following the improvements either agreed or strongly agreed that the work carried out to their homes had a positive impact on their perception of safety.

The Safer Cumbria Board, a county wide partnership to which the three CSPs report, recently hosted two focused sessions. The first of these was to understand the impact of drugs on Cumbrian communities and services and to consider local responses in alignment with the Government's Ten Year National Drugs Strategy.

The second session focused on anti-social behaviour (ASB) and included a presentation from the two West Cumbrian Local Focus Hub managers who explained about interventions at a local level. A Policy Manager from the Association of Police and Crime Commissioners (APCC) provided the national perspective on ASB and mentioned that there is to be a review of the distribution of

powers to address incidents of violence. This could result in CSPs being given additional responsibilities to co-ordinate and to have additional oversight of local solutions to ASB. A further reason for considering possible changes to the role of CSPs is the disparity in national coverage. In some parts of the UK, a single partnership serves a disproportionately large geographical area whereas, elsewhere, there may be as many fourteen partnerships within a single county. The method of funding for CSPs is similarly inconsistent.

There was discussion around the need for a reliable funding model if CSPs are going to be required to assume extra responsibilities and to resource additional work in our local communities.

At the June meeting of the West Cumbria CSP, partners received a presentation from the Cumbria lead on Domestic Homicide Reviews (DHRs). There are currently seven active reviews taking place in the Allerdale and Copeland area. One has been completed recently and cleared by the Home Office for publication.

There was discussion around the improved reporting process and the considerable effort that has been made to raise awareness among the relevant agencies of the importance of information sharing and professional curiosity. This may have some bearing on the current inflated number of DHRs currently open in Cumbria in addition to more obvious causes such as the effects of the pandemic and other economic and social pressures.

A full report on the work of the CSP over the past year has been submitted to the Scrutiny Committees of both Allerdale and Copeland Councils.

Allerdale Locality Children's Trust Board

- 5.10 This group continues to meet on a quarterly basis and to receive reports from sub-groups which focus on provision of services for children below the age of five, healthy weight and physical activity, contraception and parenting advice for under 18s and youth skills/unemployment. Where appropriate these sub-groups are beginning to work more closely with other groups within the Carlisle and Copeland localities in order to assist the process of transitioning to the new Cumberland Authority.

Climate Change Advisory Group

- 5.11 When it was set up, it was agreed that this cross-party group would present the updated Climate Change Action Plan (CCAP) to the Executive and Overview and Scrutiny Committees.

The CCAP is structured to reflect the Local Government Association (LGA) blueprint areas, which are:

- Economy, Skills and Infrastructure
- Refitting Homes and Buildings
- Decarbonisation of Transport
- Zero Carbon Development
- Reducing Waste and Encouraging Sustainable Consumption
- Restoring Nature for All and Improving Biodiversity
- Funding, Governance and Accounting

Over the course of this year, the group has achieved a number of successes which include:

- Improvements to the Council's website in terms information available to customers on recycling and bulky waste collection
- A communications strategy has been created supported by the Communications Team and an environmental newsletter with over 3000 subscribers
- Climate Literacy Training delivered to approximately sixty officers and council members
- Work by the procurement team, in particular, following the climate literacy training, to further promote the consideration of climate impacts in relation to the council's policies and procedures
- Alongside Cumbria Action for Sustainability (CAfS), a small grants scheme (£10.9K) has been allocated to support community groups seeking to reduce carbon emissions and to make environmental improvements
- Robust responses submitted to local and national consultations
- Support for parish councils and community groups for tree planting and meadow creation
- Allerdale Borough Council is top of the league of Cumbrian Local Authorities in terms of information available to the public on the CCAP. This has been reported widely in local and national media.

With LGR on the horizon, a set of objectives for 2022-23 has been drawn up. These will not be the only area of activities during this time, but they will ensure that resources and capacity remain focused.

The objectives are drawn from all areas of the CCAP and include working with partners on the decarbonisation of transport, progressing the decarbonisation of council buildings and operations and further work on waste and sustainability and biodiversity projects.

6.0 Environmental Services Portfolio: Cllr Jim Lister

Pest Control

- 6.1 The service continues to deliver to a high standard of service with 100% customer and business satisfaction.

