

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL

THURSDAY 27 FEBRUARY 2014 AT 10.00 AM

PRESENT: Councillor Mrs Bowman (Chairman), Councillors Bowditch, Graham, McDevitt, J Mallinson (as substitute for Councillor Nedved), Mitchelson, Watson and Whalen

ALSO

PRESENT: Councillor Mrs Bradley – Economy and Enterprise Portfolio Holder (until 12:05pm)
Councillor Mrs Martlew – Environment and Transport Portfolio Holder
Councillor Ms Quilter – Culture, Health, Leisure and Young People Portfolio Holder (until 11:10am)

OFFICERS: Deputy Chief Executive
Director of Economic Development
Director of Local Environment
Environmental Health Manager
Overview and Scrutiny Officer
Policy and Performance Officer
PA – the Chief Executive (Observer)

EEOSP.10/14 APOLOGIES FOR ABSENCE

An apology for absence was submitted on behalf of Councillor Nedved.

EEOSP.11/14 DECLARATIONS OF INTEREST

Councillor Mitchelson declared an interest in accordance with the Council's Code of Conduct in respect of Agenda item A.6 – Environmental Health – Business Support Strategy. The interest related his business.

EEOSP.12/14 MINUTES OF PREVIOUS MEETINGS

RESOLVED – That the minutes of the meeting held on 16 January 2014 be signed at the next meeting of the Panel following approval by Council.

EEOSP.13/14 CALL IN OF DECISIONS

There were no matters which had been the subject of call in.

EEOSP.14/14 CHAIRMAN'S ANNOUNCEMENT

The Chairman advised that Agenda Item A.3 would be taken as the first item as the Culture, Health, Leisure and Young People Portfolio Holder needed to leave the meeting immediately after the item.

The Chairman welcomed Lucy Falconer to the meeting. Lucy is covering the PA to the Chief Executive's post whilst the current postholder is on maternity leave.

EEOSP.15/14 TOURISM REPORT

The Director of Economic Development presented Report ED.11/14 which updated Members of the Panel on work with partners to support tourism. The report highlighted issues relating to the Tourist Information Service, marketing and branding, the Carlisle Tourism Partnership, Britain's Heritage Cities and forthcoming events. The Director updated Members on the Brampton Tourist Information Centre and the Carlisle Tourist Information Centre and Old Town Hall – Phase 2. A pilot Community Events Support Panel was launched in January 2014 which had offered financial support to a number of events.

In considering the report Members raised the following comments and questions:

- *Members expressed disappointment with the quality of the information within the report.*
- *A Member stated that Brampton Tourist Information Centre would not be closed during the re-branding of the Centre as stated within the report. The Centre had received little support over the past year and was doing well.*
- *A Member from the Tourist Information Centre Task Group stated that they would like more involvement in the work on the Old Town Hall. The Member was concerned that money had already been spent on the Tourist Information Centre and that money may have been wasted if more work was being undertaken.*

The Culture, Health, Leisure and Young People Portfolio Holder stated that a workshop held in November 2013 assured Members that the work and data from Phase 1 would be taken forward into the new look and feel of the Tourist Information Centre. Members of the Task Group would be invited to the next workshop.

The Director of Economic Development explained that Phase 1 of the refurbishment dealt with the physical fabric and painting of the Tourist Information Centre. Phase 2 would deal more with how the Tourist Information Centre would function and was based on comments from the meeting in November. Tenders were currently being sought and contracts sorted.

- *Members were concerned that there had been no feedback from the workshop as they were relevant to the work of the Panel.*

The Director of Economic Development confirmed that that information could be circulated as soon as possible. In response to a query from a Member the Director of Economic Development confirmed that the Tourist Information Centre would re-locate to the Lodge at the Cathedral.

- *If the work was carried out over the summer would that cause problems for the Tourist Information Centre?*

The Director of Economic Development explained that when the work was undertaken was flexible and that work had started on contracts. It was hoped that the work would avoid the run-up to Christmas when businesses in the area were their busiest. It was hoped that work would start in September but that could change to avoid the work taking place over the Christmas period.

- *The report stated that since the Tourist Information Centre had re-opened following Phase 1 income had decreased by 27%.*

The Director of Economic Development advised that some of the decrease had been due to a reduction in the number of bookings taken which had resulted in a decrease in the amount of commission received by the Tourist Information Centre. The manager of the Tourist Information Centre was working on buying new stock for the Centre as part of the buying strategy.

