

AGENDA

Environment and Economy Overview and Scrutiny Panel

Thursday, 28 February 2013 AT 10:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

****Briefing meeting for Members will be at 9.15 am in the
Flensburg Room****

Apologies for Absence

To receive apologies for absence and notification of substitutions.

Declarations of Interest

Members are invited to declare any disclosable pecuniary interests, other registrable interests and any interests, relating to any item on the agenda at this stage.

Public and Press

To agree that the items of business within Part A of the agenda should be dealt with in public and that the items of business within Part B of the agenda should be dealt with in private.

Minutes of Previous Meetings

To approve and sign the Minutes of the meetings held on 29 November 2012 and 17 January 2013

[Copy Minutes in Minute Book Volume 39(5)]

PART A

To be considered when the Public and Press are present

A.1 CALL-IN OF DECISIONS

To consider any matter which has been the subject of call-in.

A.2 OVERVIEW REPORT AND WORK PROGRAMME - REPORT 5 - 14 **OS.06.13**

To consider a report providing an overview of matters related to the work of the Environment and Economy Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of the Key Decisions items relevant to this Panel as set out in the Notice of Executive Key Decisions.

(Copy Report OS.06/13 herewith)

A.3 KINGMOOR NATURE RESERVE - REPORT LE.05.13 15 - 20

(Environment and Transport Portfolio Holder)

The Director of Local Environment to submit a report on the designation of the Kingmoor South Nature Reserve as a Local Nature Reserve

(Copy Report LE.05/13 herewith)

A.4 TRANSFORMATION SAVINGS - ECONOMIC DEVELOPMENT - REPORT ED.08.13 21 - 30

(Environment and Economy Portfolio and Economy and Enterprise Portfolio)

The Director of Economic Development to submit a report detailing the outcomes of the consultation into the Transformation proposals for the Economic Development Directorate, and the implementation.

(Copy Report ED.08/13 herewith)

A.5 DRAFT CARLISLE PLAN 2013-16 - REPORT PC.04.13 31 - 42

(Leader's Portfolio)

The Policy and Communications Manager to submit a report on the draft Carlisle Plan 2013 – 2016, including the new vision and priorities for the City Council, and a draft action plan to deliver the priorities. The Plan was considered by the Executive at their meeting on 11 February 2013.

(Copy Report PC.04/13 and Minute Excerpt herewith)

A.6 PERFORMANCE UPDATE - REPORT PC.07.13 43 - 50

(Environment and Transport Portfolio Holder)

The Policy and Communications Manager to submit performance monitoring reports relevant to the remit of the Environment and Economy Overview and Scrutiny Panel.

(Copy Report PC.07/13 herewith)

PART B

To be considered when the Public and Press are excluded from the meeting

Enquiries, requests for reports, background papers, etc to Committee

Clerk: Sheila Norton 817557



ENVIRONMENT & ECONOMY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 28th February 2013

Title: Overview Report and Work Programme

Report of: Overview and Scrutiny Officer

Report reference: OS 06/13

Summary:

This report provides an overview of matters related to the Environment & Economy O&S Panel's work. It also includes the latest version of the work programme.

Recommendations:

Members are asked to:

- Decide whether the items on the Leader's Notice of Key Decisions should be included in the Panel's Work Programme for consideration. (para 1 & Appendix 1)
- Note and/or amend the Panel's work programme (Appendix 3)

Contact Officer: Nicola Edwards

Ext: 7122

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 8th February 2013. The following issues fall into the remit of this Panel and full details are attached at **Appendix 1**:

KD.037/12 Carlisle Plan – *to be considered at this meeting of the Panel.*

KD.01/13 Change from purple sacks to wheeled bins - *The Executive will be asked at their meeting on 11th March 2013 to consider moving 4500 residents who are on weekly collection of purple sacks onto wheeled bins in order to realise further savings for the Council.*

2. References from the Executive

The follow reference has been received from the Executive meeting on 11th February 2013 and is attached at **Appendix 2** for information:

EX.14/13 – Business Interaction Centre

3. Task and Finish Groups

Talkin Tarn Task and Finish Group

The second meeting of the Task Group was held on 6th February 2013. The main focus of the meeting was to gain an understanding of the budget for the Tarn and the central charges which are associated to it. The Task Group are currently arranging a witness session at the Tarn in March to gain the views of interested parties.

4. Scrutiny Annual Report

All Scrutiny Members were sent an e-mail asking if there were particular issues they wished to see discussed in the annual report. If Members have not given their views yet, they are invited to do so at today's meeting or by e-mail soon afterwards. A draft of the annual report will come to the Panel's final meeting of this civic year, on Thursday 11th April 2013.

5. Work Programme

The Panel's work programme has been amended accordingly and can be found at **Appendix 3**.

Items relevant to the Environment and Economy Overview and Scrutiny Panel:

Notice of Key Decisions to be taken by the Executive

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.01/13
Decision Title:	Change from purple sacks to wheeled bins
Decision to be taken:	The Executive will be asked to consider moving 4500 residents who are on weekly collection of purple sacks onto wheeled bins in order to realise further savings for the Council.
Date Decision to be considered:	
Date Decision to be taken:	11 March 2013
Is the Decision Public or Private?:	The decision will be taken in public
Documents submitted for consideration in relation to the Decision:	The report of the Director of Local Environment will be available five working days before the meeting
Contact Officer for this Decision:	Director of Local Environment, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Environment and Transport (Councillor Mrs Martlew)
Relevant or Lead Overview and Scrutiny Panel:	Environment and Economy Overview and Scrutiny Panel

All public reports can be viewed in the Customer Contact centre of the Civic Centre, Carlisle, the Public Library and on the Council's website www.carlisle.gov.uk.

Other documents relevant to the matter may be submitted to the decision maker.

These, if available, may be obtained by contacting the named contact officer.

