

# Achievements in delivering the Council Plan Winter 2014



Winter 2014

# Introduction

## Welcome to this year's 'half year' annual report



As many of you know this has been another tough year for public sector and for Cumbria County Council. As a result of the government making **significant reductions to our budget**, in an effort to balance the nation's **books, we have again had to find** new and different ways to deliver essential council services to you the residents of Cumbria. We have **also had to find even more savings** and at the time this document was published we were consulting the public on a range of future savings proposals as we still have another **£83 million to find by 2017/18.**

Despite this challenge, we remain committed to providing services to the people of Cumbria and our staff continue to be 100% dedicated to doing the very best job they can. This document is a great testament to their efforts and to their successes. Despite our tough financial challenge we have continued to deliver a huge range of essential services for the people of Cumbria and we have a significant number of achievements that we can all be proud of.

In this report you can read about a selection of those achievements. We have also included case studies that show how and where we have adopted new ways of working to help us deliver services despite a climate of tough financial austerity.

# What we are seeking to achieve for Cumbria

**Our vision for Cumbria**  
**For the people of Cumbria, to benefit from sustainable economic growth and an enhanced quality of life.**

**Our vision for Cumbria County Council**  
**To be an effective and efficient organisation that delivers the best possible services for the people of Cumbria within its available resources, protects the vulnerable, and works with others in the community to shape services and help find solutions for the future**

- Our priorities**
- To safeguard children and ensure that Cumbria is a great place to be a child and grow up
  - To enable communities to live safely and shape services locally
  - To promote health and wellbeing, and tackle poverty
  - To protect and enhance Cumbria's world class environment
  - To provide safe and well maintained roads and an effective transport network
  - To promote sustainable economic growth and create jobs
  - To support older and vulnerable people to live independent and healthy lives
  - To be a modern and efficient council





# Achievement highlights



Cumbria County Council celebrates its 40th year.

April



10,000 people turn out to support the Pearl Izumi Tour Series - one of Barrow's most memorable ever sporting occasions

May



Council holds first ever **awards evening** to celebrate foster carers and children in care.



The council introduced the **living wage** and sets standards for others to follow.

June

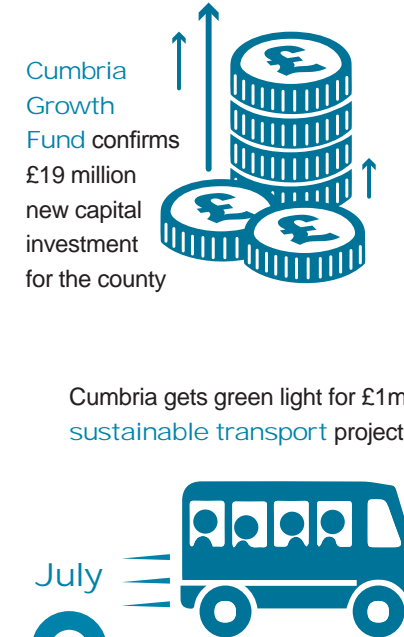


Cumbria is successful in being awarded an extra £4.85 million from Government to help fix county's potholes and **improve the roads**.



The **fostering campaign's** success was recognised when it won Gold at the LG Communications Excellence Awards.

July

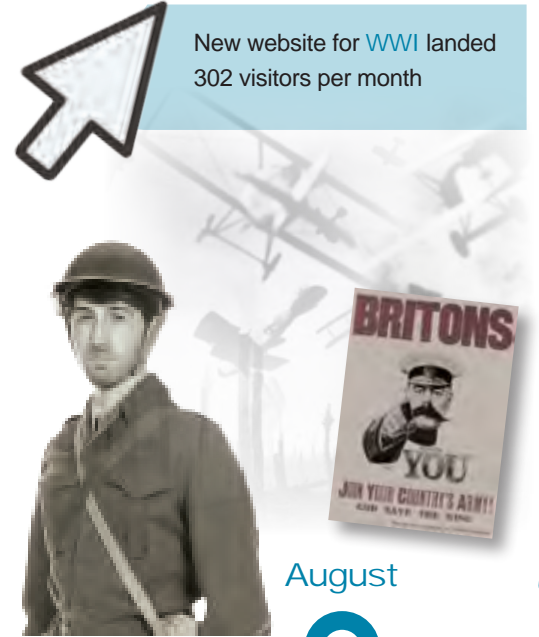


Cumbria gets green light for £1m **sustainable transport** project

**Fire Service** picks up Prime Minister's Big Society award, for delivering successful community safety and education schemes for children and young people.



**Fire Service** fits additional 20 defibrillators at fire stations around the county



New website for **WWI** landed 302 visitors per month

August



County wide approximately 58% of properties now able to access **superfast broadband**

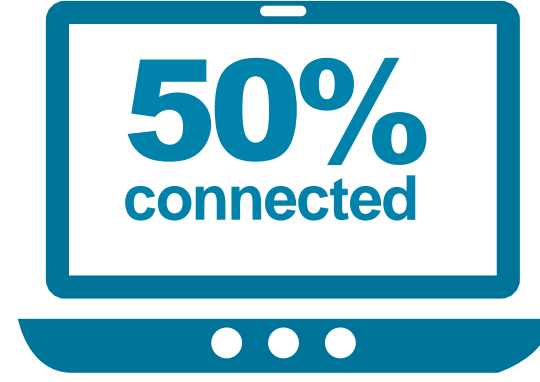


Replacement bridge reopens near **Warcop**

September



**Barrow Library** receives a £160,000 re-vamp.



Cumbria hits major milestone with half the county now reached by **fibre broadband**.



**Cumbria Advice and Support** has dealt with over 1700 calls from individuals over the last six months.

£2.3 million .... plans to **Kendal roads** consulted on.



**South Lakeland** joins the food waste revolution.



**Children's centre** celebrates inspection outcome



Launch of **school clothing grants** campaign







Our priority  
To safeguard children  
and ensure that  
Cumbria is a great  
place to be a child  
and grow up

Cumbria County Council has implemented a ground breaking government scheme known as the **Focus Family Programme** which has successfully improved the lives of **397 families** from 2011 – September 2014.



We will:

- Improve our **safeguarding** practice and services to ensure all children and young people in Cumbria are safe.
- Work with our partners focusing on early intervention and developing the role of children's centres in delivering **early help**.
- Maximise **capital investment** opportunities for our schools, focusing on those in greatest need.
- **Support schools** to improve where necessary as identified by Ofsted.