Terrorism/Prevent/Channel

- 6.2 Four different Channel requests have been accepted and checks carried out at Allerdale Borough Council, the requests originate from the Channel Co-ordinator (Cumbria and Lancashire).

Prevent - a new GOV.UK Prevent site has been launched to help the public with clear, accessible information about the Prevent programme and advice how to make referrals.

The new site link can be found here <https://www.gov.uk/guidance/get-help-if-youre-worried-about-someone-being-radicalised>

Corporate Health and Safety

- 6.3 The Driving at Work Policy has been revised and now includes the additional changes to the Highway Code. The collation of information from officers who drive on council business is now under the control of Health & Safety to manage driving licence checks and valid insurance documentation.

Health & Safety staff inductions have taken place for our new starters. Additional First Aid training is being implemented for members of our staff including both the three day and one day training.

Online Display Screen Equipment training is taking place, this is mandatory for all staff. Fire management online training is soon to be rolled out to everyone, again this will be mandatory.

Emergency Planning and Resilience

- 6.4 An officer attended the OSCAR steering group representing Allerdale BC, this is a Sellafield meeting, chaired by Cumbria County Council (CCC) Resilience Unit and attended by many external agencies including the Nuclear Authority.

The team carried out an internal audit and review of Resilience Direct (RD) which is a national Home Office based site that enables the sharing of information for emergency planning. We also attended the area Local Authority Emergency Planning Coordination Group (LAEPCG) where all leads decide on appropriate and unified approaches to emergency planning and resilience issues.

Tivoli

- 6.5 The company have pledged a commitment to the 2022 Multi Agency Operation Respect Community Events. They donated packaged seeds in Red, White and Blue to the value of £500 and three members of staff to help children plant seeds and make seed bombs for their own gardens at Ewanrigg, Maryport as well as donations of black bags and PPE to community groups and volunteers and provided a donation to the Jubilee Party in Salterbeck. They collected waste from community groups and volunteer clean ups as well as non-contractual collections from gypsy and traveller sites.

During May Tivoli cleared the Oldside site which involved removing over 200 tonnes of fly tipping as well as tyres, gas canisters and a skip full of asbestos.

Allerdale Waste Services Limited (AWSL)

- 6.6 AWS MOTor Services is the trading arm of Allerdale Waste Services and provides car servicing, repairs and MOTs. Please contact 01900 702863 if you would like to enquire further or book your car in.

AWSL have recently had an audit by MIAA on behalf of the council. The objective of this review was to assess the adequacy and effectiveness of the system of controls and procedures currently in operation in relation to Waste Services. The report stated that there is a good system of internal control designed to meet the system objectives and that controls are generally being applied consistently and therefore provided substantial assurance.

The AWSL fleet was reduced by one refuse collection vehicle in March 2022, through a partial reorganisation of a small number of rounds. This has provided an approximate annual saving of £114k and impacted 700 households, whose refuse collections saw a day change. Phase 2 of this project is looking to roll-out additional recycling (commingled, paper and card, and garden waste) collections to both newly built households and existing households who were not previously included in the Council's doorstep recycling scheme.

The service has provided collections to 291 new housing completions in 2020/21 and 215 new completions in 2021/22. Work is being undertaken to rebalance the paper and card and commingled recycling rounds to allow growth and additional provision which will have a positive impact on the recycling rate and income received by the Council through generating increased sales of recyclates.

This will build upon this years' roll-out of commingled recycling to over 100 homes in the Newton Arlosh and surrounding areas and 30 properties in Crofton, that have been included for commingled, paper and card and garden waste collections.

Waste Services Team

- 6.7 The team are heavily involved in the Local Government Reorganisation (LGR) process taking part in the Fleet, Street Cleansing and Waste workstreams as well as preparing their own service for Day 1.

Non-conforming trade accounts are being closed in conjunction with advice from Legal Services. A review of assisted collections is taking place to ensure that the information we hand over to Cumberland is up to date.

Quarter One invoices for trade accounts will be issued in late July.

Property and Estates

- 6.8 Drawings and specifications have been completed for a further phase of repair and consolidation works to the North West Range at Workington Hall. The proposed works are currently out to tender and we are expecting tenders back by the end of July. Subject to a successful tender submission in respect of budget provision it is hoped to start the work sometime in September.