Items relevant to the Environment and Economy Overview and Scrutiny Panel:

Notice of Key Decisions to be taken by the Executive

The following key decision is to be made on behalf of Carlisle City Council:

Key Decision Reference:	KD.037/12
Decision Title:	Carlisle Plan 2013-16
Decision to be taken:	The Executive is requested to: 1. Consider and comment upon the presentation and content of the Plan with a view to seeking continuous improvement in the way the Council delivers services to its local communities. 2. Consider the comments of the Overview and Scrutiny Panels on the draft Plan. 3. Refer the Plan to full Council for approval.
Date Decision to be considered:	11 February 2013 consultation period to include Overview and Scrutiny as appropriate
Date Decision to be taken:	8 April 2013
Is the Decision Public or Private?:	The decision will be taken in public.
Documents submitted for consideration in relation to the Decision:	The report of the Policy and Communications Manager will be available five working days before the meeting
Contact Officer for this Decision:	Town Clerk and Chief Executive, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG
Relevant Portfolio Area:	Finance, Governance and Resources (Councillor Dr Tickner)
Relevant or Lead Overview and Scrutiny Panel:	Cross cutting

All public reports can be viewed in the Customer Contact centre of the Civic Centre, Carlisle, the Public Library and on the Council's website www.carlisle.gov.uk.

Other documents relevant to the matter may be submitted to the decision maker.

These, if available, may be obtained by contacting the named contact officer.

**EXCERPT FROM THE MINUTES OF THE
EXECUTIVE
HELD ON 11 FEBRUARY 2013**

**EX.14/13 REFERENCE FROM THE ENVIRONMENT AND ECONOMY OVERVIEW
AND SCRUTINY PANEL – BUSINESS INTERACTION CENTRE**
(Non Key Decision)

Portfolio Economy and Enterprise

Relevant Overview and Scrutiny Panel Environment and Economy

Subject Matter

Pursuant to Minute EEOSP.06/13, consideration was given to a reference from the Environment and Economy Overview and Scrutiny Panel on 17 January 2013 following their consideration of Report ED.04/13 providing details of the proposal to set up a Business Interaction Centre.

The Panel had resolved:

“1) That Report ED.04/13 – Business Interaction Centre be noted.

2) That the Panel ask the Executive to ensure that the £100,000 was used to develop the Business Interaction Centre and not to offset the cost of dilapidation repairs for which the University was liable under the terms of the lease.

3) That to enable closer working with the Council a formal request be made to the University for a City Council representative to sit on the University’s Board.”

Copies of the Minute Excerpt had been circulated.

The Economy and Enterprise Portfolio Holder referred to the worthwhile discussions and questions raised at the Panel meeting, together with a number of questions asked and responded to at the special City Council meeting on 5 February 2013.

He reminded Members that the total value of the project was in excess of £1 million, of which the City Council’s contribution was a maximum of £100,000. The Environment and Economy Overview and Scrutiny Panel had sought an assurance that the Council’s £100,000 would not be used to offset the cost of dilapidation repairs for which the University was liable under the terms of the lease.

In response, the Economy and Enterprise Portfolio Holder stated that the report considered by the Executive on 17 December 2012 (ED.37/12) and their subsequent decision (EX.168/12) were quite clear. The key partner would be the University of

Cumbria, with the Business School being the main beneficiary. He also reiterated the aims and opportunities afforded by the development of a BIC which was fundamental to a City with 'growth' aspirations.

In conclusion, the Economy and Enterprise Portfolio Holder commended the Executive Decision referred to above. He moved that the comments of the Environment and Economy Overview and Scrutiny Panel be noted, adding that the Executive looked forward to working in partnership to deliver the Business Interaction Centre.

Summary of options rejected None

DECISION

That the reference from the Environment and Economy Overview and Scrutiny Panel be noted.

Reasons for Decision

To respond to a reference from the Environment and Economy Overview and Scrutiny Panel

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 18 February 2013



Issue	Type of Scrutiny					Comments/status	Meeting Dates							
	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/External Agency	Monitoring		21 Jun 12	02 Aug 12	13 Sep 12	25 Oct 12	29 Nov 12	17 Jan 13	28 Feb 13	11 Apr 13
THIS MEETING 28th February 2013														
Performance Monitoring Reports Steven O'Keefe	✓				✓	Monitoring of performance relevant to the remit of Panel	✓		✓		✓		✓	
Carlisle Plan		✓				To consider draft Plan							✓	
Transformation & Savings Proposals		✓				Update of transformation of Economic Development Directorate				✓			✓	
Kingmoor Nature Reserve													✓	
TASK AND FINISH GROUPS														
Talkin Tarn			✓			Update within Overview Report						✓	✓	✓
How will T.I.C look in the future?			✓			Response from Executive on recommendations of report		✓			✓	✓		

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 18 February 2013

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	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/External Agency	Monitoring		21 Jun 12	02 Aug 12	13 Sep 12	25 Oct 12	29 Nov 12	17 Jan 13	28 Feb 13	11 Apr 13
Portfolio Holder & Lead officer														
Members Small Scale Projects		✓				Recommendation made and accepted by Executive - no further action required				✓				
FUTURE MEETINGS														
Local Plan Cllr Glover/Jane Meek		✓	✓			To consider report detailing the Preferred Options prior to public consultation								✓
Scrutiny Annual Report			✓		✓	Draft report for comment before Chairs Group								✓
COMPLETED ITEMS														
Waste Services Cllr Martlew/Angela Culleton			✓	✓	✓	Current position of Strategic Waste Partnership projects and Governance review Annual update - June 13	✓						✓	
Use of Green Infrastructure			✓										✓	