Plans for a **new academy** in Workington are moving on following the Cumbria County Council Cabinet decision in April to publish statutory notices for the closure of Southfield Technology College and Stainburn School and Science College.



Figures released show **teenage pregnancy** rates have almost **halved** over the past ten years as a result of proactive work by Cumbria County Council and the NHS.

Newbarns **Children's Centre** celebrated being rated 'good' by Ofsted



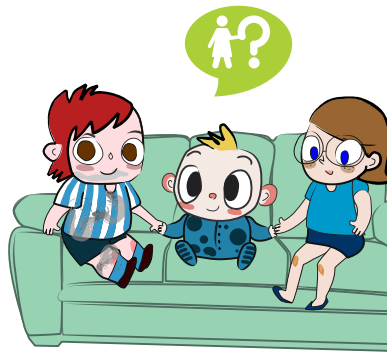
The number of people applying to be **foster carers** and **adopters** has **significantly increased** thanks to a new award winning county wide campaign – Be part of Cumbria's biggest family.



Four Cumbrian **primary schools** received nearly **£750K** from Cumbria County Council. Funding was allocated to Houghton Church of England School, Rockliffe Church of England School, Seaton Junior School and Bridekirk Dovenby Primary to expand the buildings and increase the number of pupils.



## Case studies



### Adoption team doubles number of approved adopters

The council's adoption team has pulled out all the stops to find new adoptive families for children in care. From April to September 2014 11 families were approved, and it is expected that a total of 50 will be approved by the end of March 2015, compared to 43 in 2013/14. This in turn almost doubled the equivalent figure for 2012/13. All this means even more children will find the forever families they need.

The number of enquiries from the public about becoming an adopter has also doubled following the implementation of a high profile recruitment campaign. The campaign's success was recognised in June 2014 when it won Gold at the LG Communications Excellence Awards.

### Children's Centre Celebrate Ofsted rating

At the beginning of October 2014 Newbarns Children's Centre in Barrow-in-Furness celebrated being rated good at its last Ofsted inspection.

The inspection found that:

- A very large majority families regularly and routinely attend services and benefit from the activities provide by the centre.
- The centre works closely with key partners to ensure that almost all children who are eligible to receive early education funding access good-quality early years provision.
- A range of good quality sessions are open to all and those specifically for the families identified as most in need are offered across the area. These are matched to the needs of families; they help parents to support children's early learning and development and to keep them safe and healthy.
- Children and families who may be experiencing difficulties in their lives are very well supported by the centre staff's highly effective work.
- The centre has forged strong and effective partnerships with a wide range of professionals in the area. Together they have clear aim which is to help all families succeed, thrive and to be happy and healthy.
- Grandparents of looked after children receive exceptional support from the centre. As a result, most children remain within the family unit during times of crisis.
- Leadership, governance and management of the centre are effective in most aspects. The centre knows its strengths and weaknesses. Effective centre leaders are inspirational and dedicated to improving families' lives. As a result, the quality of practice and services is continuously improving.

### Young people put their best foot forward

In the six months from April 2014, 7 young people from Carlisle were enrolled on a formal traineeship with the Council. Of these, four have secured apprenticeships in the Council and are being supported into sustainable employment.



### Focus family programme

From its inception in 2011 to September 2014, the lives of 397 families have been successfully turned around in the period April – September 2014 as part of a ground-breaking government scheme being implemented by Cumbria County Council and known in Cumbria as the Focus Family programme. The progress of the programme means that: children are back in school where they were previously playing truant or excluded; levels of youth crime and anti-social behaviour are down; adults are getting into work and off benefits; and the costs to local public services and the burden on the taxpayer are being reduced too.

The County Council's Children's Services has identified over 1,050 families who fit the government criteria for needing help and who will be encouraged to become part of the programme. The scheme remains on track to meet the local authority's target of helping 1,050 families in Cumbria.

### Cumbria primary schools

Four Cumbrian primary schools received nearly £750K from Cumbria County Council. Funding was allocated to Houghton Church of England School, Rockliffe Church of England School, Seaton Junior School and Bridekirk Dovenby Primary to expand the buildings and increase the number of pupils.

### New school in Workington

The next step towards transforming secondary education in Workington was taken in July with Councillors approving the closure of both Southfield Technology College and Stainburn School and Science College.

Closure now paves the way for the development of a single new, purpose-built, secondary school in the town to replace the two existing buildings. The new school would be built by the government through the Priority School's Building Programme. As is required by government this new school would be an academy. Government will also decide which of the existing school sites the new school will be built on.

Following a rigorous selection process earlier this year the county council recommended the Lakes Academy Trust as the academy sponsor for the new school, this recommendation has been passed to the Secretary of State and the final decision on the selection of a sponsor rests with them.







Our priority  
To enable  
communities to live  
safely and shape  
services locally

- We will:
- Ensure an **effective fire and rescue service**, targeted at vulnerable people and areas of highest risk.
  - Develop **locality based service hubs** in key service centres, to enable access to a range of core council services such as library services, local links and community development centres.
  - Work with communities and the third sector to enable them to create **local solutions** and shape local services for the future.



Road Awareness Training sessions have been delivered to all current Gen2 apprentices.

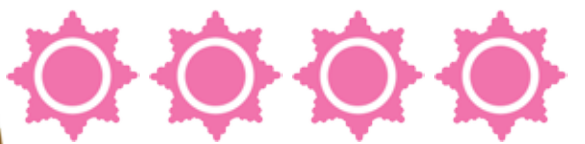
Cumbrians have been encouraged to take control of their finances and steer clear of doorstep and payday lenders by joining the county's **credit unions**. Supported by the county council **six credit unions** are now in operation around Cumbria, providing residents with the opportunity to save regularly and access low interest loans linked to the value of their savings.



The number of incidents attended by Cumbria County Council's Fire and Rescue Service (CFRS) is reducing.



Cumbria County Council's Fire & Rescue Service (CFRS) launched a new service to help the most vulnerable members of society stay safe in their own homes. The service now uses Home Accident Reduction Initiative (HARI) visits to assess fire safety and help prevent falls and address mobility problems for our residents.



Askam Library's opening hours have been extended.

A £160k re-vamp at Barrow Library has been completed.





## Case studies



### CFRS

The number of incidents attended by Cumbria County Council's Fire and Rescue Service (CFRS) has nearly halved in the past 10 years.

In 2003 the county's fire stations dealt with 8,514 incidents but in 2013 that number fell to 4,399 – a drop of 48 per cent. In the six months from April to September 2014, there were less than 1,500 incidents.

