

Written response to question / issue raised at Council

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.10/20 – Portfolio Holder Reports

Written response to: Cllr P Birks

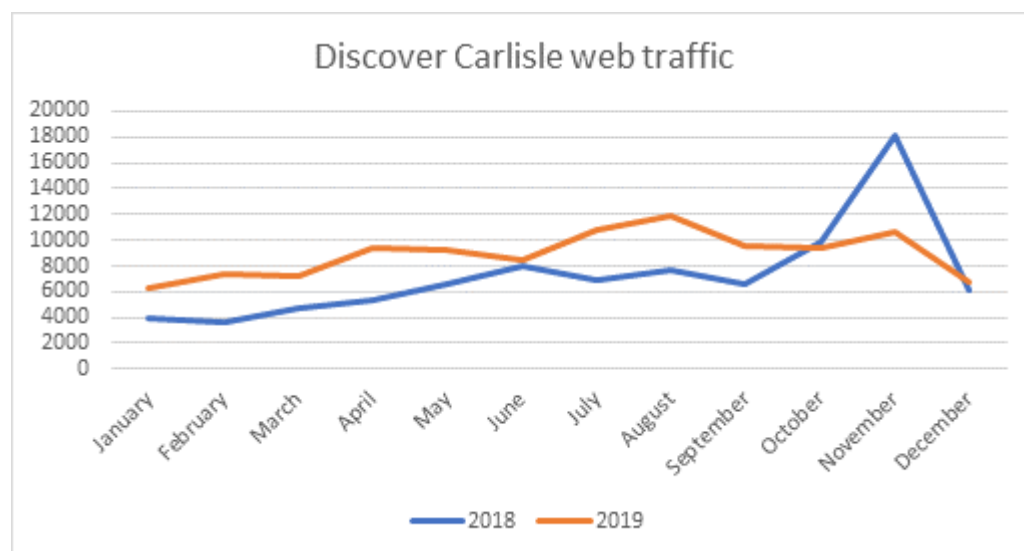
Written response from: Cllr S Higgs

Resolution / Question:

Provide Cllr Birks with a written response clarifying the direction of travel as regards the number of visits to the Discover Carlisle website (i.e. had that increased from 96,243 users as recorded in your Report and, if so, by how much).

Response:

Discover Carlisle - The trend shows higher traffic in 2019 than 2018 which is good news. There is a spike in November 2018 which may be attributed to Aston Merrigold switching on the lights with the Gospel Choir which was very popular.



Date: 6th February 2020

**Written response to question / issue
raised at Council**

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.10/20 – Portfolio Holder Reports

Written response to: Cllr D Morton

Written response from: Cllr Elizabeth Mallinson, Portfolio Holder for Communities, Health & Wellbeing

Resolution / Question:

Please note that you undertook to raise (with the local Police Superintendent / Strategic Partnership) the concerns expressed by Cllr Morton regarding the prioritisation of crimes by the Police across the county.

Response:

We wouldn't routinely deploy resources to an incident of making off without payment as described, but we would always record a crime – which would be reviewed by an Officer. We have also invested in a brilliant digital system where anyone can email or send CCTV footage directly to us for immediate review.

The investigation element is dependent upon a number of factors - whether it is proportionate to the level of the fuel taken, whether the vehicle resides in Cumbria, linked to known criminals and the realistic prospect of identifying the driver (often based around CCTV). Plus, we have had issues in the past with the owner/witness not wanting to support a full prosecution and be prepared to attend Court for what is relatively low value to them.

It also happens to be a difficult offence to prove in Court in terms of criminal intent as it routinely happens by accident/omission.

The garage owner also has a number of options available to them to identify the keeper and pursue the debt. Certainly, this is the route that many retail chains now take. The best deterrents are comprehensive CCTV systems as effective identification of the driver is key to a prosecution. We have found that some premises do not invest in their own resilience in this way.

That said, if we can identify a series or persistent offenders we would absolutely pursue a full investigation/prosecution.

We do try to apply this test of proportionality in response to incidents but as it can be subjective there can be gaps in consistency of application, so I can have one of my Inspectors look at any specific examples you may highlight.

Date: 28th January 2020

**Written response to question / issue
raised at Council**

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.10/20 – Portfolio Holder Reports

Written response to: Cllr C Southward

Written response from: Cllr N Christian

Resolution / Question:

Furnish Cllr Southward with details of the date for installation of the seat / plaque in St James Park in memory of the late Cllr McDevitt

Response:

Unfortunately, a date for the park refurbishment works has yet to be agreed (installation of the tree seat will be included within this overall project). It is hoped the City Council will be in a position to award the contracts for the work in the first week of February. All being well this would be carried out during March 2020 and be completed as we begin Spring. It is envisaged there would be a re-opening event for the park on conclusion, which would provide an opportunity to officially unveil the seat and tree.