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 18 February 2013



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	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/External Agency	Monitoring		21 Jun 12	02 Aug 12	13 Sep 12	25 Oct 12	29 Nov 12	17 Jan 13	28 Feb 13	11 Apr 13
Environmental Performance of the Council Arup Majhi/Cllr Tickner			✓		✓	Annual Monitoring of performance.						✓		
Botchergate Conservation Area Appraisal Jane Meek/Cllr Glover						To receive action plan once Council agree revised Conservation Area	✓				✓			
Economic Potential of Carlisle Jane Meek/Cllr Glover				✓		To consider draft Economic Potential of Carlisle report from Carlisle Economic Partnership					✓		Report June 2013 on CEP	
Budget Peter Mason/Darren Crossley/All Portfolio Holders		✓	✓			To consider budget proposals for 2013/14					✓			
Business Improvement District Darren Crossley/Cllr Glover				✓		Update on ballot outcome and next steps		✓		✓				

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2012/13

Date last revised: 18 February 2013

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	Performance Management	Key decision item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/External Agency	Monitoring		21 Jun 12	02 Aug 12	13 Sep 12	25 Oct 12	29 Nov 12	17 Jan 13	28 Feb 13	11 Apr 13
Portfolio Holder & Lead officer														
Cleaning Up Carlisle Angela Culleton/Cllr Martlew						To receive update report detailing Cleaning up Carlisle project and the Local Environment Enforcement Policy		✓		✓				
Enterprise Centre			✓			To receive update on position of the Enterprise Centre		✓						
Car Parking Angela Culleton/Keith Poole/Cllr Martlew			✓			To receive update of Car Park use and income following implementation of changes				✓				
Higher Level Stewardship Grant Offer Angela Culleton/Cllr Martlew		✓				To give comments to Executive on proposal of grant funding				✓				
Claimed Rights Angel Culleton/Cllr Martlew		✓				To scrutinise the report which considers whether to keep Highways Claimed Rights			✓					
Events Policy						To consider new Policy	✓							



ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 28th February 2013

Title: KINGMOOR NATURE RESERVE

Report of: THE DIRECTOR OF LOCAL ENVIRONMENT

Report reference: LE 05/13

Summary: The proposal is to declare Kingmoor South Nature Reserve, as a Local Nature Reserve pursuant to Section 21 of the National Parks and Access to the Countryside Act 1949 which gives local authorities in consultation with Natural England the power to designate LNR's.

Questions for / input required from Scrutiny: What benefits will the new status of Local Nature Reserve bring to the environment and the community of Carlisle?

Recommendations: That the Panel consider the proposals to declare the land in its ownership, Kingmoor South Nature Reserve, Carlisle as a Local Nature Reserve pursuant to section 21 of the National Parks and Access to the Countryside Act 1949 and provide comments for inclusion in the forthcoming Executive report.

Contact Officer: Angela Culleton

Ext: 7325

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

BACKGROUND INFORMATION AND OPTIONS

Site history and information

Kingmoor South Nature Reserve is approximately 34 Hectares and is bounded to the south by Kingmoor Road, to the west by Kingmoor Park South (a strategic employment site), to the East by Lowry Hill Housing Estate and to the North by Kingstown Industrial Estate. The wooded area in the east and north of the site is designated as a County Wildlife Site. (This is a Cumbria Wildlife Trust designation. Please see site plan in appendix 1. The site was last surveyed by the Trust in 1999). The site is identified as a Primary Leisure Area in the current Local Plan.

The history of the site goes back a long way from the days when it was known as the 'King's moor' and it was granted to the citizens of Carlisle by Edward III in 1352. The reserve is the original venue for the world's oldest surviving horse racing prize which dates back to 1580, the 'Carlisle Bells'. The area was dedicated as a Nature Reserve in 1913 and is now the largest area of woodland left in Carlisle.

Many different habitats are present within the reserve. The main land use is pasture, (22.71 ha) which are tenant farmed fields. The wooded compartments of the site form a U-shape around these fields. The woodland blocks vary in age from the mature Oak and Beech planted as part of the Enclosure Act of the 18th century, to the naturally regenerated Silver Birches along the Lowry Hill boundary, Willow Carr near to the Kingstown Industrial Estate and the relatively newly planted 20 year old coppiced woodlands.

The variety of habitats on the site include still and flowing water, wildflower meadows, woodlands, hedgerows and green tracks. Amongst the many species of wildlife found within the reserve are Great Crested and Smooth Newts, Woodpeckers, Nuthatches, Tree Creepers, Squirrels, Hedgehogs and Foxes.

Kingmoor South has been managed as a nature reserve for many years. Access is open throughout the site to the public, the site being managed for both leisure use and nature conservation. A number of volunteer groups work regularly within the reserve carrying out ecological work. The site also has a "Volunteer Warden", who patrols the site regularly helping to keep it tidy and well maintained and letting Green Spaces staff know of any problems.

CONSULTATION

2.1 Consultation to Date.

Natural England have been consulted and are in full support of the recommendation. Please see appendix 1.

2.2 Consultation proposed.

A public notice will be displayed in the information boards on site at Kingmoor Nature Reserve and a public notice published in the press.

RECOMMENDATIONS

3. That the Panel consider the proposals to declare the land in its ownership, Kingmoor South Nature Reserve, Carlisle as a Local Nature Reserve pursuant to section 21 of the National Parks and Access to the Countryside Act 1949 and provide comments for inclusion in the forthcoming Executive report.

REASONS FOR RECOMMENDATIONS

4. Benefits of declaration to a Local Nature Reserve

The benefits of the declaration to Kingmoor South and the city of Carlisle would be:

- Increasing people's awareness and enjoyment of their natural environment.
- Provide an ideal environment for everyone to learn about and study nature.
- Help build relationships between local authorities, national and local conservation organisations and local people.
- Protect wildlife habitats and natural features.
- Offer a positive use for land which local authorities would prefer was left undeveloped
- Make it possible to apply bye laws which can help in managing and protecting the site.
- Would raise the profile of the site, nationally, encouraging more people to visit both the site and Carlisle.
- Contact with nature is important for people's well-being and quality of life, and everyone should be able to enjoy this contact in safety, without having to make any special effort or journey to do so.
- Because Local Nature Reserve is a statutory designation, it is a very clear signal to a local community of the local authority's commitment to nature conservation.
- Natural England recommends that there should be 1ha of Local Nature Reserve space per 1000 people in England, and so with Carlisle only having one other Local Nature Reserve, we can help meet this target.