Targeting resources at fire prevention activity and improved operational response has ensured this major reduction and shows the Fire Service is keeping the people of Cumbria safer than ever.

Over this period more than 100,000 free home safety visits have been completed, during which CFRS staff fit smoke detectors if necessary, deliver basic fire prevention advice and devise an escape plan in the event of fire.

### Askam Library

In April Askam Library started to open on Saturday mornings in a bid to encourage more people to use the service.

The changes were funded by Askam and Ireleth Parish Council in a bid to increase users and also make the library more available at a time of the week that is suitable for all the community.



### Barrow Library

In April a £160k re-vamp at Barrow Library was completed. The changes at the library included:

- Improvements to the adult areas, including better seating, to create a more warm and welcoming community space.
- New carpeting in the children's area.
- 'Relax and read' community spaces.
- New shelving on wheels to help create spaces for community events.
- Quieter study areas with power sockets and wi-fi.
- Better lighting.
- Improved flooring and decoration to enhance and improve the library's whole appearance.

The re-vamp brought Barrow in line with its other main libraries at Carlisle, Kendal, Penrith and Workington by updating self-service machines and giving the building a general refurbishment, modernising and improving the building space.



### Home Accident Reduction Initiative

Last year CFRS launched Home Accident Reduction Intervention (HARI) visits to help people, especially the elderly and those with disabilities, minimise the risks of house fires and address home safety-related issues such as preventing falls and addressing mobility problems.

Until the launch of HARI CFRS carried out home safety visits, focusing mainly on fire prevention and what to do in the event of a blaze breaking out. But HARI, which sees the Fire Service work closely with partner agencies such as the NHS and Age UK to share information and resources, has expanded the scope of the home safety visits. From April to September 2014 8,091 HARI visits have taken place.

### Road awareness training

Firefighters around the county have recently delivered Road Awareness Training sessions to all current Gen2 apprentices.

The apprentices statistically fall into the category of people who are most at risk of being involved in a Road Traffic Collision so Cumbria Fire & Rescue Service have once again worked with Gen2 to stress to these new and potentially new drivers the dangers that driving can bring.



### Community safety

Delivering successful community safety and education schemes for children and young people has seen Cumbria County Council's Fire and Rescue Service (CFRS) scoop a national award in July.

CFRS runs a range of projects aimed specifically at younger age groups including Prince's Trust, Fire Cadets, Firefit, Junior Citizens and road safety training.

In recognition of this work, the Prime Minister's Big Society award has been presented to all fire and rescue services across the United Kingdom including Cumbria and CFRS has received a plaque to mark the achievement.

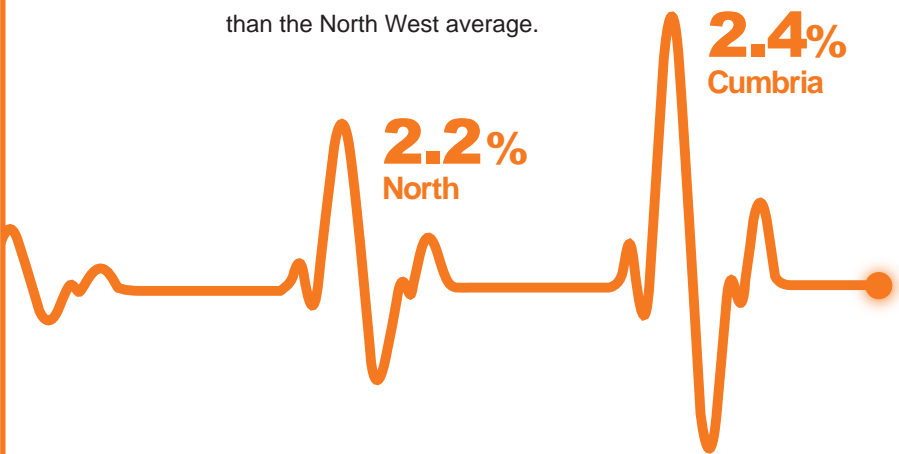






- We will:
- **Integrate public health** into all aspects of the council's business, and put health and wellbeing at the heart of our work with communities.
  - Drive forward **joint work** on health and wellbeing through the Health and Wellbeing Board.
  - Introduce a **'living wage'** within the council and encourage other employers to do the same through our procurement.
  - Keep **council tax** increases as low as possible but, in any event, at no more than the rate of inflation.
  - Support people facing **financial challenges** through a range of services, such as money advice, credit unions, our ways to welfare service and school uniform grants and support the work of an independent commission on welfare reform.

The county council helped to deliver more **free NHS Health Checks** than the North West average.



Cumbria Advice and Support Team (previously known as Ways to Welfare) has already dealt with over 1,700 calls from individuals over the last six months.



Cumbria County Council introduced the **living wage** low-paid council workers.



Cumbria's army of carers received a **new support service**, joint-funded by Cumbria County Council and the NHS Cumbria Clinical Commissioning Group (CCG). Part of the service includes a new, dedicated telephone advice service, which has been developed following feedback from carers across the county.



Cumbria County Council support the county's many **food banks** and credit unions.





## Case studies



### Cumbria Advice and Support Team

Cumbria Advice and Support Team (previously known as Ways to Welfare), which was started in April 2013 following national changes to welfare and benefits has already dealt with over 1700 calls from individuals over the last six months. Users of the service receive support and information to assist in any crisis they may be experiencing. Assistance is targeted at people's individual needs and includes things such as benefits advice, accessing support from food banks, Credit Unions, Children's Centres, Citizens Advice Bureau and other schemes.

In addition people experiencing homelessness or risk of homelessness and people in need of social care are helped to access the assistance they need.

### Tackle Poverty

As part of the council's commitment to tackle poverty in Cumbria, it agreed a new Anti-Poverty strategy in April 2014. The strategy focuses on three key areas and concentrates on delivering a range of actions:

#### Maximising household income

- Introduce living wage for council employees.
- Encourage other county employers to introduce the living wage.
- Work with the Local Enterprise Partnership to create jobs and secure investment.

#### Building community resilience

- Work with local communities to identify and support local solutions.
- Encourage local committee's to use their grants to help tackle poverty in their area.
- Support and develop our Community Development Centres to support people in need.
- Support and work with food banks.
- Continue to support credit unions.
- Support projects to help offset the costs of living, especially around food, energy and transport.

