

# Have **your say** on the council services that matter to you



Welcome to this first stage of the county council's programme of public consultation on our 2011–14 Council Plan.

Each year we consult with you on the Plan, which sets out what we're trying to achieve as a council and how we can deliver the services that really matter to you, our residents.

Given the government's announcement in June of local authority budget cuts, with more announcements to follow in October, it's more important than ever that we hear from you about which services you value the most, and how you think services could be delivered differently in the future.

The decisions we make this year will have an affect for years to come on things like how we care for older and vulnerable people, support our children in their early years, run our libraries, maintain our roads and highways, and support other organisations and the voluntary sector. All these things have a very real impact on people's lives.

During this first phase of consultation, from 13 September to 11 October we want your feedback on which of our services you think are absolutely essential, and which you feel are extras.

We don't have all the answers to the issues we face and we welcome the insight that you, the people that use our services, can bring.

This document gives more detail about the pressures that are facing us and the services we provide. It then asks you to give us some general feedback on your priority services for Cumbria.

At this stage we're not asking for your thoughts on specific changes to particular services but we'll use your feedback from this first stage to develop more detailed plans which we will ask for your views on later in the autumn. At the end of the year we'll ask for your opinions on our final recommendations, before councillors make a decision on 17 February 2011.

We're looking forward to hearing from you. It's really important that you have your say and get involved in these important issues so that the decisions we make reflect your views and needs.

**Eddie Martin,**  
Leader of Cumbria County Council



# What is this all about?

You'll no doubt know that in June, the Chancellor George Osborne announced his emergency budget.

The main aim of the budget was to try to cut the amount of money the government is spending to help the UK pay off its debts more quickly. The government believes this is necessary to ensure that the UK economy recovers fully from recession.

The most significant of these announcements is that almost all government departments are likely to have their budgets cut by an average of 25 per cent over the next four years.

This includes the Department for Communities and Local Government which is responsible for funding a lot of the work of local councils.

We don't yet know whether the government will decide to protect some services. If so, this could mean services which aren't protected will have to compensate for this by making savings of more than 25 per cent.

The government has also announced that councils will not be allowed to raise Council Tax in 2011-12. This will put a further limit on the amount of money the council has to spend on services.

So far the government has not provided much specific detail on exactly where or how the cuts will be made. More detail is likely to be available when its Comprehensive Spending Review is published in October.

In the meantime, we need to focus on deciding which of our services are 'essentials' or priorities, and which are 'extras', so we can be ready to respond when we know more about the government's plans.

# What we already know...

The Comprehensive Spending Review will be made public in October, but we may not know the detail of its impact on Cumbria until as late as December. There are, however, some things we already know about which are likely to require big changes to the services we deliver.

We'll have to think carefully about all these changes – some of them definite, some of them still proposals – and how they will affect our services, in putting together our Council Plan.

## Big Society

This is a phrase you'll no doubt have heard by now. It's the name for the government's plans to give citizens, communities and local government the power and information they need to make decisions about their community

This would include giving local people more powers to make decisions about what happens in their communities and to take over state-run services; encouraging people to volunteer and become more active in their communities; giving local government more power, and supporting charities and community organisations to run public services.

We're really committed to involving local people and organisations and enable them to play a part in improving their community and have a say in the decisions we make. The Big Society may mean we take this a step further and support voluntary and community groups to deliver services themselves, so this could have a major impact on our role in future.

## Academies

Academies are schools which are funded by the government and supported by a private sponsor. This means they can run their own affairs and are not controlled by the local authority.

There are already four academies in Cumbria and the government wants to see many more set up over the coming years.

Primary, secondary and special schools are able to apply for academy status. Their new powers would include being able to set their own pay and conditions for staff; not having to follow the National Curriculum and being able to change the lengths of terms and school days.



## Free schools

Free schools are similar to academies but are set up by groups of parents, teachers, charities, trusts, religious or voluntary groups in response to demand from parents.

They will be set up as academies, will have the same powers and will be funded directly by central government.

As with academies, the county council won't be responsible for delivering education but we will still have a role in supporting free schools.



Children at Alston library

## Policing in the 21st Century

The government has proposed changes which would aim to make the police more accountable to local people and their needs.

These changes would also affect the council because we work closely with the police to make sure Cumbria is a safe place to live. In particular these changes would be likely to see councillors working much more closely with the police.

Government intends to introduce police and crime commissioners to represent and engage with residents and set local policing priorities.