We are continuing to provide information to KPMG in respect of our Asset base as part of Local Government Reorganisation (LGR). The latest information provided was to help identify potential HQ sites for the new authority.

Education and Enforcement

- 6.9 There have been some changes made in the way the team operates since February 2022. Each month the manager analyses data from My Allerdale to set target areas as the priority for that month. Updates to the powers applicable to the team have also been made including the use and delivery of Community Protection Warnings and Notices. These are excellent tools for the team to use to help disrupt activity that is detrimental to the community.

The team have issued approximately 50 Fixed Penalty Notices since 17 February 2022, mainly for fly tipping and waste offences. We have listened to the community and taken action in various areas including the Sullart Street and Silloth bring sites.

We have carried out numerous engagement and educational campaigns which saw the fly tipping reports show as:

Period 1	FEBRUARY 2022	124 reports
Period 2	MARCH 2022	216 Reports
Period 3	APRIL 2022	175 Reports
Period 4	MAY 2022	115 Reports

This shows the increase in Period 2, showing engagement and education working as more people felt confident to report on My Allerdale and also confident that we would turn up and manage this in a robust way. The decline in reports since Period 2 also demonstrates we have disrupted some significant individuals who have been non-compliant in their waste management.

We have also procured CCTV solutions, body worn video cameras and other tools to become a more innovative service and we will, of course, keep our communities updated on our results and display signage at hotspot locations to advise of the monitoring in progress.

7.0 Leisure and Tourism Portfolio: Cllr Anthony Markley

Supporting the visitor economy

- 7.1 An initiative to support the visitor economy by encouraging more visitors to stay in Allerdale was launched in July. A series of ebike routes were published on the app, Komoot, positioning Allerdale as a prime ebike destination. The initiative taps into the growing sales and use of ebikes. Further reasons to visit have also been published or republished, namely our Fishing Faces project leaflet to complement web content, a Cumbria Beaches Guide and the Solway Military Trail.

Joint Tourism Brunch

- 7.2 Working in partnership with Carlisle City Council and Copeland Borough Council, we hosted a well-attended Tourism Brunch meeting on 19 July 2022. Initiatives to support businesses in the visitor economy were explained by guest speakers including how to grow sales with digital tools and how to exploit the growing ebike and cycling market profitably.

Tactical Visitor Management Group (TVMG)

- 7.3 We continue to work in partnership with a range of Cumbrian organisations to deliver plans to make visitors feel welcome and valued. Funding has been secured from TVMG for a number of initiatives for the summer season, including free shuttle buses from Cockermouth to Loweswater and Buttermere and Keswick and Portinscale and temporary toilets at the start of the popular Keswick to Threlkeld Trail.

Perfect Day competition

- 7.4 The Perfect Day competition runs again this year to promote Allerdale as a destination for visitors. Visitors can win a series of fine prizes donated by the industry including accommodation, food and drink and experiences by describing their perfect day in Allerdale on social media. Entrants can use words, pictures of video to show their perfect day. The closing date is 17 August 2022.

8.0 Customer Experience and Innovation Portfolio: Cllr Alan Pitcher

Customer & Digital

- 8.1 As always, our customer service team have been busy answering customer enquiries, in the first six months of this year the team have spoken to nearly 45,000 customers, slightly less than the same period in 2021.

During that time over 12,000 customers have taken advantage of our free call-back service which remains a popular feature when contacting the Council at busy times. In selecting this option customers are able to choose the number they would like to be called and then hang up and get on with their day, instead of having to endure the frustration of queuing and being told their queue position and that their call is important - which sadly so many other organisations still do!

Over the last few months, in addition to the already wide range of enquiry types our team deal with we have taken many calls regarding the £150 energy rebate, initially asking when and how the money would be distributed and more recently how and why those payments had been made. Life on the frontline of customer service is always interesting with conversations which have included customers ringing to complain that we have taken £150 from their account, at which point our advisors diplomatically point out that it is actually a credit and we have paid the money into the account!