#### Tackling child poverty

- Promote and deliver essential support services including free school meals and uniform grants.
- Continue to fund Children's centres so they can support low income households.
- Work with our Children's Centres to provide extra free nursery places for two-year-olds.
- Improve the educational attainment of children in poverty.



### The living wage

The living wage affords people the opportunity to provide for themselves and their families. The UK living wage is currently £7.65 per hour and is based upon a calculation of what households need in order to have a minimum acceptable standard of living.

There were around 160 county council employees paid below the living wage rate. Thanks to the changes the council has made, these staff now receive the living wage.

Cumbria County Council is now encouraging all its suppliers to take the same approach.

### NHS health checks

The county council helped to deliver more free NHS Health Checks than the regional average: between April and July 2014 2.4% of the eligible population received a check in Cumbria compared to 2.2% in the North of England as a whole.

Everyone is at risk of developing heart disease, stroke, diabetes and kidney disease. The good news is that these conditions can often be prevented, even if you have a family history of them.

The NHS Health Check can help by assessing a person's risk of developing these health problems and giving you personalised advice on how to reduce it.

Cumbria County Council is responsible for commissioning NHS health checks which are available for adults between the ages of 40 and 74. The checks take place in GP surgeries and selected pharmacies, take around 20–30 minutes and include a few straightforward tests. The free check includes a cholesterol test, a blood pressure test, a Body Mass Index (BMI) check and a diabetes risk-assessment.

The county council has helped to deliver more than 22,000 free health checks since April 2013.



### Local Welfare Assistance

Local Welfare Assistance Fund - A series of one-off grants to help people affected by welfare reform have been allocated by Cumbria County Council.

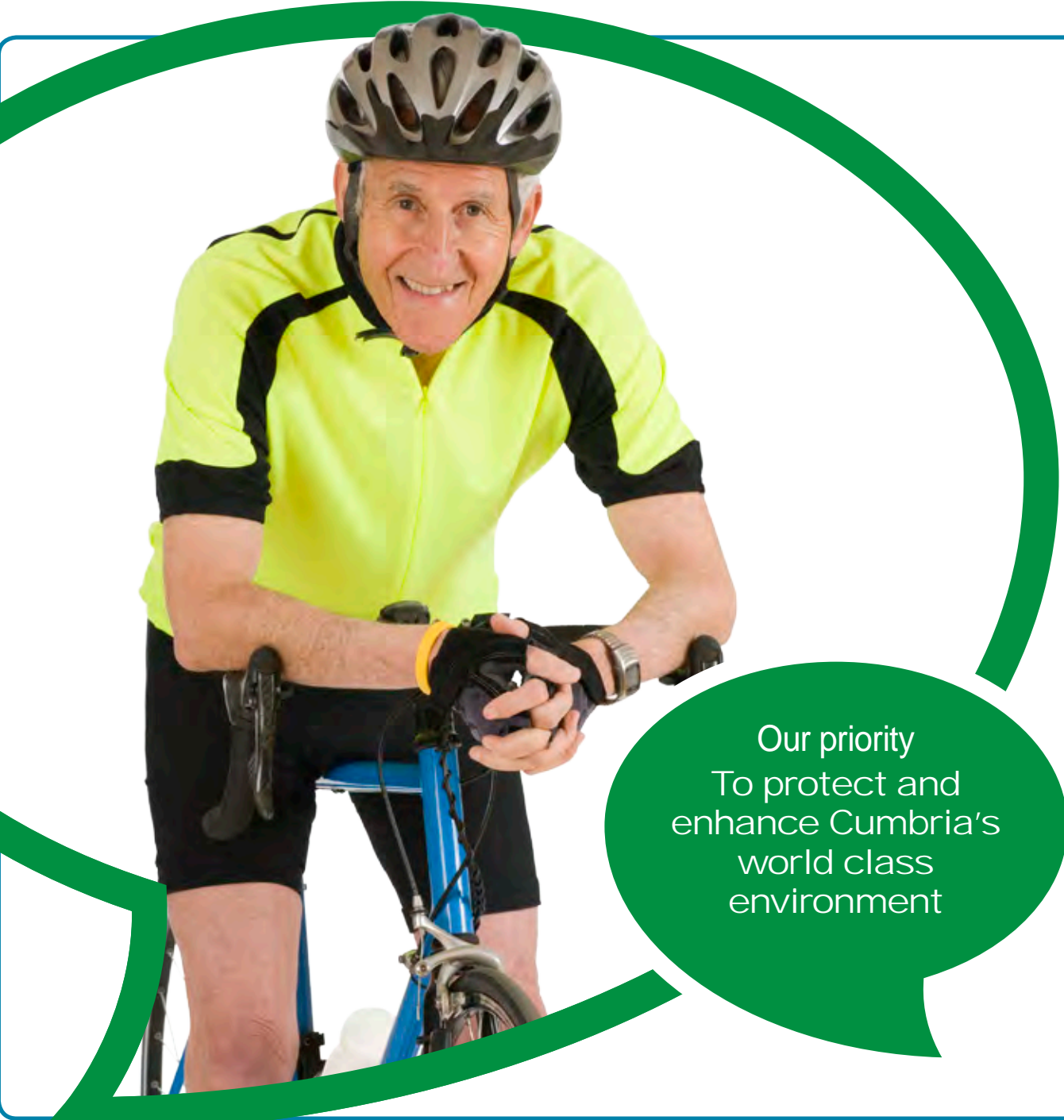
The six grants, totalling more than £60,000, will help develop locally-based support for people through community services that offer new and innovative welfare-related initiatives.

The projects work directly with the community to support crisis resolution and maximise financial resilience.

### Doorstep lenders

Cumbrians have been encouraged to take control of their finances and steer clear of doorstep and payday lenders by joining the county's credit unions. Supported by the county council six credit unions are now in operation around Cumbria, providing residents with the opportunity to save regularly and access low interest loans linked to the value of their savings.





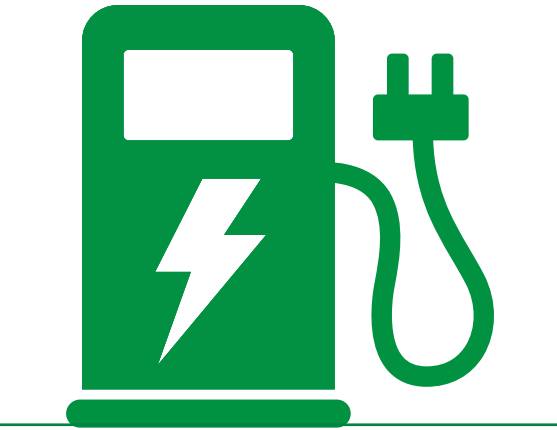
Our priority  
To protect and  
enhance Cumbria's  
world class  
environment

Residents in Allerdale, Barrow and Eden can now purchase **home food digesters** at a fraction of the normal cost. Helping to reduce the quantities of household waste that need to be collected and treated each year.