The Culture, Health, Leisure and Young People Portfolio Holder stated that the buying strategy was based on information from other Tourist Information Centres where the quality and value of stock was good. If bookings were down because more people were booking on-line Officers would need to look at different ways to raise income including the use of the Assembly Rooms as a meeting room and a venue for events such as weddings. Once Phase 2 was complete Officers would look at how people could be encouraged to use the Assembly Rooms more and that could be done through work with partners. The Portfolio Holder acknowledged that whilst such events would not take place daily there would be other events taking place.

The Deputy Chief Executive informed Members of the current budgetary position in respect of the Tourist Information Centre and stated that if there was a way to obtain better stock that would offset any shortfall in the Tourist Information Centre income.

- *What would be done to encourage people to enter the Tourist Information Centre?*

The Director of Economic Development explained that a new lift access was being installed and better signage to the Centre which would encourage local people to use the Centre more frequently.

The Portfolio Holder stated that she had taken note of the comments made and more information would be included in a report to the next meeting of the Panel.

- *Was there any seasonal bearing on visitors to the Tourist Information Centre?*

The Director of Economic Development advised that there was a drop in the number of visitors in winter which was to be expected but from the end of April a number of seasonal workers would be employed to support the staff in the Tourist Information Centre.

- *What potential was there for purchasing stock that was different to what was already held?*

The Portfolio Holder had visited the Tourist Information Centre in Brighton and whilst there was the usual branded material there was also some better quality items such as regency prints, china, etc. The Cathedral and Carlisle Castle have items for sale and it would be useful to work in partnership to determine who would sell which items. It would be useful if local residents would use the Tourist Information Centre to purchase gifts.

- *Recently there was a poster in the lift to the Tourist Information Centre promoting London. Did other cities promote Carlisle in a similar manner?*

The Director of Economic Development advised that Officers were working with other partners and a representative from the Heritage Cities Group would be visiting Los Angeles shortly and was taking some information relating to Carlisle.

- *The entrance to many Tourist Information Centres was at street level and that was what was needed in Carlisle.*
- *If sufficient income could not be generated from stock Members could consider a short term franchise to encourage residents to use the Centre.*
- *The report referred to the Carlisle Ambassadors Group. Who sat on that Group?*

The Director of Economic Development explained that the members of the Group were people who were keen to promote Carlisle including the tourist business. Two meetings had taken place which had been attended by approximately 50 people. The group was expanding and continued to raise the profile of Carlisle. The Director agreed to circulate the list of members of the Ambassador's Group.

The Group were promoting Carlisle through Stobarts, Pirelli, the University and Carlisle College among others who were the key drivers.

With regard to the Ambassador's Group involving businesses across the district including surveyors and retail. The Director explained that the remit of the Group from a business perspective would promote Carlisle and take that promotion beyond Cumbria. Members of the Group could use the information within the Carlisle Story document and a prospectus had been designed and was ready for distribution.

- *How could people be encouraged to come to Carlisle for short breaks and holidays?*

The Portfolio Holder explained that the Carlisle Tourist Partnership believed that the Ambassador Group was the way forward and wanted to be part of that Group.

- *Were members of the Ambassador Group taking a more personal interest than just attending meetings?*

The Director of Economic Development explained that Mr Fred Storey had given a presentation at the last meeting and had contributed financially.

- *Did the Carlisle Tourism Partnership have a constitution and did it need to be formally disbanded?*

The Director of Economic Development advised that the Partnership was constituted and explained that the group had wanted to change and believed that the Ambassador Group was the way forward. Formal closure of the group had not yet taken place but it was anticipated that it would do shortly.

- *Do the members of the Cumbria Tourism Commercial group represent the Carlisle area?*

There were a number of representatives from the area on the group, including the Portfolio Holder, and a member from the tourism sector was to be invited to sit on the group. The Director of Economic Development agreed to circulate a list of members to the Panel.

There was concern about the number of shops that had closed in the City Centre. The Director of Economic Development explained that there had been a general change in retailing but Carlisle had a range of alternatives to attract visitors to the City.