- Increased potential for attracting external resources.

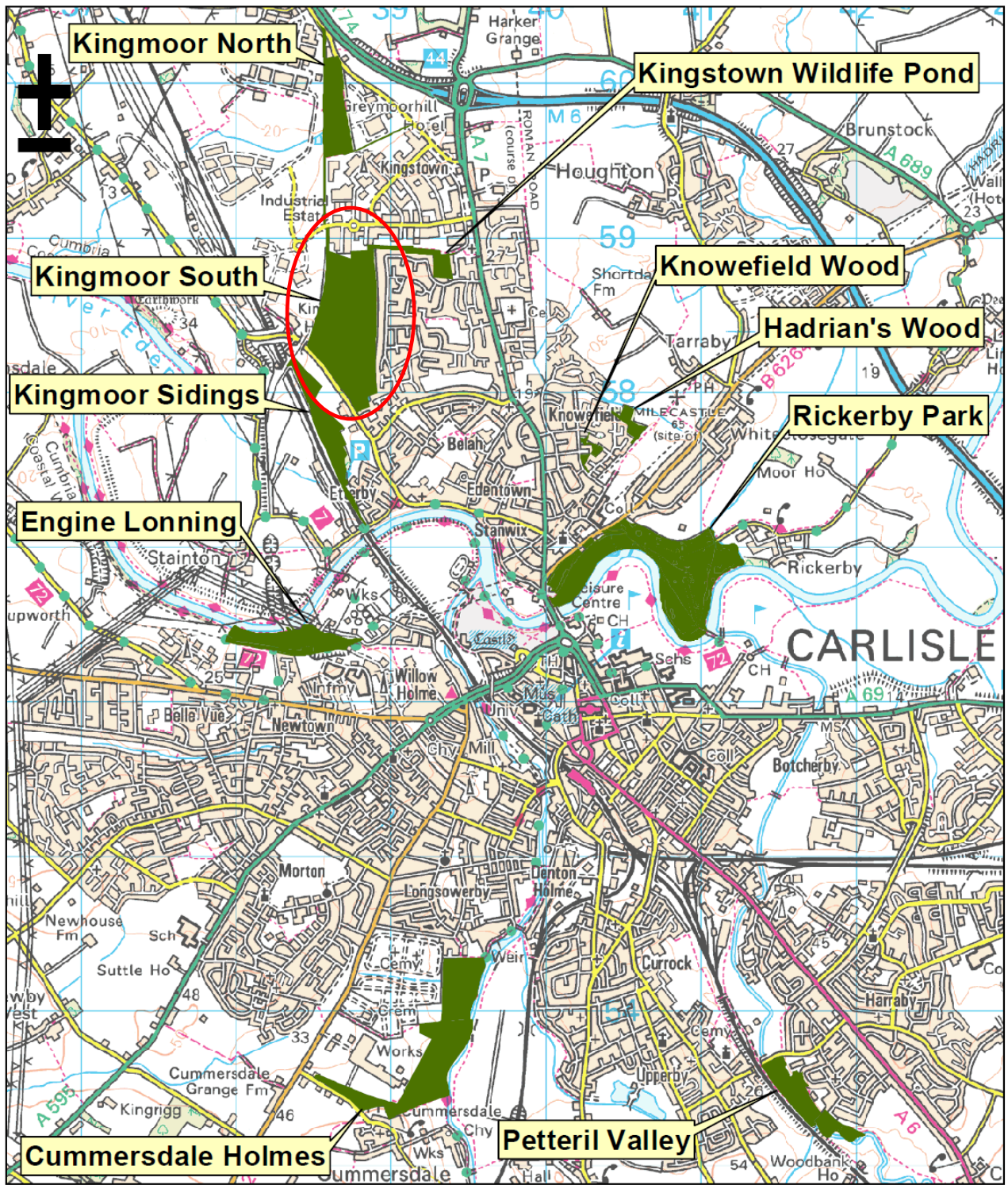
How does this fit in with Carlisle City Council?

- The declaration encompasses the values of Carlisle City Council's Corporate Plan by increasing peoples pride and respect in their local area, and improving the quality of the local environment.

The declaration also ties in very well with the Green Infrastructure Strategy, contributing towards Carlisle being a 'Big Green City' for all four of the core benefits. These include improving the image and perception of the city, by having a well publicised Local Nature Reserve contributing towards making the city a gateway to the surrounding area, with better access and interpretation for tourists and residents.

- Local Nature Reserves also help local authorities meet Local Biodiversity Action Plan (LBAP) and sustainable development targets. In particular some species named in the Cumbria Biodiversity Action Plan are found present at Kingmoor South Nature Reserve, including Bats, Great Crested Newt and Damselfly and also one habitat, Wet Woodland.

Appendix 1 Location of Kingmoor South Nature Reserve within Carlisle and site map



Impact assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?		
Age		
Disability		
Race		
Gender/ Transgender		
Sexual Orientation		
Religion or belief		
Human Rights		
Health inequalities		
Rurality		

If you consider there is either no impact or no negative impact, please give reasons:

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If an equality Impact is necessary, please contact the P&P team.



ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 28th February 2013

Title: ECONOMIC DEVELOPMENT DIRECTORATE -
TRANSFORMATION SAVINGS

Report of: Jane Meek, Director of Economic Development

Report reference: ED 08/13

Summary:

To update the Environment and Economy Overview and Scrutiny Panel on the outcomes of the consultation into the Transformation proposals for the Economic Development Directorate and the implementation.

Questions for / input required from Scrutiny:

Recommendations:

Contact Officer: Jane Meek

Ext: 7190

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

Background

As part of the Medium Term Finance Plan (MTFP) the Executive agreed the savings target for 2013/14. In the current MTFP the £1.819 million savings required is equally spread over the next 3 years. However the Executive requested Senior Management Team in liaison with Portfolio Holders to come up with proposals to front load the savings in delivering a majority of the savings required by 1st April 2013.