The appointments service introduced during COVID also remains popular with customers who wish to discuss more complex issues taking advantage of the telephone appointment option so that they can resolve those enquiries from home without the need to travel to a council office, especially important now with the rising cost of travel. While face to face appointments are also available, understandably they are not so popular.

In addition to dealing with the day-to-day business in Customer Service members of the team continue to work to improve the service we offer our customers constantly reviewing and implementing service improvements. Other members of the team are looking to the future and working closely with customer service colleagues from across the county preparing for local government reorganisation to ensure that on and after Vesting Day our customers continue to receive the excellent service levels that they are used to.

Transformation Projects

- 8.2 The majority of projects are based around rationalising the application estate, improving decision making, enabling hybrid and remote working, and enabling efficiencies through improved processes and/or reducing costs.

The implementation of Arcus is now complete, with Building Control, Land Charges, Planning, Environmental Health, Environmental Protection, and Housing all live. This has allowed us to decommission the legacy applications that previously delivered these functions and move from on-site data storage to a cloud software as a service (SAAS) based service.

We have completed the implementation of the Technology One Finance system application, which will provide integrated applications to manage the business

and offer greater opportunities to transform back-office functions. A legacy platform has been developed to enable the data archive and retention requirements.

Local Government Reorganisation - ICT Services for Cumberland

- 8.3 Foundations have been prepared for the new authority based on Modern Security Architecture. The solution uses something called 'Zero Trust Network Architecture', a design that enables hybrid and remote working while securing access and reducing the potential of cyber-attack.

Devices and phones were deployed to end users using biometric authentication including face recognition on laptops and TouchID on phones, as well as multi-factor authentication for further verification.

The solution prepared for Cumberland also included a new website with an elections results application, an implementation of ModernGov for committees, papers and more. A digital workspace was enabled to provide easy access to a range of services.

Workshops have taken place to design network services for the two new unitary Authorities, interconnecting the sovereign district councils with the County Council, and agreeing a proposal to implement a single telephony system and customer access/contact environment.

Improving Security

- 8.4 We have updated our firewall estate and been awarded Cyber Essentials Plus, which is an advanced Government-backed cyber security accreditation run by the National Cyber Security Centre (NCSC) and Information Systems Audit and Control Association (ISACA) confirming effective protection against cyber-attacks.

In improving our data network and creating secure zones for legacy applications, we have access to Public Services Network, achieved compliance with the Health and Social Care Network (HSCN) (including NHS code of compliance) and the Nuclear Decommissioning Authority (NDA) code of compliance requirements. We have continued to make applications available through the digital workspace reducing the need for virtual private network (VPN) technologies and reducing the attack surface.

Inclusion and Diversity

- 8.5 Since the commencement of this post in January 2022 the post of Diversity and Inclusion/Community Cohesion Officer has reviewed our Unauthorised Encampment procedures. Following on from this we have developed a more robust welfare assessment that ensures we are aware of the needs and seek to address these wherever possible. This has led to more positive engagement with groups which has a positive effect on our ability to foster stronger community cohesion.
- Increased our knowledge and understanding of the demographics of our community specifically in relation to those recently moved into the area through the refugee resettlement schemes. Support has been provided to a local organisation to raise funds to develop a Multicultural Women's Group.
 - Developed an in-house training session to ensure that staff are aware of the importance of inclusion and diversity in their day-to-day roles and the

importance of ensuring that our services are accessible to everyone and working to support teams to make any necessary changes which will in turn allow us to best advocate for our communities needs post LGR.

- Secured funding to deliver an innovative training programme for professionals, the focus of which is on creating sustainable and positive approaches to tackling anti-social behaviour. The programme is run by a highly credible organisation who have a long standing track record for delivering excellent outcomes. We are one of three local authorities to be offered this as a pilot and will have the opportunity to be part of a rigorous evaluation exercise.
- Working alongside local organisations to provide support to look at growth potential in response to changes in our community profile

Allerdale Local Focus Hub

- 8.6 Allerdale Community Alcohol Partnership (CAP) has won a national award for its work tackling underage drinking and promoting the health and wellbeing of local young people. The Senior Manager, Community Safety and Resilience at Allerdale Borough Council, received the CAP of the Year Award at an event at Westminster on June 6.