- *Were there any fees in respect of the Britain's Heritage Cities Group? What was included in the SLA (Service Level Agreement) and what were the benefits of the SLAs?*

The Director of Economic Development explained that the Portfolio Holder was a member of the Cumbria Tourism Partnership which had launched a new advertising campaign to raise the prominence of Carlisle. The Director advised that the Council paid £5,000 to Cumbria Tourism Partnership and £10,000 to the Hadrian's Wall Trust. The Hadrian's Wall Trust SLA required the production of a business plan which would be monitored by Northumberland Council. The Director further advised that the Tourist Information Centre Manager believed that being part of the group had raised the profile of Carlisle.

The Portfolio Holder acknowledged that information regarding the SLA would be included in the next report.

The Deputy Chief Executive advised that the lead person on the Cumbria Tourism Partnership was Tazeem Abbas and that it was now possible to obtain data regarding how many people have visited and stayed in Carlisle. That information would be appended to future reports.

- *Members were not clear whether or not Carlisle was part of the Britain's Heritage Cities Group and whether Carlisle made any contribution.*

The Director of Economic Development explained that there had been a fee in the past in respect of marketing. The group was currently undergoing a refresh so the Council were not making any contribution at present. The group were being encouraged to expand the membership and work as a lobbying group and work together to promote the Heritage Cities.

With regard to events the Portfolio Holder explained that there was a full programme of events monitored by the City Centre Working Group. Full information, including a breakdown of costs, regarding the events would be included in the report to be brought to the next meeting. The Portfolio Holder further explained that new events were considered by the New Events Panel who looked at budget, match funding and events in the past and would make a decision based on what was already committed and what funding was still available.

- *Would Carlisle have any involvement in the Commonwealth Games? It had been suggested in the past that Carlisle could be a stopping off place for accommodation.*

The Panel were advised that the Leader of the Council had been involved in discussions regarding the Commonwealth Games and had worked with Virgin Trains to encourage people to stay in hotels in Carlisle. The Deputy Chief Executive did not believe that it was too late for the Council to benefit from the Games and that people who could not get accommodation in Glasgow would be encouraged to stay in Carlisle.

- *Did the Council get any sponsorship for the events?*

The Portfolio Holder advised that the Council received sponsorship for a number of events and that the information would be included in the next report to the Panel.

- *Did the Council receive any complaints about buskers or “chuggers” in the City Centre?*

The Director of Economic Development advised that the City Centre Manager did on occasions receive complaints about the quality of the buskers and the “chuggers”. The Director of Local Environment explained that the Council could not disallow “chuggers” but could limit how many and where they stood. With regard to buskers the aim was to add to the quality of the City Centre.

- *Is the organisation of tourism working in the City Council as effectively as it could be? Was there a designated full time Officer to deal with tourism?*

The Director of Economic Development explained how tourism could be delivered with the resources available was being looked at and added that a number of Officers from a number of Directorates were involved in tourism.

- *A Member suggested that the Council should look, in a formal way, at how effective tourism was in the past and determine whether it was currently more or less effective.*
- *What is happening with revenue in respect of tourism?*

The Deputy Chief Executive explained the cost of tourism to the Council and that there was more cost in respect of staffing 4-5 years ago. Officers looked at expenditure and income in the context of the overall budget which provided a starting point for views and decisions on what the funding should be spent on.

The Deputy Chief Executive acknowledged that there needed to be more liaison with partners and that there was still a lot of work to do but that the Council had limited capacity to influence.

There was discussion about signage to Carlisle from the M6.

- *Members agreed that whilst they were disappointed with the content of the report the answers provided within the meeting had clarified a lot of the concerns.*

RESOLVED: 1) That Report ED.11/14 – Tourism Report – be noted.

2) That a report be prepared for submission to the next meeting of the Panel on 10 April 2014. The report would include information relating to feedback from the workshop held in November 2013, membership of the Carlisle Ambassador’s Group, membership of the Cumbria Tourism Partnership and a full list of events including a breakdown of budget costs and sponsorship.

The Culture, Health, Leisure and Young People Portfolio Holder left the meeting at 11:10am.

EEOSP.16/14 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer presented report OS.06/14 which provided an overview of matters related to the work of the Environment and Economy Overview and Scrutiny Panel. Details of the latest version of the work programme and Key Decision items relevant to the Panel were also included.

The Overview and Scrutiny Officer reported that:

- The Notice of Executive Key Decisions had been published on 7 February 2014. The following issues fell within the remit of this Panel:

KD.01/14 – Environmental Health – Business Support Strategy – the item was on the agenda for consideration later in the meeting.