With regards Economic Development the Directorate had a target of £150,000 savings to find. However, in view of the administrations priority to support economic growth the Director of Economic Development has worked closely with the Portfolio Holder to ensure that any re-structure will continue to address these issues.

In addition the transformation proposals have taken into account a number of key issues and influences which are taking place at a National and Local level. In particular the changes to the planning system, the introduction of the NPPF and the need to have an up to date Local Plan in order to deliver growth and address Localism.

Consultation

Phase 1 of the consultation has now been completed and the proposed structure has been revised in response to this (see Appendix 1). In summary the consultation raised the following issues:-

- The effect on the production of the Local Plan through the reduction in Policy Planners
- Effect of the loss of the Principal Planner (Development Management) on the reputation and ability to deliver the service
- Effect of the loss of an Enforcement Officer which is a key issue for Members
- Loss of a Technician and cover during the holidays
- Neighbourhood Development Officer – title should be Rural Development Officer
- Admin/Service Support – proposal that this should be split up into the teams
- Planning, Economic Development and Property should be linked
- Statutory v non statutory – more support should be given to statutory services

Proposed New Structure

In response to the issues raised it was proposed that the Policy and Economic Regeneration teams should be merged. This will provide support for the Local Plan and ensure that the policies reflect the economic needs of the community. In addition a new team will be established responsible for Strategic Property again providing that essential link between planning, economy and property. Development Management will remain a separate team and we will continue to review the processes through Lean Systems to help improve our customer service.

In detail the following posts will be deleted/created (see attached structures):-

Delete	Planning Manager
Delete	Economic Development Manager
Delete	Building Control Tech
Delete	Building Control Tech
Delete	Assistant Enforcement Officer
Delete	Principal Planner (Dev)
Delete	Planning Technician (Policy)
Delete	Planning Technician (Dev)
Delete	Rural Support Officer (P/T)
Delete	Student Placement
Create	Investment and Policy Manager
Create	Development Manager
Create	Regeneration Projects Officer
Create	Planning Technician
Create	Rural Development Officer (P/T)
Create	Strategic Property Manager

Implementation

A detailed timetable has been developed (Appendix 2) and is currently being implemented.

Impact assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?		
Age		
Disability		
Race		
Gender/ Transgender		
Sexual Orientation		
Religion or belief		
Human Rights		
Health inequalities		
Rurality		

If you consider there is either no impact or no negative impact, please give reasons:

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If an equality Impact is necessary, please contact the P&P team.

SUMMARY OF FEEDBACK TO CONSULTATION AND MY RESPONSES

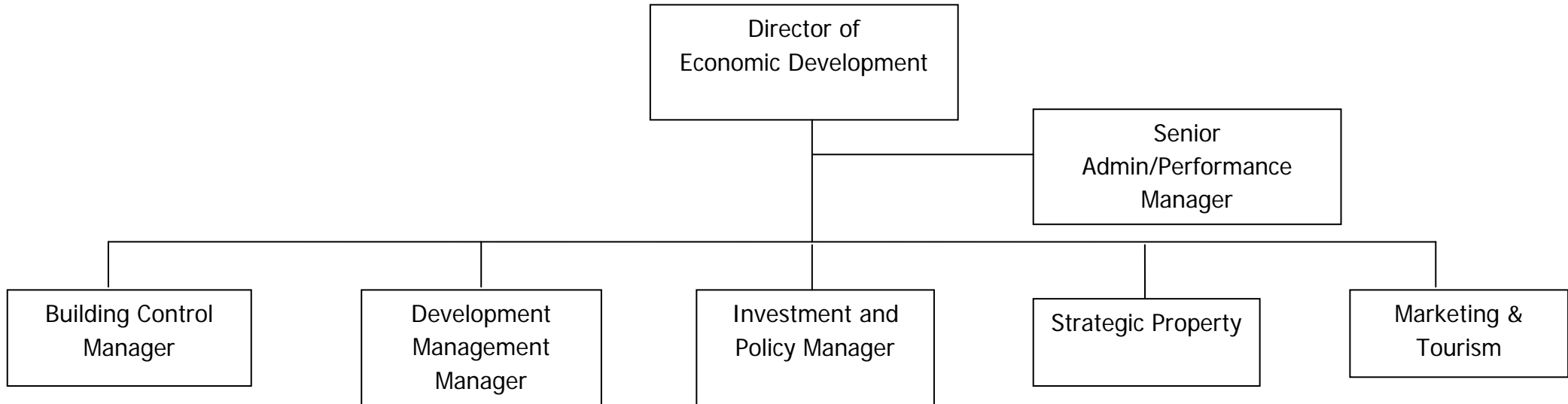
Some general comments: My thanks to those of you who took the time and effort to provide feedback. Where possible, I have incorporated your suggestions. Some of you helpfully provided supporting evidence from other councils in relation to workload and alternative suggestions. Inevitably, some of the counter proposals were contradictory, but that is not any cause for concern – merely that there is more than one way of doing things.