Police and crime panels will be created to act as a check for the commissioners. Councillors will play a key role on these panels, monitoring their performance, helping local people hold the police to account and making sure there is high quality policing in each neighbourhood in their ward.



Policeman at Whitehaven harbour



Computer generated image of new Richard Rose Academy currently under construction

## Changes in the NHS

The government suggests that Primary Care Trusts should be abolished and some of their responsibilities passed on to local authorities.

We already commission and provide social care services, and, under the new proposals we would be responsible for improving the health of the general population too.

## Public sector pay freeze

A public sector pay freeze has already been announced. Compared to some other UK regions, Cumbria has proportionately more employment supported by public sector funding, as a result this could have a bigger impact on Cumbria and its economy.

# What services does the council provide?

We are responsible for a very wide range of services in Cumbria which benefit everyone in the county in one way or another.

Some of our services are ones we have to provide by law, others are added extras which we offer because residents have told us they are important.

## Supporting jobs and businesses

Develop and deliver **regeneration projects** to help more people get jobs; help start up **new businesses**; support the creation of Britain's Energy Coast; attract **investment** to the county and **reclaim land** to create new employment sites; assist in providing support to over 700 **social enterprises** throughout the county.

Did you know?

Last year we supported **75** business start-ups, creating **113** jobs



Crane at Port of Workington



No Cold Calling Zone launch in Barrow

## Trading standards

**Protect consumers** from fraudulent traders and **support responsible businesses** through advice, education, inspections and law enforcement; enforce consumer protection legislation including fair-trading, animal health, doorstep selling, safety and quality.

Over the past year we have set up **6** new No Cold Calling Zones covering a total of **2721** residential addresses

Did you know?

## Adults' and older people's services

Help people with **care and support needs** to stay healthy and live as independently as possible, and enable them to buy a range of care services to help them do this. Support people with **physical and learning disabilities and mental health problems**, give carers the help and support they need.

Did you know?

We support **19,288** people to live independently in their own homes



Mr and Mrs Richardson with carer



Richard Rose Academy, under construction

## Schools

Provide **secondary and primary** schooling for 72,086 children and young people in Cumbria.

**56.1%** (3,404 young people) achieved A\*–C GCSEs, including English and maths, **4%** above the national average

Did you know?

## Cumbria fire and rescue service

Respond to incidents, educate residents to prevent fire and road accidents.



Fireman pumping water in Carlisle

Did you know?

We responded to **2,284** fires and carried out **15,606** fire home safety checks last year



Disabled children riding in Barrow

## Children's services

Provide services and support for children, young people and their families who are having **difficulties in their lives**, including children who are unable to live with their families. Support foster carers, adoptive carers and residential placements. Provide **Sure Start Children's Centres** for our youngest residents, youth and **adult learning services**.

**2,528** children received a service from Children's Services last year

Did you know?

## Emergency planning

Prepare emergency plans and other arrangements to respond to **major emergencies** in Cumbria in partnership with the emergency services, military, health and voluntary groups. **Protect Cumbria's communities** and help them recover.

Did you know?

We have responded to **7** major emergencies in Cumbria within the last **9** months



Rescuers in flood water at Cockermouth



Streetsafe in Barrow

## Community safety

Work with partner agencies on community safety plans to address **crime**, **antisocial behaviour** and **substance abuse**.

Cumbria is ranked **top** for partnership working across the country and the public have the highest level of confidence in our local police

Did you know?

## Sustainability

Lead the council's drive to reduce our **carbon emissions** and encourage better use of **resources**.

Did you know?

We've saved **15,386** car miles by encouraging county council staff to use video conferencing instead of travelling to meetings



Video conference in Carlisle



Recycle ranger van

## Waste and recycling

Dispose of waste and manage 14 household waste **recycling centres**. Provide residents, schools and other organisations with advice on how to **reduce, reuse and recycle**.

We dealt with **261,000** tonnes of waste last year – that's more than one tonne for every household in the county

Did you know?

## Roads and rights of way

Maintain and repair 7,700km of **highways**, 1,700 **bridges** and highways structures, 44,000 **streetlights** and 7,500km of **Rights of Way**.

Did you know?

We gritted our roads with **38,503** tonnes of salt last winter – that's more than **77** kilograms for each person in the county



Repairing Cumbria's roads

## Buses and public transport

**Subsidise** bus services where necessary, co-ordinate the **Rural Wheels** and voluntary drivers schemes; support **community** bus provision; provide home to **school and college and adult social care transport** and manage community rail partnerships.