KD.03/14 – Public realm: Signage and Interpretation – the Executive would be asked to approve the release of £100,000 identified in the Capital Programme for the delivery of a Public Realm programme.

- The following minute excerpts were from the Executive's meeting held on 15 January 2014:

EX.09/14 – Local Plan Preferred Options Consultation – Stage Two

EX.08/14 – Private Sector Housing Enforcement – this item was included in error as it related to Community Overview and Scrutiny Panel.

The Minute excerpts were appended to the report.

A meeting of the Scrutiny Chairs Group was held on 6 February 2014. The Overview and Scrutiny Officer advised that notes of the meeting had been circulated and highlighted the key points from the meeting. The Group had looked at the structure of the Panels but had agreed, after consultation with their groups that the current structure would remain. The Deputy Chief Executive had suggested that the Senior Management Team could provide more support to the Panels in the development of the Work Programme which would be considered at the first meeting of the new municipal year. It was also suggested that tripartite meetings resume including the Chair and Vice Chair of the Panel, Portfolio Holder and relevant Director.

The Chair of the Scrutiny Chairs Group believed that the meeting had been useful but added that it was important the front line Councillors were not prevented from being included in the work of the Panels. The Group also believed that there should be more training for Members of the Panels with training on the roles and responsibilities of scrutiny being held at the start of each municipal year.

- The Annual Scrutiny Report 2013/14 would be submitted to each of the Panels in March and April before going back to the Scrutiny Chairs Group for approval. The Overview and Scrutiny Officer requested any issues to be included in the Report to be forwarded to her as soon as possible. The final report would be available at the Panel's final meeting of the civic year on 10 April 2014 and would then be submitted to Council on 29 April 2014.

- Work Programme – The Overview and Scrutiny Officer presented the current work programme.

Items for consideration at the next meeting of the Panel were as indicated in the report with the addition of a Tourism Report as discussed earlier in the meeting.

RESOLVED – 1) That, subject to the issues raised above, the Overview Report incorporating the Work Programme and Forward Plan items relevant to this Panel be noted.

2) That the decision of the Executive (EX.09/14) be received.

EEOSP.17/14 SECTION 106 AGREEMENTS/PLANNING OBLIGATIONS

The Director of Economic Development presented Report ED.12/14 that briefed Members of the Panel on Section 106 Agreements and Planning Obligations. The Director explained the national legislative and policy context and the Community Infrastructure Levy (CIL). She further explained the requirements of the Town and Country Planning Act 1990 and the Planning Act (2008). The Council had prepared an annual report detailing all Section 106 Agreements entered into each year and how they were being delivered. The Report also gave a breakdown of agreements that were still outstanding in whole or part from previous years.

With regard to the Community Infrastructure Levy the Director of Economic Development explained the implications of the Planning Act (2008) and the Council's current position. The Director of Economic Development explained that a number of Councils had decided not to pursue the implementation of CIL. She further explained that the CIL was dependent upon the finalising of the Local Plan.

Appended to the report was a summary of planning obligations sought and outstanding Section 106 Agreements.

In considering the report Members raised the following comments and questions:

- *Was the money obtained from Section 106 Agreements being spent?*

The Director of Economic Development explained details of what monies from Section 106 Agreements could be spent on and how it could be spent had to be specific and that was dealt with by the wording of the Section 106 Agreement. The Director confirmed that an annual report would be submitted to the Resources Overview and Scrutiny Panel and would be available to all Members on the Council's website.

The Economy and Enterprise Portfolio Holder reminded Members that Section 106 Agreements were legal agreements that could not easily be amended and were drawn up in agreement with the developer. Some Members speak with Officers in the Planning department if there was an application for a development in their Ward and they wished the money to be used for something that was needed in the Ward. However, it was not always possible to comply with those requests.

- *Members agreed that it would be useful to have regular updates on the Section 106 Agreements.*

- *A Member stated that the provision of play areas on some new developments was contentious and that the money was on occasion put into additional housing rather than a play area.*

The Environment and Transport Portfolio Holder advised that care should be taken in future with regard to the siting of play areas as the maintenance contracts were only in place for ten years after which the responsibility was the Council's. She believed that Officers should look at the strategy and enhance existing play areas to benefit the whole area.

The Director of Economic Development explained that advice was sought from a planning perspective. Due to the current financial position developers were challenging decisions about Section 106 Agreements and questioning whether they were justified.