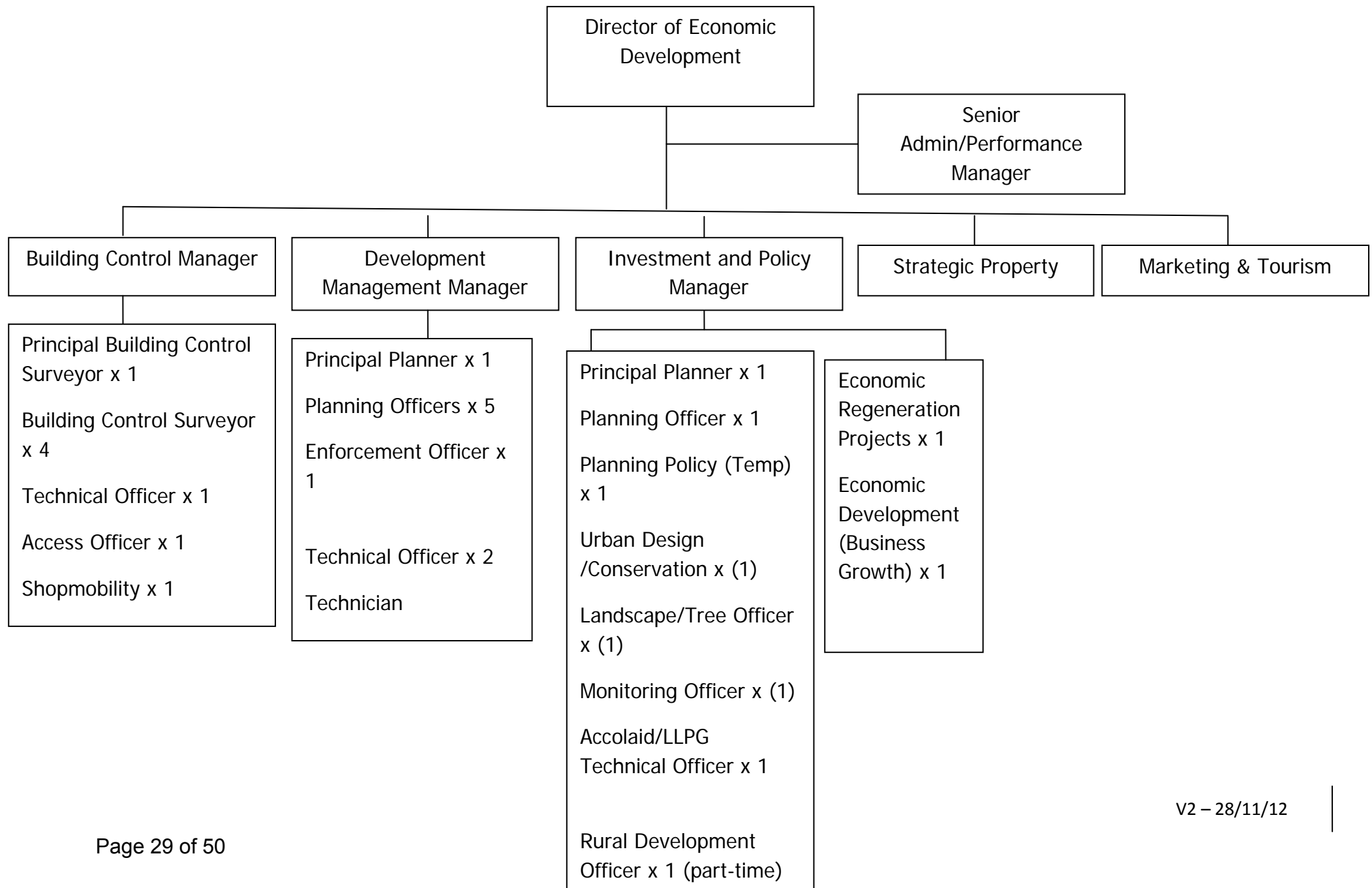
Below is a summary of the main points made and my response to them. I have tried to keep it as anonymous as possible and some of you may feel that the matter has been oversimplified but I can assure you that I have read and considered all feedback.

Concern	Response
A general concern for workload on remaining staff as it is currently high and some people work at weekends; some suggestion for making it easier to cope such as regulated times when phones are answered by officers (as opposed to messages left on answer phones or with admin team), more home working etc.	<i>This is a very real and genuine concern and one which we need to work though within the directorate to address. I welcome the suggestions made and believe it is something we need to take forward within individual teams in the new structure.</i>
General concern that the structure did not encourage more integrated working such as between economic development/regeneration and planning.	<i>This has been addressed by my second set of proposals to create a post of Investment and Policy Manager.</i>
Reduction in some technical support roles will increase (the already heavy) workload of other officers resulting in ,for example, insufficient resource to carryout work required that supports Marketing/Tourism/events, delays in enforcement and getting information to the public (which could have serous consequences for the Council).	<i>I appreciate the importance of all technical support work carried out in the Directorate; there will need to be more focus on priorities and greater integrated working across the directorate. Equally, the work done for corporate events need to be brought into the early planning stage. I do not say it will be easy but the budget challenges the Council are faced with are extremely challenging.</i> <i>The point about experienced officers need to have the time to develop less experienced officers was also made and I agree that this is vital to increase our</i>

	<p><i>capacity within existing resources.</i></p> <p><i>Systems reviews should also address some of the capacity issues as we find more streamlined ways of dealing with processes. Feedback has included some and I believe it is valuable to consider these more fully.</i></p>
<p>Deletion of Planning Manager role proposed in first phase of consultation will result in additional pressure on those in development management and those responsible for the Local Plan to the extent that they is likely to be delays and slippage causing further delays and expense. Alternative structures have been suggested to enable better integration.</p>	<p><i>I have recognised this and welcome the alternative proposals. They have varied but are equally valid. I have decided that the most effective way will be to integrate planning policy with regeneration activities and put this forward as part of the second phase of consultation.</i></p>
<p>Reconsider the need for a separate admin team with manager is required and whether this admin would be better carried out within individuals teams.</p>	<p><i>Idea considered but I believe that the separate admin team plus a manager responsible for co-ordinating directorate wide issues is the most cost-effective.</i></p>
<p>City Council's assets should play a more significant role in work of regeneration and closer links with Property Services.</p>	<p><i>This has been recognised and addressed as far as is possible at this stage by the amendments to my original proposals.</i></p>
<p>Support for the principle of establishing a post of Regeneration Projects Officer and for refocusing the role of Economic Development Officer to that of business growth and suggests further development of this including a system that supports existing businesses as well as attracting new ones.</p>	<p><i>Noted.</i></p>
<p>Further consideration of marketing and tourism function and role/support for City Centre Management required.</p>	<p><i>I am aware of this and appreciate the suggestions made in the feedback and further consideration will be given to them in the future.</i></p>