**1.9 million** passengers travel on council supported bus routes each year – that equals nearly four journeys for everyone in Cumbria

Did you know?



X35 Kendal to Barrow bus

## Registration and coroners' services

**Register** births, marriages, civil partnerships and deaths and provide and keep certificates. Conduct marriages, civil partnerships, the renewal of vows, citizenship and civil naming ceremonies as well as **providing and approving venues**. Offer a **nationality checking service** and support **HM Coroners** in Cumbria.

Did you know?

Last year the Registration Service carried out **2,234** marriages and civil partnerships



Newlywed couple

## Archives

Care for the **historical records** of Cumbria from the 11th to the 21st century and make them available for **research** to family and local historians, teachers, students and the public.

Cumbria residents made more than **73,000** enquiries to our archives service last year

Did you know?



New Carlisle Archives Centre

## Libraries

Run **48 static libraries**, **6 mobile libraries**, **5 library Links**, a dedicated library service for **schools**, a **home delivery** service and a library service for HMP Haverigg. Provide an on-line catalogue and reference resources and 24/7 online requests and renewals service.

**Did you know?**

Last year there were **2,180,000** visits to Cumbria libraries – that equals more than four visits for each person in the county



Story time at Penrith Library



New Local Link at Longtown

## Customer services

Process and respond to **residents' enquiries** over the phone, online and in person via our **customer contact centre** and at our nine **Local Links** across the county.

The county council's telephone contact centre answers on average **90,000** enquiries a year from members of the public

**Did you know?**

## Supporting local communities

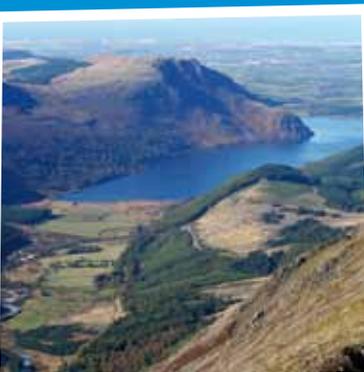
Through our **community-based teams** and **neighbourhood forums** we listen to and respond to the needs of local people and bring together a range of people and organisations to address local issues. Working with councillors we provide **financial help** for community and voluntary groups.

**Did you know?**

Last year we supported **700** community and voluntary organisations with grants worth more than **£700,000**



Cumberland wrestlers in action



Looking down Ennerdale

## Planning and environment

Deal with **planning applications** for minerals and waste related development, and decide planning applications for the council's own developments such as schools and libraries. Handle Listed Building Consent for council property, and **give advice** on archaeological, ecological and landscape matters, as well as plans for major employment and housing sites.

We support the management of **3** Areas of Outstanding Natural Beauty which ensures the protection and enhancement of over **800 km<sup>2</sup>** of Cumbria's best landscape, wildlife and historic places

**Did you know?**

# your say

There are a range of ways for you to have your say on this Council Plan consultation:

- Fill in and return the form on the back of this booklet.
- For the first time, you can go online and share your views with fellow residents at **cumbria.gov.uk** and follow the links to Council Plan consultation. It's free to use and easy to register.
- Contact us direct by emailing **yoursay@cumbriacc.gov.uk**

# What do you think?

Now that you've got a good idea of the services we provide and the main issues which will be affecting council services over the coming years, we want to hear your views.

## What services are essential for Cumbria?

We'd like you to think about the services you feel are essential for Cumbria, now and in the future. Tell us your top three below:

1.
2.
3.

## How can we deliver better services?

What are your ideas for how the council can deliver our services better and more efficiently? Think about your own, or your family's, experiences of council services and tell us:

- are there services that are 'extras' that we should consider stopping?
- are there services the council provides that you think could be better provided by another organisation?
- are there services you think that people should pay for if they can afford it?
- are there ways we could provide services that would be more cost effective?

Write your suggestions below:

Return this form to:

**Freeport NWW6059A,  
Communications Team,  
Cumbria County Council,  
The Courts,  
Carlisle, CA3 8NA**

or email [yoursay@cumbriacc.gov.uk](mailto:yoursay@cumbriacc.gov.uk)

### How to get this information in another format or language

If you need this document in another language or another format such as large print, Braille or audio please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 606060 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，  
请致电 01228 606060

Jeigu norëtumëte gauti šią informaciją savo kalba,  
skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę  
zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua,  
telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen  
01228 606060 numaralı telefonu arayınız