We will:

- Develop further opportunities from our **waste services** and facilities for households, communities and commercial operators to participate more fully in waste minimisation and recycling.
- Develop opportunities to use **resources** more efficiently and effectively and to lessen the impact of our activities on communities and the environment.
- As Lead Local Flood Authority, work with partners and others in the community to ensure that Cumbria is as prepared as possible to deal with **flooding**.



Cumbria County Council secured grant funding of **£562,500** to create a fleet of **electric cars** for council use. The grant will also see a network of new charging points installed right across the county.



The council is aiming to revamp its business travel options to reduce the number of journeys and save around £500,000 a year by encouraging lift sharing, greater use of video conferencing and has introduced a new pool car scheme





## Case studies



### Waste Digesters

From September South Lakeland residents were given the opportunity to purchase food waste digesters at rock bottom prices thanks to a South Lakeland District Council and county council scheme.

Food waste digesters are garden-based units similar to compost bins, capable of taking all kinds of food waste, including cooked and uncooked meat, fish and dairy products. The digesters are available for residents to view and buy for just £15-£20 (RRP £79.50-£108.90).

Discounted digesters have been on offer in other parts of the county since earlier in the year and over 900 households have already taken the opportunity to snap one up. And with each unit having the capacity to divert between 200 – 250kg of food waste from requiring further treatment annually, these units alone could result in 200 tonnes of food waste being removed from Cumbrian bins each year.



### Council gets electric cars

Cumbria County Council successfully secured grant funding of £562,500 to create a county-wide electric vehicle fleet and infrastructure.

The award of this grant will see charging points installed in Carlisle, Penrith, Kendal, Barrow, Workington, Whitehaven, Keswick, Millom and Cockermouth. Charging points will be available for use by the people of Cumbria, visitors and business and will enable the county council to invest in an electric car and van fleet for the first time.

This project will also benefit from an additional 25% of private sector funding taking the total investment of this project to more than £750,000.

### Environmental Fleet

Introducing safer, greener and smarter ways for staff and councillors to travel on work business has seen Cumbria County Council scoop a top national award. In May, the council was presented with an Environmental Fleet Award (Large Fleets) at the Fleet World Honours 2014.

The Energy Saving Trust nominated Cumbria County Council's fleet team for the award.

The council is aiming to revamp its business travel options to reduce the number of journeys and save around £500,000 a year by encouraging lift sharing, greater use of video conferencing and has introduced a new pool car scheme where staff must try to take a pool car before using their own vehicle. A proportion of the new pool cars will be electric vehicles.

Cumbria County Council has also been successful in securing more than half a million pounds of grant funding to install electric car charging points around the county.







Our priority  
To provide safe and well maintained roads and an effective transport network

- We will:
- Provide a well maintained **highway and transport network** and maximise new investment.
  - Work with communities and the third sector to develop **sustainable community transport** solutions.
  - Work to ensure that we retain and improve Cumbria's **rail services**, infrastructure and connectivity, through active engagement in the national refranchising and investment programmes.

Various **highway schemes** were completed, such as the resurfacing of the A591 Kendal Bypass, and footway reconstruction and gully grate replacement in Copeland.

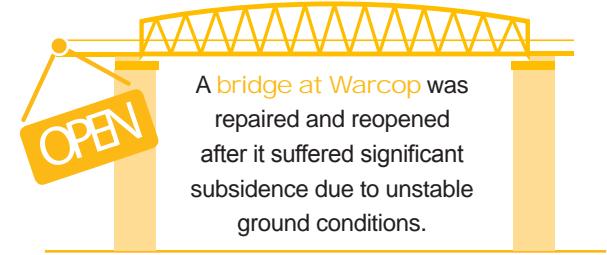
During the year the council's highways team expects to repair and complete over 40,000 **reported road defects**. The response times show continued improvements with the average time it takes to find, fix and 'close' a reported fault now just **11 days**.



**Pothole repairs** to Cumbria's road network were boosted with an extra **£4.85m** of funding from the Department for Transport.



The council takes a leading role in the **Community Rail** Partnership for the Cumbria Coast railway line.



A **bridge at Warcop** was repaired and reopened after it suffered significant subsidence due to unstable ground conditions.

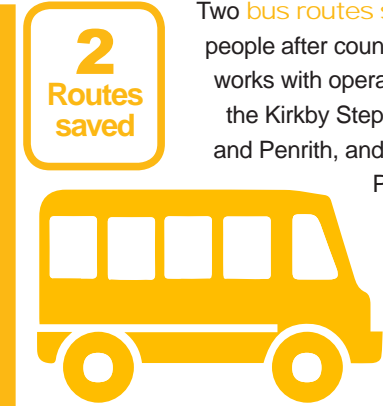
Cumbria County Council is embarking on a major programme to **upgrade street lights** on the county's roads using much more energy efficient lamps which will achieve substantial savings.



We are on track to meet this year's target of **volunteer car scheme** drivers and co-ordinators.



Cumbria gets green light for **£1m sustainable transport project**.



Two **bus routes saved** for local people after council successfully works with operators to operate the Kirkby Stephen to Appleby and Penrith, and the Appleby to Penrith services



## Case studies



### Warcop Bridge

A road between Warcop and the A66 reopened to traffic in September following the successful completion of a new bridge. Cumbria County Council has invested approximately £130,000 in the scheme, which replaced the original bridge at Moorbeck after it suffered significant subsidence due to unstable ground conditions.

One lane of the road bridge had been closed for some time, with eastbound traffic giving way to vehicles heading in the opposite direction, because of carriageway subsidence.

Following extensive groundwork investigations, the bridge was closed for 11 weeks while the original two-span bridge structure was removed and a new single span structure with pre-cast concrete units was put in place.

### Community Rail Partnership

The council takes a leading role in the Community Rail Partnership for the Cumbria Coast Line and through this, influences Network Rail and the train operators. The draft response to the rail franchising consultation draws attention to the self-contained nature of the coast line and how it could benefit from a more localised management approach

### Energy efficient lights

Cumbria County Council is embarking on a major programme to upgrade street lights on the county's roads using much more energy efficient lamps which will achieve substantial savings.