<p>Support for post title change of Heritage Officer to reflect the wider skills set required by the function and the work carried out. Suggestions on how this could be enhanced further.</p>	<p><i>Noted.</i></p>
<p>Concern that cuts fall disproportionately on a small part of the directorate and that non statutory services should be considered first.</p>	<p><i>It is important to support the statutory services, however there are other service areas which are important to residents. The proposed structure with it's balance between developmental and statutory work reflects the politicians wishes and to enable this is a vital part of senior management roles.</i></p>
<p>Recently there has been an increase in residential planning applications, generating more income. This should be used to retain posts within planning even if only temporarily.</p>	<p><i>The managers concerned will "keep an eye" on levels of income generating work and there can be temporary additions to staffing if there is a business case to support it. The transformation consultation is about core on-going structure. I appreciate that to get temporary planning specialists quickly, on a short term casual or temporary basis is not always easy, however that is the most effective way to deal with fluctuating workload.</i></p>
<p>Suggested a number of areas that policy planning needs to address and concern that there are insufficient staff to do this.</p>	<p><i>This feedback is useful and practical. I have partly addressed it in my second set of proposals to create an Investment and Policy Manager. Once that person is in post they will need to work with the team to determine the priority and how to address them.</i></p>
<p>Post of Accolaid/LLPG Technical officer not on structure – was this an oversight</p>	<p><i>Thank you for highlighting this – now addressed in phase two of consultation. It was never intended to be removed and I apologise for any concern caused.</i></p>
<p>Concern over the job title of what was originally Rural Support Officer”.</p>	<p><i>Job title of this post is now Rural Development Officer as it is more reflected of what the Council is trying to achieve.</i></p>





Economic Development RESTRUCTURE TIMETABLE November 2012

Activity	w/c 12 th Nov	w/c 19 th Nov	w/c 26 th Nov	w/c 3 rd Dec	w/c 10 th Dec	w/c 17 th Dec	w/c 24 th Dec	w/c 31 st Dec	w/c 7 th Jan	w/c 14 th Jan	w/c 21 st Jan	w/c 28 th Jan	w/c 4 th Feb	w/c 11 th Feb	w/c 18 th Feb	w/c 25 th Feb	w/c 4 th Mar	w/c 11 th Mar	Assigned to
1 st phase consultation finishes																			
Potential termination costs																			JC
Costs of new structure																			JM
Estimated grades for new/changed jobs																			GMc
Consider feedback from 1 st phase and make amendments																			JM
Job descriptions																			JM/CH comments
Person specs																			JM/CH comments
Evaluate jobs																			GMc
2 nd phase consultation PREP																			JM/CH/JC
Meeting to feedback responses to staff																			JM
Firm application for VR																			JM
Report to SMT for approval																			JM
2 nd phase consultation finishes																			JM
Post consultation letter PREP giving final assimilations																			JM/CH/JC
Post consultation letters OUT																			JM/CH comments
Assimilation appeals (if any)																			JC
Assimilation appeals IN																			JC
Appeals to be heard																			Darren Crossley
Recruit/appoint to posts																			JM and DC



ECONOMY AND ENVIRONMENT OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 28 February 2013

Title: Draft Carlisle Plan 2013/16

Report of: Policy and Communications Manager

Report reference: PC 04/13

Summary:

This report presents the draft Carlisle Plan, including the new vision and priorities for the City Council. It also provides a draft action plan to deliver the priorities.

Questions for / input required from Scrutiny:

1. Consider and comment on the presentation and content of the Carlisle Plan with a view to seeking continuous improvement in the way the City Council delivers services to its local communities.
2. Agree how Scrutiny will receive progress updates on the Plan and actions.

Contact Officer: Steven O'Keeffe

Ext: 7258

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION

- 1.1 The Carlisle Plan 2013/16 replaces the previous Corporate Plan 2010/13 and forms part of the Council's Policy Framework.

2. THE CARLISLE PLAN

- 2.1 The Carlisle Plan for 2013/16 is attached as Appendix 1. It sets out the City Council's vision for Carlisle and the six priorities for action over the medium term (2013/16). The text under each priority provides the background and further detail on how the priority will be achieved.
- 2.2 The draft action plan for delivering the priorities is attached as Appendix 2. This includes medium term actions that aim to be delivered over the life of the Carlisle Plan and actions to be delivered within the financial year. This aligns the Carlisle Plan with the budget year. Future actions that develop can fit into the budget planning process.
- 2.3 The Carlisle Plan will be monitored by the Senior Management Team and regular progress will be reported to the Executive. The actions for each priority will be reviewed and developed as they progress. It is suggested that Overview and Scrutiny could receive progress updates on the priorities and actions as part of the quarterly monitoring reports.

3. TIMETABLE FOR AGREEING THE CARLISLE PLAN

- 3.1 The Plan will be considered by the Overview and Scrutiny Panels as described below:

Community Overview and Scrutiny Panel	14 February 2013
Resources Overview and Scrutiny Panel	21 February 2013
Economy and Environment Overview and Scrutiny Panel	28 February 2013
Executive	8 April 2013
Full Council	30 April 2013

- 3.2 A programme of engagement events are planned throughout March 2013. They will assist in raising awareness of the Council's vision and priorities, as well as helping

to shape the actions to deliver the Carlisle Plan. In addition, consultation on the action plan will be undertaken with partners engaged in delivering each key action. The City Council will consult with community and voluntary groups on the action plan to identify opportunities to develop working with this sector and support existing initiatives. This demonstrates the authority’s commitment to the Cumbria Compact and fulfils the requirement to undertake 12 week consultation on policy development.

Impact Assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?	Yes	Positive
Age	Yes	Positive
Disability	Yes	Positive
Race	Yes	Positive
Gender/ Transgender	Yes	Positive
Sexual Orientation	Yes	Positive
Religion or belief	Yes	Positive
Human Rights	Yes	Positive
Health inequalities	Yes	Positive
Rurality	Yes	Positive

If you consider there is either no impact or no negative impact, please give reasons:

.....