Presenting the award, Andrew Leaper, Retail Health and Safety Manager, Co-op and a CAP Board member, said: "I'm delighted to present the CAP of the Year award to Allerdale CAP, which works in the Maryport area of the borough. It's a brilliant example of organisations and the community working together to improve the health and wellbeing of young people. In particular I'd like to commend the strong partnership it has formed with Netherhall School in Maryport. 28 young people from the school have now taken part in CAP's Young Health Champions course – a valuable qualification at an equivalent level to a GCSE (Level 2 course), designed to give them the confidence and skills to become health champions.

This has made a huge difference to the young people's lives, helping them make their own informed lifestyle choices and present health campaign messages to other young people and the wider community. The feedback from the young people has been excellent, with 100% of participants saying they would recommend the course to others and that taking part in the programme has improved their knowledge of healthy behaviours."

The St Michael's Safer Streets project led by the Police and Crime Commissioner and supported by Allerdale Local Focus Hub partners has concluded, delivering a project value of £389,233 and significantly improving resident safety.

9.0 Finance and Legal Portfolio: Cllr Colin Sharpe

2021-22 Financial Year Close-down and Statement of Accounts

- 9.1 Over the course of the last quarter, the Finance team have been working hard to close-down the 2021-22 accounts, prepare the revenue and capital outturn reports for 2021-22 and complete the tasks necessary to delivering the 2021-22 Statement of Accounts, in line with the statutory timetable.

For 2021-22 the statutory timetable requires the Authority to publish its unaudited Statement of Accounts by 31 July 2022 and its audited Statements by 30 September 2022.

In addition, the Finance team have been involved in producing Allerdale Waste Services Ltd company accounts for the financial year ending 31 March 2022.

Covid-19 financial monitoring

- 9.2 Since the last portfolio update, we have submitted the final Covid-19 local authority financial monitoring return to the Government Department for Levelling Up, Homes and Communities (DLUHC), for the period to 31 March 2022. The returns have been submitted over the course of the last two years to monitor the financial impact of the pandemic on local authorities and are not scheduled to continue in 2022-23.
- The Finance team have also supported the preparation of the final claim submitted in relation to the Welcome Back Fund, which provided councils additional funding to support their business communities to reopen safely following the pandemic.

Audit Risk & Assurance

- 9.3 The team have appointed a shared Audit Services Manager with Copeland and Carlisle who has been overseeing completion of the 2021/22 Internal Audit plan, which is being delivered by an external provider. A draft Internal Audit plan for 2022/23 has been prepared and the team are currently looking to recruit to vacant posts within the service. The Audit Services Manager has also been meeting with risk owners to discuss and develop their respective risk registers.

Enterprise Resource Planning System (ERP)

- 9.4 On 1 April 2022 the Council's new ERP system successfully went live. The Finance team have hosted a series of training sessions to support users in their use of the system and continue to be a point of contact for any queries regarding the use of the system.
- Since its launch, configuration work has continued by the finance team, to prepare for the first collection of forecasting information from budget holders, as at the end of July 2022.

Council Tax Energy Rebate

- 9.5 The Finance team have commenced the processing of payments in respect of a £150 non-repayable rebate for eligible households, as part of the governments package of support to help households with rising energy bills.

10.0 Delivery arrangements

- 10.1 Not applicable to this report.

11.0 Implications and Impact

11.1 Contribution to Council Strategy Priorities, Outputs and Outcomes

This is an update on Portfolio activity in line with the Council's priorities as set out in the Council Strategy 2020-2030.

11.2 Finance/Resource implications

None directly associated with this report.

11.3 Legal and governance implications

None directly associated with this report.

11.4 Risk analysis

Not applicable to this report.

11.5 Increasing satisfaction and service

None directly associated with this report.

11.6 Equality impacts

None directly associated with this report.

11.7 Health and Safety impacts

None directly associated with this report.

11.8 Health, wellbeing and community safety impacts

None directly associated with this report.

11.9 Environmental/sustainability impacts

None directly associated with this report.

11.10 Other significant implications

None.

Appendices attached to this report

Appendix number	Title of appendix
None	

Background documents available

Name of background document	Where it is available
None	

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