- *Members of Development Control Committee approved Section 106 Agreements and then were not advised if any amendments were made.*

The Director of Economic Development explained that Officers were looking at dealing with Section 106 Agreements concurrently with the application to enable the agreement to be ready for signature at the same time as approval of the application.

- *How did Officers ensure that money from Section 106 Agreements was spent?*

The Director of Economic Development advised that the agreements were monitored and worked with colleagues in the City and County Councils to ensure deadlines were met. The Director confirmed that the Council rarely lost money as a result of Section 106 Agreements. Schedules were monitored and Officers ensured that money from Section 106 Agreements was taken forward by the teams responsible. The monitoring report appended to the report showed how the money was being spent.

- *Who makes the decision on how much the Council obtains as part of a Section 106 Agreement?*

The Director of Economic Development explained that the priorities were set through the Local Plan and there was discussion with Members led by legislation. Further discussion would take place with the developer regarding what was required on the site. The final decision was made by the Development Control Committee.

The Economy and Enterprise Portfolio Holder advised that consultation on applications included statutory bodies who provided professional advice on what was required on a site. Some of those requirements were covered by planning conditions with Section 106 Agreements used in addition.

- *Caution was needed to ensure that Section 106 Agreements were drawn up on issues as a requirement of a development and what it would be used for.*

In response to comments from a Member the Economy and Enterprise Portfolio Holder explained that all Members were given a list of applications the information about which was also available on the Council's website. Officers were always welcome to talk to Planning Officers but there was a limit to what could be done due to planning regulations.

RESOLVED: 1) That Report ED.12/14 – Section 106 Agreements/Planning Obligations be noted.

2) That an annual report be submitted to the Panel providing information on Section 106 Agreements as discussed in the meeting.

EEOSP.18/14 QUARTER THREE PERFORMANCE REPORT 2013-14

The Policy and Performance Officer presented report PC.03/14 that updated the Panel on the Council's service standards that helped measure performance and customer satisfaction, and included updates on key actions contained within the Carlisle Plan.

Details of each service standard were included in a table appended to the report. The table illustrated the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that had been established either locally or nationally. The updates against actions in the Carlisle Plan followed on from the service standard information which was attached to the report.

With regard to Service Standards relevant to the Panel the Policy and Performance Officer explained that the graph in respect of the percentage of household waste sent for recycling looked as if performance had dropped but in fact the figures were consistent with the yearly figures.

A table included in the report provided information regarding dog fouling and enforcement in the area which had led to an improvement overall.

In considering the report Members raised the following comments and questions:

- *Dog fouling was still a problem but it was hoped that the improvement would continue.*

The Environment and Transport Portfolio Holder advised that Officers were looking into clean advertising including putting temporary stencils on pavements in problem areas reminding dog owners to pick up dog waste.

- *A Member suggested putting stickers on bins advising dog owners that bags could be placed into the bins.*

In response to a query from a Member the Environmental Health Manager explained the process of fixed penalty notices and prosecutions.

- *Were there any particular Wards that were worse at recycling than others?*

The Environmental Health Manager advised that the matter was monitored as part of the Cleaner Carlisle programme. Figures were available and Members could have access to them at any time. He further advised that dog fouling occurred more in the winter months than in the summer.

RESOLVED: 1) That Report PC.03/14 – Quarter Three Performance Report 2013-14 – be noted.

EEOSP.19/14 ENVIRONMENTAL HEALTH – BUSINESS SUPPORT STRATEGY

Having declared an interest Councillor Mitchelson left the meeting and took no part in the discussions of the item.

The Director of Local Environment presented Report LE.01/14 that introduced the Environmental Health Service's Business Support Strategy. The Strategy outlined how the Environmental Health Service would meet the requirements of the revised Regulators' Code 2013 ensuring an open and constructive relationship between the Environmental Health regulatory service and those Carlisle businesses it regulated.

The Environmental Health Manager explained the background to the Strategy and the requirements of the regulators. The Strategy explained how it would comply with the Regulators' Code and should give confidence to businesses that the Environmental Health Service was to protect and help businesses.

There were four areas where the Environmental Health Service would seek to improve to ensure it fully assisted business in growing in a legal, safe and sustainable way. Carlisle Environmental Health Service were responsible for 1200 registered food businesses of all sizes and 2000 retail, leisure and storage businesses for Health and Safety at works.

