



Proud of our past. Energised for our future.

A SUMMARY OF ACHIEVEMENTS

2015 – 2016

GROWTH

- We have developed a detailed Growth Strategy looking at how we, and our partners, can encourage improvement and investment in the borough. This will be launched on May 27.
- Three more buildings are being transformed thanks to our Townscape Heritage Initiative (THI) programme in Whitehaven.
- We ran a successful Open for Business conference, showcasing the investment and lifestyle opportunities in Copeland.
- We responded to the NDA 'Strategy 3' consultation with regard to the future role of the Sellafield site.
- We continued to support the Development Consent Process for the Moorside new build – the biggest in Europe – whilst still delivering core services.
- We have worked with Sellafield Ltd to define a new approach to socio economics.



- We continued to work with Britain's Energy Coast (BEC) to regenerate the borough.
- We met with regeneration champion Lord Mawson with a view to working together and sharing learning.



- We created a group to look at the future of Whitehaven market.
- We secured £20,000 towards two economic plans which support tourism, infrastructure and opportunities for growth along the Copeland coast.
- We installed a series of interactive boards depicting the

heritage, ecology and environment of Copeland's coastal communities.

- We supported phase 2 of the Copeland Apprenticeship Initiative with Inspira and Lakes College.
- We have a regeneration bid in the LEP infrastructure programme, which has successfully passed through the first stage.
- We have processed six planning appeals, of which five were dismissed and one was withdrawn, giving our planning department a 100 per cent success rate.

CUSTOMER

- We refurbished our Market Hall and opened a bright and modern customer services hub there.
- We secured funding for flood prevention work at Skirting Beck, to prevent Orgill homes flooding.
- The whole organisation has demonstrated its flexibility in modernising its ways of working through temporary moves, without compromising service delivery.



- The Beacon Museum has gone from strength to strength, beginning work on a new extension, hosting the blockbuster Alien Invasion exhibition and moving faster than expected towards financial sustainability.
- We increased our social media activity and following by 150 per cent.
- We ran a successful social media campaign preventing dog fouling, alongside increased monitoring of hotspots and stencilling of fouling signs on paths.
- Our planning team were involved in several large-scale projects such as the Rosehill Theatre development, the Foyer in Whitehaven and a new Civil Nuclear Constabulary training facility near Yottenfews.



- We created a social inclusion programme that will see us work with partners to enhance the lives of vulnerable members of our communities.
- We introduced a new Facebook page for residents' service enquires.
- We scored top marks for our great value waste collection services, coming first among 35 other authorities for the cost of our kerbside "black box" recycling service.
- We are working on United Utilities' major pipeline proposal, its associated developments and socio-economic benefits.

- Parks Apprentice Sam Pagett won the APSE apprentice of the year award. We have now appointed two new parks apprentices to our award-winning apprenticeship scheme.
- We determined every building control application within the statutory timescale.
- We brought the council to the community – some of our Executive and Council meetings were held around the borough, as well as the Mayor’s public meetings and some special meetings about the Moorside development.
- We have installed 17 new lighting columns to replace those being removed by Electricity North West. Parish councils will now manage these lights.
- We introduced additional green waste collections for those with larger gardens.
- We continued to streamline and standardise our waste collections. More than 95 per cent of our collections are now fortnightly.
- We resurfaced the pathways in Castle Park, making it safer, more attractive and more accessible.



- We brought our recycling ‘bring’ sites in-house, meaning the income from the materials contributes to our savings targets.
- We created a new pay-and-display car park from waste ground at Ginns.
- We completed phase one of the extension to Millom cemetery, securing this local facility for years to come.
- We prevented homelessness for 195 people - a 70 per cent increase on last year.
- We supported 54 community clean-ups across the borough, providing equipment and clearing the waste afterwards.

- We delivered more than 5,000 sandbags to prevent flooding during November and December, in extreme conditions out of hours.
- Supported by West Lakes Academy we opened and provided a community emergency reception centre in November, and tested the multi-agency flood response for Copeland successfully.
- We provided an emergency response to the Storms and supported other local authorities with emergency reception centre staff and road sweeping equipment.
- We inspected and protected coastal defences.
- We inspected becks and watercourses that run through our land to prevent flooding.
- The number of premises achieving the top rating of 5 (very good) and 4 (good) has increased demonstrating the value of advice and risk rated inspections.
- We investigated over 1000 complaints from from unwanted noise to unwanted items in food.
- We provided support to local businesses by pre-opening advice on compliance with regulatory requirements, information sessions and 1 to 1 food safety coaching for premises with a rating of 0 (urgent improvement necessary) and 1 (major improvement necessary).
- We provided a multi-agency response to complaints about licenced premises and anti-social behaviour.
- We introduced a hygiene rating scheme for tattooists.

BUSINESS

- We set a balanced budget.
- We refurbished part of our Moresby site and relocated two departments there.
- We developed a new Corporate Plan, Copeland 2020, setting out our vision for the next 4 years.
- The Mayor appointed a 'rainbow' Executive committee with councillors from across the political spectrum.
- We continue to drive the commercialisation of the council.

- Almost 90 per cent of council customers surveyed said they were very satisfied with our service.



- As part of our commercialisation agenda, our trade waste service continued to grow with an increase of 17 per cent.
- We trained our new Mayor and councillors in Code of Conduct, local government finance, planning, licensing, social media and Overview and Scrutiny. We also introduced the elected mayoral model of governance, and rewrote our constitution.
- We were ranked top in the UK for the value-for-money way we look after our open spaces.
- Eighty per cent of our building control customers are 'highly satisfied.'
- We completed a valuation of our assets and will soon start marketing land.
- Internal frameworks were redesigned to ensure robust monitoring of services and we are undergoing continuous service reviews to ensure we work as effectively as



possible.

- Our building control section continues to win business in a competitive environment. Its 95 per cent market share is one of the highest in the country.
- We achieved a Gold industry award for our excellent management of our address information database.
- We secured tenants for vacated office space at the Copeland Centre and our Moresby site, on favourable terms to protect jobs.
- In May we successfully delivered four elections - Parliamentary, CBC Mayoral, CBC Council and Parish Councils. We have just completed the Police and Crime Commissioner elections and are preparing the Europe referendum in June.
- The Beacon, the Sports Centre and the Civic Hall buildings were all damaged this year and we managed successful clean-ups and insurance claims.