Date: 24th January 2020

**Written response to question / issue
raised at Council**

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.10/20 – Portfolio Holder Reports

Written response to: Cllr A Glendinning

Written response from: Cllr N Christian

Resolution / Question:

Investigate the policy / consultation undertaken regarding the provision of a second refuse bin to residents and respond to Cllr Mrs Glendinning

Response:

Please find attached the revised eligibility criteria for being “automatically” provided with a second refuse bin on request. These small changes were agreed by myself in June 2019. It was not felt that this was something that required a consultation. Please note that all requests are treated sympathetically and, if households do not qualify automatically, they are offered the opportunity of having a “Waste Audit”. This involves a Technical Officer examining their refuse bin for items that could be recycled or reduced in volume (such as lots of food waste). The Officer may either provide advice on recycling/panning meals etc. or, if they are satisfied that as much as reasonably possible is being done to recycle and reduce waste, approve the additional bin.

Date: 10th February 2020

Criteria for an Additional Refuse Bin

The numbers and reasons for properties being authorised an additional bin:

- 785 – 5+ occupants and HMO properties
 - 212 – medical waste
 - 191 – 2+ children in nappies
- 1,188 – total**

Due to the high number of approvals for 5+ occupants, and as a measure to encourage recycling and reduce household waste, the eligibility criteria was reviewed in June 2019, bringing us more in with neighbouring councils (additional bins offered for households of six or more). The Council's recycling collection service enables residents to recycle the bulk of their household waste with a standard 240 litre providing sufficient capacity to manage household waste responsibly. Applications for an additional bin for households with fewer than six occupants will be considered in line with the eligibility criteria below:

Revised eligibility criteria

An additional **140l bin** may be authorised for households that meet certain eligibility criteria as follows:

- households with 6 or 7 occupants permanently residing there
- households with 5 occupants including 1 or more infants using nappies all day
- households with 4 occupants including 2 or more infants using nappies all day
- households where a resident has additional 'medical' waste relating to a diagnosed health condition

An additional **240l bin** may be authorised for households that meet certain eligibility criteria as follows:

- households with 8 or more occupants permanently residing there
- households with 7 occupants including 1 or more infants using nappies all day
- households with 6 occupants including 2 or more infants using nappies all day
- households where one or more resident has additional 'medical' waste relating to a diagnosed health condition that will create a significant amount of extra waste e.g. incontinence pads.

Please note:

- Additional bins will not be provided to households that do not demonstrate an active and consistent commitment to recycling (checks are made before approval).
- The assessment of household size will be based on the number of people residing permanently at the address. This does not include visitors / grandchildren / pets.
- Bins remain the property of the City Council and may be removed at any time.
- Households with additional bins qualifying under the old criteria will be allowed to keep them until their next review (normally reviewed every two years)
- Any residents that dispute the decision can request a waste audit where a Technical Officer will visit the property to look through their refuse bin for items that could be recycled and for lots of food waste. They will discuss how they can recycle more and planning meals to avoid waste. If they are doing as much as they can then they may be approved an additional 140l bin.

Previous eligibility criteria

An additional **140l bin** may be authorised for households that meet certain eligibility criteria as follows:

- households with 5 or more occupants permanently residing there
- households with at least 2 or more infants using nappies all day
- households where a resident has additional 'medical' waste relating to a diagnosed health condition

An additional **240l bin** may be authorised for households that meet certain eligibility criteria as follows:

- households with 7 or more occupants permanently residing there
- households where one or more residents has additional 'medical' waste relating to a diagnosed health condition that will create a significant amount of extra waste e.g. incontinence pads.

**Written response to question / issue
raised at Council**

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.10/20 – Portfolio Holder Reports

Written response to: Cllr J Bomford

Written response from: Cllr N Christian

Resolution / Question:

Provide Cllr Bomford with details of any feedback received in relation to the work undertaken to encourage recycling.

Response:

Officers have been out posting cards through the doors of those with no recycling out to try and persuade them to start recycling by offering to deliver them free recycling containers. Areas monitored were mainly terrace houses in Botchergate, Currock, Denton Holme and Longtown.

1,594 cards were posted and only 25 residents took up the offer of being delivered free recycling containers. Although this is disappointing as less than a 2% uptake, it shows that charging of the recycling containers to be delivered is not the reason for these people not recycling.