The council is investing £7.6 million in the countywide project which will see about 11,500 old high-wattage street lights replaced with far more efficient and effective LED systems over the next three years.

The new LED lanterns will realise annual savings of £140,000 in year one, rising to £290,000 in year two, and £430,000 in the final year of the programme, based on current energy spending of £2.1 million.

As well as securing substantial savings on the council's energy bills, the programme will also help make Cumbria a greener county. By using the more energy efficient LED lights, the council expects to reduce carbon dioxide emissions by nearly 1,700 tonnes per annum at the end of the three-year programme.

### Bus services

Cumbria County Council can confirm that a commercial solution has been found which will see two bus services continue to be operated by local transport companies after the council's subsidies are withdrawn.

The daytime element (7am to 7pm, Monday to Saturday) of the 563 service, which covers Kirkby Stephen, Appleby and Penrith and service 561, which covers Appleby to Kendal, will both continue to operate on a commercial basis after the two operators currently running the services confirmed that they will continue to run their buses without the council's subsidy.

### Copeland improvements

Two schemes to improve highways in Copeland were completed in May: footway reconstruction scheme at Queens Park, Millom, and the replacement of over 100 gully grates between Seascale and Caldergate.

### South lakeland improvements

The £1 million surfacing contract of the A591 Kendal Bypass was completed in June

### Voluntary car scheme

We currently have 326 voluntary car scheme drivers and coordinators our target is 330 by March 2015, and we currently have 19 drivers and steering group members of community wheels groups - with a target of 66, by Dec 2014. In September 13 new volunteer drivers and coordinators have expressed an interest in the scheme and their applications are being processed.

### Road repairs

For 2014/15, pothole repairs to Cumbria's road network have been boosted with an extra £4.85 million of funding from the Department for Transport. The council has been awarded the sum as part of a £168million Government cash injection for pothole repairs, and comes on top of £3.02 million already announced earlier this year to repair England's winter storm-damaged roads.

A total of 148 authorities took part in a competitive bidding process, and Cumbria has received a proportionately higher share of the national funding pot than the baseline average calculated on the length of the road network – meaning the county's bid impressed those making the decisions.

The increased funding will have a direct benefit on the county's roads, with the council's 'find and fix' teams able to carry out more extensive and long-lasting repair work on larger areas of the road surface than just tackling individual potholes. The council will be able to use the money to carry out more 'planned patching' work, where whole streets are repaired and improved rather than tackling individual potholes. The conditions of this funding are that the work must be carried out between now and March 2015.



### County's roads get fresh investment

Overall the county council will be investing £29.3 million in 2014/15 for its planned road repair programme. In 2013/14 around £10.5 million was spent on 'find and fix' repairs to tackle pothole problems. During the current year the council's highways team expects to repair and complete over 40,000 reported road defects, with the response times showing continued and sustained improvements, with the average time it takes to find, fix and 'close' a reported fault now running at just 11 days.

Cumbria has one of the largest road networks of any English local authority, with nearly 5,000 miles of highways to maintain – serving both scattered rural communities as well as some 40 million visitors to the county.

### Connectivity within Cumbria

Cumbria County Council, in partnership with the Lake District National Park Authority has been successful with a bid to the Department for Transport for £1 million revenue funding from the Local Sustainable Transport Fund for 2015/16.

The 'See More – Cumbria and the Lake District' project will build on the success of the Go Lakes Travel programme, enabling sustainable transport initiatives and benefits to be expanded across a wider area of Cumbria and the Lake District. The £1 million from the LSTF fund will also unlock over £2 million private investment into the county's transport network.

The project will focus on four key gateways into Cumbria where there are barriers to quality sustainable movement of visitors - Oxenholme Railway Station, Penrith Railway Station/Rheged Visitor Centre, Carlisle Railway Station and Keswick; and the visitor corridors and transport hubs from these gateways that serve the key visitor destinations within the county.

The funding will complement the £2 million package of capital measures that the Government announced on the 7th July which aims to optimise connectivity within Cumbria, particularly between Kendal and Keswick.

### Settle - Carlisle railway

The Leeds - Settle - Carlisle route has benefited from significant investment by the council and partners. We continue to work with the industry and interest groups on initiatives to increase patronage.





We will:

- Play an active role in the Local Enterprise Partnership to create a **growth strategy** for Cumbria that will secure investment and create more and better jobs by making Cumbria a place where businesses can thrive.
- Create a positive **working relationship** with government and the nuclear industry to ensure the best outcomes for Cumbria, particularly in the areas of safety, waste management, investment and employment.
- Work, as strategic planning authority, with our partners to ensure that we are more effective in delivering **sustainable development** to meet the needs of our communities and ensure we maintain the quality of Cumbria's world class environment.
- Work with partners to help people acquire the **skills and qualifications** they need to meet the future needs of the economy.
- Seek to ensure that **broadband** is rolled out across the county in a timely manner.

Cumbria Rural Growth Network (RGN) is one of 5 pilots in the Country to be given £3.5 million funding by DEFRA in 2012, to deliver business support in our rural areas.

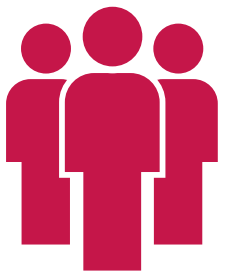


Early **high-speed fibre** boost for Windermere welcomed

Cumbria hit a major milestone on its **broadband** project with 58% the county being reached by faster fibre broadband by September 2014. Around 135,000 Cumbria homes and businesses are now enabled.



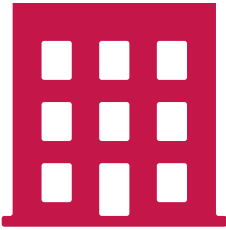
**135,000**  
Cumbria homes  
and business  
now enabled.



We have supported **26** apprentices to secure employment in the County Council.

**26**  
Apprentices

Local Growth Fund confirms £19 million new capital investment for Cumbria in 2015/16 and 2016/17.



**53**  
Small employers

All six Local Committees and Eden District Council have supported **53 small employers** to take on additional apprentices.



## Case studies



### Growth of super fast broadband

At end of September the Connecting Cumbria programme has currently rolled out to 50,000 of the properties in the project area. Across the county as a whole, 135,000 properties out of a total of 240,000 are now able to access superfast broadband, which is approximately 58% of properties. The target is 93% coverage by December 2015.