The Plan had been drafted in consultation with Officers in the Environmental Health Service, the Economic Development Team, the Federation of Small Businesses, the Cumbria Chamber of Commerce and the County Council.

In considering the report Members raised the following comments and questions:

- *Carlisle has always done a good job in respect of Environmental Health but a Member was concerned that the legislation could affect public safety.*

The Environmental Health Manager explained that in the past it was the business owners' responsibility to comply with the regulations. That compliance ranged from those who weren't aware that the law existed but wished to comply, to owners who just did their own thing regardless of the law. However the majority of people wanted to comply with the law but sometimes needed help to understand what was required of them. The Environmental Health Manager believed that the Council was carrying out their duties well in the past but that there was no communication at a strategic level.

- *Members were concerned about some of the health and safety stories in the press.*

The Environmental Health Manager advised that many of those stories were not related to either the law or the regulators. Many were myths and some of those were now being challenged on the HSE website. Public health and safety was a major priority for the Council and Officers took an interest in all issues relating to public health and safety.

- *There are still some problems in respect of public health. Was there sufficient staff available to do everything that was required?*

The Environmental Health Manager advised that staff did the best they could with the resources available. There had been one successful prosecution recently and Officers liaised with market stall holders and carried out inspections at Local Authority events. The Environmental Health Manager was pleased with the level of support from Senior Officers

but issues would be challenging for Local Government. Officers would look at how to intervene to tackle areas of greater risk.

The Director of Local Environment acknowledged the quality of the work of Officers and the support of the Legal Department. A lot of work had been undertaken regarding education and raising awareness of issues and providing businesses not normally exposed to Environmental Health issues.

The Environment and Transport Portfolio Holder paid tribute to the work of the Environmental Health Officers. The Portfolio Holder advised that the Supporting Business Through Better Regulation document would be available on the Council's website and would be considered by the Executive at their meeting on 10 April 2014.

RESOLVED – 1) That Report GD.08/14 – Environmental Performance of the Council be noted.

2) That Members welcomed the strategy and commended Officers for their work in protecting the residents of Carlisle.

Councillor Mitchelson returned to the meeting.

EEOSP.20/14 IMPROVED STAFF STRUCTURE IN NEIGHBOURHOOD SERVICES

The Director of Local Environment presented to Members the revised staff structure following the review of neighbourhood services. The Director agreed to circulate by e-mail copies of the slides presented to the Panel.

The Director of Local Environment explained the background to the review of the service. She explained that the audit review had concluded that there was a lack of engagement, data monitoring and challenge with the contractor on how the service was provided. A method of logging complaints had been developed that would provide a more useful indicator. The Director compared the structure of the existing Neighbourhood Services Team with the proposed structure which would include technical officers who would be able to deal with issues relating to both in-house and contracted waste related services. The Director explained the improvements to the team and the new data application. A report could now be produced that could be passed to operators to ensure complaints were addressed.

In considering the presentation Members raised the following comments and questions:

- *Would the new technical team tighten up issues relating to the Cumbria Waste contract?*

The Director of Local Environment advised that the technical team would be embedded in the procurement process and would therefore ensure that the contract was fit for purpose and would achieve a particular end. When the contract ended with Cumbria Waste Recycling at the end of March, it was being brought in-house, pending the review of the whole service. Officers were working with the County Council with regard to pooling recyclates to obtain a better price. Officers were looking at which authorities were willing to work with the City Council on recycling.

In response to a query the Director confirmed that the City Council only dealt with residential waste and not trade waste.

- *The ambition of a similar restructure 2-3 years ago was to pull in outside services. Were Officers looking at working with other district authorities across the county?*

The Director of Local Environment explained that the rethinking of the waste project would address the issues. A nationally based consultant had been engaged to look at the available options for Carlisle and provide a benchmark and progress was being made.

The Director was currently working on an in-house service for Bring Sites from April 2014 and the City Council may choose to tender the Green Box contract (FCC) for a short period for the same service (due to expire in April 2015) to give more time for the whole service to be considered at the same time. With regard to partnership working, the Director believed that if the Council was successful and led the way in recycling other authorities would want to work with the Council.

- *When Members of the Task and Finish Group shadowed operators on the waste rounds a number of the operators stated that there was no feedback when complaints and issues were raised.*

The Director of Local Environment explained that the new structure would help to pass information back to the operators and would be part of a programme of work over the summer months.

RESOLVED: That the content of the presentation be noted.

(The meeting ended at 12:52pm)