Our next step is to ask the schools in the lower participation recycling areas to produce a poster to persuade people in their community to recycle and the winner for each school will be created into a leaflet with messages on the back of why recycling is important to try a different avenue. We are also going to offer the schools a crisp packet bin so that the children can bring in empty crisp packets from home to reduce the amount of refuse and to support a good cause – Eden Valley Hospice.

Date: 5th February 2020

**Written response to question / issue
raised at Council**

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.10/20 – Portfolio Holder Reports

Written response to: Cllr Dr L Tickner

Written response from: Cllr P Nedved

Resolution / Question:

Please arrange to provide Cllr Dr Tickner with an electronic copy of the Report to feed back to the Home Office on the outcomes of the work undertaken under the Rogue Landlord funding bid

Response:

Improving the Private Rented Sector -Tackling Rogue Landlords (2017-19)

The City Council made a successful bid to the Controlling Migration Fund in March 2017 to deliver outcomes around rogue landlords and food businesses in the Botchergate area of the city. The funding related to one additional post within Regulatory Services for two years. Working with a network of partners and intelligence sourcesⁱ the project first identified a range of target properties of potential housing, fire safety, crime and migration issues.

A total of 48 inspections followed, which in most cases were joint visits with Cumbria Fire and Rescue Services, Cumbria Constabulary and the Local UK Border Agency and Immigration Compliance and Enforcement team. The Carlisle HUB provided excellent cooperation and coordination for this project. A few rented properties required a warrant from the Magistrates Court due to access difficulties by the landlord.

The visits resulted in the following action by the City Council:

- 1 suspended Prohibition Order – suspended to prevent future occupation
- 2 Emergency Prohibition Orders (immediate closure for safety reasons)
- 1 Prohibition Order (plus 1 Prohibition Order issued by the Fire Officer)
- 1 Improvement Notice, improvements for Fire Safety, Excess Cold, Falls between Levels.
- House Multiple Occupation (HMO) declarations have been issued and unlicensed HMO properties identified
- 7 Fixed Penalty Notices – mainly issued for safety and maintenance offences under the Management of Houses in Multiple Occupation (England) Regulation 2006

- 2 Prosecutions, with successful outcomes
- 1 Prosecution is pending, following a re- visit where works have been ignored by the landlord

This project has improved the condition of rented properties, ensured that landlords and owners do not take advantage of vulnerable tenants and helped counteract illegal immigration. The presence of a proactive Enforcement Officer has also had a disruptive influence on poor housing and criminal activity and provided us with more in-depth intelligence.

The second strand of the project delivered food hygiene training for food businesses where English is a second language. The Food & Public Protection Team identified food businesses which would benefit from food hygiene training. This took account of hygiene standards reported during routine inspections and the Food Business Operators understanding of the legal requirements. The training element of the project has provided food hygiene training for 19 food handlers from 11 businesses with a further phase planned to meet the target to train 30 food handlers. The training has included the assistance of interpreters where necessary. This proactive engagement with food businesses operators, where a language barrier exists, will improve catering standards, improved understanding of food law, develop better working relationship with Council Officers and develop the skills of those who work and live with Carlisle. This in-turn will improve the chances of integration within the community.

It was known from the outset that the Rogue Landlord project was time limited but the excellent outputs achieved will put the City Council in a good position to apply for further funding in the future should it become available. The statistical return to Central Government is not due until March and, as promised, this will be shared with Members of the City Council.

Date: 21st January 2020

ⁱ *Mandatory HMO licence register, Food Premises register, Licensed premises, Student exemption, Housing Benefit, Tenancy Deposit schemes, Cumbria Fire and Rescue incidents, Police data.*

**Written response to question / issue
raised at Council**

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.11/20 (a)

Written response to: Cllr L Atkinson

Written response from: Cllr C Finlayson

Resolution / Question:

Please arrange to respond in writing to Cllr Mrs Atkinson's request for clarification as to whether the Sexual Assault Referral Service was an existing service as opposed to a new service, as recorded in the Chair's report

Response:

I can confirm having received confirmation from the relevant Officer that the Sexual Assault Service is an existing service.

Date: 27th January 2020

**Written response to question / issue
raised at Council**

Meeting Date: 7th January 2020

Public / Private*: Public

Minute Reference: C.11/20 – Portfolio Holder Reports

Written response to: Cllr Dr L Tickner

Written response from: Cllr S Higgs

Resolution / Question:

Please provide Cllr Dr Tickner with written clarification on footfall at the Old Fire Station.

Response:

OFS Figures – October to December figures 4788, up from 3072 in previous quarter (July to September).

Date: 6th February 2020