### Apprentices

From April to September 2014, 26 apprentices have secured employment in the Council, and a further 11 have started work for other employers or are studying at college/university. The proportion of apprentices securing employment is increasing: to compare, in the whole of 2013/14, 35 apprentices moved into employment in the Council.

### Support to small employers

All six Local Committees and Eden District Council have supported 53 small employers to take on additional apprentices from April 2014. This has created 64 apprenticeships.

### Local growth fund

Local Growth Fund confirms £19 million new capital investment for Cumbria in 2015/16 and 2016/17. An additional £3.3 million to be channelled through other funding streams, taking total 'new' Growth Deal investment into Cumbria to £22.3 million.

Nearly 2,000 new jobs to be created by eight major infrastructure projects now given the green light.

Cumbria Local Enterprise Partnership's 'Four Pronged Attack' plan to boost economic growth in the county has paid off, with the Government confirming that every single one of the county's eight major capital projects bidding for Local Growth Fund (LGF) investment will receive funding – and seven will receive 100% of what was asked for over the next two years.

The eight infrastructure projects will create an estimated 1,965 new jobs by 2020.

Cumbria's Four Pronged Attack has been successful in securing funding for the following projects:

- Advanced Manufacturing
- Nuclear and Energy Excellence
- Vibrant Rural and Visitor Economy
- Strategic Connectivity of the M6 Corridor

### Fast broadband in the Lake District

In April Connecting Cumbria delivered a major boost for the county's tourism industry and local people by making faster fibre broadband available to the first area of the Lake District – nine months ahead of schedule.

Windermere, including Bowness-on-Windermere, has become the first part of the Lake District National Park to be connected to the new fibre optic network.

Nearly 2,000 homes and businesses were immediately able to access it, followed by a further 4,000 when engineers completed the upgrade work a few weeks later.



### Cumbria Rural Growth Network

Cumbria Rural Growth Network (RGN) is one of 5 pilots in the country to be given £3.5 million funding by DEFRA in 2012, to deliver business support in our rural areas.

Two of our employment sites have already opened with Ambleside being the first, in April 2014 by Lord Digby Jones. This was the last employment site to be contracted and was the first to open. This site has 7 of its 10 units fully occupied.

It was closely followed by Marl employment site, Ulverston in June, by the Duchess of Northumberland. This site has 6 units fully occupied; presently employing 10 – 15 people. All other sites are developing at different rates and will be complete early 2015.

The three strands to the Cumbria RGN project are: -

- The development of 12 physical hubs with multi-use rooms (for client meetings, training, networking, mentoring etc.)
- The sites are strategically placed around the county at, - Ambleside, Clawthorpe Hall, Marl, Millom, Cleator Moor, Kirkby Stephen, Alston, Brampton, Sedbergh, Appleby, Wigton and Kendal.
- The creation of 7 employment sites (within the 12 hubs) providing workspace; supporting of thematic (sectoral) networks;
- The creation of a rural growth hub web portal; and support activities such as rural planning facilitation and pilot schemes addressing specific challenges, including energy efficiency in rural communities.

The Cumbria RGN project is considered quite innovative because of its collaborative and partnership working approach, and how it is making business support sustainable in Cumbria.

The aim of the Programme has been to have a light touch management, contracting delivery to partners and tendered suppliers to deliver business support and services within their areas of expertise. Each supplier has been tasked with developing sustainability plans for the element of the programme they deliver.

The employment sites, whilst funded through the time limited programme will all be contracted to deliver for 10/15 years to meet State aid and will add to the legacy. The most lasting legacy though will hopefully be the umbrella approach, through the established Cumbria Growth Hub and Rural Growth Network as the ongoing structure for business support services in Cumbria.





Our priority  
To support older and vulnerable people to live independent and healthy lives

- We will:
- Invest in extra care housing to enable people to **live independently** for as long as possible.
  - Work with our partners in the health sector to bring **services**, particularly for adults with combined health and social care needs, together.
  - Explore the creation of a single **commissioning body** – in order to improve services and reduce costs.
  - Focus on prevention and proactive support for excluded and **vulnerable adults**, through the coordination of a range of key services including our Neighbourhood Care Independence programme and investment in support for carers.
  - Ensure **adults at risk** are free from harm and abuse in their home and community.

Between April and September 2014, 338 people aged 65+ have been **supported to residential or nursing care**; we have the one of the lowest rates in the region for such admissions.

Cumbria people supported



The council has further invested £500,000 to support a new **extra-care housing scheme in Wigton**, and £160,000 to support a specialist housing scheme for veterans in Maryport. Pre build work has started on developments in Penrith and Brampton, and the council is seeking to develop land in Workington for extra care.



In the last 6 months there were 1791 users of **assistive technology**. Assistive Technology helps people to be as independent as possible to stay in their own home.

1791  
Assistive technology users

People continue to access the **Neighbourhood Care Independence Programme** for support advice and assistance.



Cumbria County Council is investing more than **£250K** to support a new **extra-care housing scheme** in Kirkby Stephen. The £3.1m development, which will boost housing provision for older people in the area, will comprise 19 apartments replacing the existing Eden Housing Association-owned Mill Gardens building on Hartley Road.

Cumbria's legion of carers are to benefit from nearly **£1.5million** of annual grants and support over the next three years and three months.

Joint funding from the county council and the **NHS Cumbria** Clinical Commissioning group will allow local carers organisations to work together to help provide essential advice and support to the county's army of home carers.



**Cumbria Adult Safeguarding Board** launched a five-week campaign to encourage victims and their friends or family to be aware of the signs of abuse and know how to report it.

New 60 bed care home



Work is progressing on building a new state of the art '60' bed **care home in Barrow**. The home will open in 2015 and will provide modern care for older adults, especially those with dementia.





## Case studies



### Better Care Fund

The Better Care Fund plan has been resubmitted in late September detailing how Cumbria County Council and Health will integrate services particularly for adults with combined health and social care needs. Within the plan it detailed schemes that will assist in integration:-

- Asset Based Prevention
- Primary Care Communities
- Integration of reablement/rehabilitation/rapid response services
- A common IT platform
- Psychiatric Liaison
- Protection of social care

Cumbria County Council had approval in September for the Public Sector Network (PSN) certificate, this PSN “standard” will enable wider data sharing between Health and Cumbria County Council as it is a positive assessment of how secure Cumbria County Council IT systems are.



### Helping people remain independent

In the last 6 months, 6,310 prescriptions for low level occupational therapy aids to daily living have been issued jointly by adult social care and health to individuals for use at accredited retailers across the county. There has also been an increase in the use of assistive technology: 1791 users as at end of September 2014.



### Extra Care Housing

The council has further invested £500,000 to support a new extra-care housing scheme in Wigton, this scheme will comprise 42 Apartments and £160,000 to support a specialist housing scheme (for veterans) in Maryport. Pre build work has started on a further two developments in Penrith and Brampton that the council has also invested in. In addition the council is seeking to develop land in Workington for extra care.

In Keswick, Cumbria County Council is working with the provider of a new scheme, Greta Gardens, to support the provision of care services within the extra care housing scheme.

### Adult Safeguarding gets campaign boost

Nearly 1,500 cases of abuse were reported to the Cumbria Adults Safeguarding Board (CASB) last year, but they know there's plenty more that goes unreported. A campaign to target these unreported cases took place over a five-week period to encourage victims and their friends or family to be aware of the signs of abuse and know how to report it. The campaign focused on financial abuse, physical abuse and neglect, emotional abuse, mate crime and sexual abuse. Hard-hitting posters and information leaflets were displayed in doctors' surgeries and other public buildings around the county to encourage people to report their concerns, if they fear a vulnerable adult is being abused.



### Dementia pledge

Cumbria Fire & Rescue Service has signed up to the Dementia Pledge. By signing up the Service is committing to:

- Raise awareness of dementia amongst our staff who will conduct safety visits and highlight preventative measures to help reduce the risk of fires in the homes of people with dementia and ensure that families and carers are also aware of the risks.
- Promote the use of simple design measures at the construction stage of building developments, and the use of assistive technology to enable people to stay independent and safe in their own homes for as long as possible. It will also actively encourage partners and local groups to create dementia friendly communities and nominate Dementia Champions to act as expert sources of advice for staff members.

### Making Safeguarding Personal

Following taking part in a national pilot at the end of 2013, Making Safeguarding Personal was officially launched jointly with Lancashire in May this year. The aim of this it to involve people who are allegedly at risk of harm or abuse in conversations about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them.

### NHS Cumbria

A new service has been set up jointly between Cumbria County Council and NHS Cumbria's Clinical Commissioning group (CCG). Joint funding from the county council and CCG will allow local carers organisations to work together to provide essential support to the county's many carers. As well as a new dedicated telephone advice service for carers, there will also be a dedicated fund created to help pay for essential support and training. To access this carers will be given a bespoke assessment of their own needs.





Our priority  
To be a modern and  
**efficient council**

We will:

- **Reshape the organisation** by reviewing management structures and reducing management costs.
- Make our **internal support services** much more efficient.
- Commission and **procure services** in a more efficient way, reducing duplication, improving services and meeting the wider aims of the council.
- Rationalise our **property** and improve our office accommodation.
- Change the **culture** of the organisation and support our members and employees as we go through change.
- Pursue opportunities for more **efficient service delivery** by closer working with the other tiers of local government.



The finance team have been working on a new **budget management** process with budget managers to improve how they monitor and forecast the revenue budgets more effectively and efficiently.

**Better**  
places for work

Office moves have taken place which are part of the county council's Better Places for Work programme. This includes a major review and rationalisation of the council's property portfolio around the county to generate savings at the same time as implementing a new agile working programme.

We have reshaped the council and as a result delivered savings from **reduced senior management** in excess of **half a million** a year.



An annual external audit of Cumbria County Council's **financial accounts** confirmed that the council is **working well** in the way it manages its money and has accurate and effective financial reporting.



There are currently over **70 live projects** aimed at **using technology** to drive improvement including an ambitious programme to roll-out equipment to support agile and flexible working for employees.





## Case studies



### Centralised Commissioning

The new Centralised Commissioning, Procurement & Contract Management Unit is fully in place and is expected to deliver a wide raft of efficiencies including a £900K reduction to staffing costs and realise a £1 million contract savings by the end of 2014/15.

In addition the new team will be streamlining all related business processes; improving the rigour of the planning process in relation to the council's procurement pipeline; developing a tighter, more agile and flexible team, and more importantly, seeking to horizon scan in terms of identifying robust and significant levels of contract savings for 2015/16 onwards. The scope of the new Unit and directorates will be further reviewed by 2015/16 in order to ensure the council is achieving optimum benefits.

### Managing budgets

The finance team have been working with budget managers to improve how they monitor and forecast the revenue budgets more effectively and efficiently. Following a period of development the following improvements were made:

- Development of a budget manager training module
- Estimated reduction in budget managers from 236 to 160.
- Reduction of cost centres from 1800 to 700.
- Reduction of nominal codes from 2000 to 700.
- A shift in the way budget managers are supported through more coaching and support, reducing the need for detailed analysis.
- A more flexible approach to supporting budget managers understanding the different levels of risk surrounding different budgets at any point in time.
- An Electronic 'Budget Manager' tool to allow budget managers to do monthly forecasting and monitoring more effectively.

The new budget management process was initially rolled out towards the end of the 2013/14 financial year and will be fully rolled out across the council from August onwards.



### Improvement projects

We currently have 130 live projects for both ICT and non-ICT projects to support improvement programmes across services. We manage a variety of projects as well as maintaining our core infrastructure and internal ICT services; many of which are 'behind the scenes'.

An ambitious programme to roll out equipment to support agile and flexible working to support the council's Better Places for Work initiative is currently underway. This involves replacing all laptops and PCs across the council's estate and ensuring that agile workers are equipped with the tools to work outside the office effectively.

Other projects include a number of developments to our financial management systems such as the introduction of 'Budget Manager', which is currently being piloted. This project delivers improved budget forecasting and monitoring processes across the Authority



### Better Places for Work continues to save

Around 200 county council staff who were based at Market Street, the Nan Tait Centre and Priory Grove in Barrow moved into their new premises at Craven House throughout May.

The office moves are part of the county council's Better Places for Work programme which includes a major review and rationalisation of the council's property portfolio around the county to generate savings at the same time as implementing a new agile working programme to encourage more flexible working opportunities for staff, which includes different approaches to working e.g. hot desking, working from home etc.

By 2018, the county council will have £200 million less to spend each year on local services when compared with the start of the decade – equivalent to around £870 for every household in Cumbria. Both Market Street and Priory Grove offices have been sold which will generate much needed capital savings for the council.



## Translation services

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone 01228 606060.

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