.....

.....

If an equality impact assessment is necessary, please contact the Policy & Communications Team.

Carlisle Plan 2013/16

Vision:

To promote Carlisle as a prosperous City, one in which we can all be proud.

We will support the growth of more high quality and sustainable business and employment opportunities.

All our key decisions will support business growth. Our services will focus on being “business friendly”, working more closely with businesses to meet their needs.

We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle.

We will support the tourism, arts and creative industries. Arts and leisure are important parts of making Carlisle a great place to work, live and visit. We will identify opportunities to enhance our sporting, cultural and heritage offer. We will find and support more sustainable ways to deliver this as a long term priority.

We will work more effectively with partners to achieve the City Council’s priorities.

We will look beyond Carlisle, building a stronger city as part of a stronger Cumbria. We will work to establish Carlisle as a nationally recognised sub-regional capital. We will build trust and confidence in the City Council, so that we become an effective partner in the key areas of housing and economic growth.

We will work with partners to develop a skilled and prosperous workforce, fit for the future.

Working in partnership, we want to help businesses identify the requirements needed to develop a skilled workforce and support education providers to help this be a reality. We will develop a better understanding of the needs of two very different sets of partners – businesses and learning and skills providers.

Together we will make Carlisle clean and tidy.

We all want Carlisle to be a place that is clean and a city in which we can all be proud. There is a shared responsibility between us and the community to achieve this. We want to do this by being proactive rather than reactive.

We will make decisions that are consistent with 'Clean-up Carlisle', one of our key initiatives. We will continue to tackle these issues, building a sustainable and better local environment.

We will address Carlisle's current and future housing needs.

Carlisle needs to provide more than 450 homes a year to support economic growth. We will take a bold and decisive lead on planning for future housing need, working with key partners to ensure that these plans deliver high quality homes that Carlisle people need.

We will focus on the quality of our homes, particularly in the private rented sector. We will work to make sure that housing is energy efficient and sustainable.

We will work with our partners to deliver affordable and specialist housing where required.

Carlisle Plan Action Plan 2013-16

We will support the growth of more high quality and sustainable business and employment opportunities.

Action 1: Develop an Employment Land Strategy		
Carry out an Employment Land Review as part of the Local Plan including identifying strategic employment sites.	J Meek	April 2013 onwards
Local Plan – Preferred Options – Agree key employment sites	J Meek	September 2013
Action 2: Work with partners to promote the employment sites in the city		
Developing the M6 Corridor protocol.	J Meek	Spring 2013
Develop a Prospectus promoting Carlisle as a great place to start up, relocate and grow a business.	J Meek	Spring 2013
Action 3: Improving Industrial Estate / Employment land performance		
Develop options for managing / developing the Kingstown Industrial Estate and other key sites.	J Meek	April 2013
Action 4: Develop a City Centre Development and Performance Strategy		
Establish a set of measures to monitor the economic performance of the city centre.	J Meek	April 2013
Develop a revised City Centre Masterplan to form part of the Local Plan. Identifying opportunities for the development of sites for office, leisure and retail accommodation.	J Meek	May 2013
Develop and deliver a city wide broadband and WIFI project designed to develop online access, speeds and uptake.	J Meek	May 2013
Develop and deliver a programme of public realm improvements in key areas of the city.	J Meek	2013/14
Action 5: Invest in Carlisle programme		
Engage and support businesses and new investment in the city via the Economic Development Liaison Panel and improved links with existing businesses.	J Meek	April 2013

We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle.

Action 1: Delivery of a city centre Arts Centre		
Work with partners to select a suitable site or property.	K Gerrard	April 2013
Develop governance, operational and business plans.	K Gerrard	July 2013
Continue to support the development of the Arts Centre through a three year programme of development works.	K Gerrard	2013/14 to 2015/16
Action 2: Old Town Hall Project		
Deliver the Old Town Hall restoration and repair project.	J Meek	June 2013
Develop options to refurbish and modernise the Tourist Information Centre.	J Meek	June 2013
Action 3: Deliver a Carlisle 'Events City' prospectus of cultural and sporting events for 2013/14		
Develop an events programme, budget and resource plan for 2013/14	K Gerrard / J Meek / A Culleton	April 2013
Action 4: Developing a partnership approach to tourism		
Deliver the City Tourism event and work with partners to identify initiatives to support tourism.	J Meek	April 2013
Action 5: Develop our sports and leisure facilities		
Deliver a sport and leisure facilities assessment of need and suitability plan	K Gerrard	February 2013
Develop sport and leisure facilities to address the need for wet and dry facilities by 2015/16	K Gerrard	April 2013
Support the delivery of key sports and leisure facilities via the Harraby School and Community Project.	K Gerrard	2013/14 to 2015/16
Deliver the cycle way link to complete the Carlisle cycle scheme	A Culleton	Summer 2013

We will work more effectively through partnerships to achieve the City Council's priorities.

Action 1: Enhanced partnership working		
Map partners relevant to priorities	Senior Management Team (SMT)	April 2013
Identify partners shared aims and objectives and how we can work together	SMT	April 2013
Review member/officer partnership representation	M Lambert	April 2013
Quantify and redirect existing partnership spend	SMT	April 2013
Identify partnership champions and tap into their knowledge of what makes partnerships work	SMT	Ongoing 2013/14

We will work with partners to develop a skilled and prosperous workforce, fit for the future.

Action 1: Understanding the current position – business needs and learning providers and collaborating to address these needs		
With key Further Education / Higher Education partners draft a skills analysis for Carlisle	K Gerrard	May 2013
Use this analysis to develop a learning and skills partnership designed to address the current and future skills gaps for Carlisle. To be led through the Carlisle Strategic Partnership / Carlisle Economic Partnership (CEP)	K Gerrard / J Meek	June 2013
Action 2: Develop a collaborative approach to stimulating new business and growing small businesses		
Support the delivery of the Carlisle Growth Hub project and Business Interaction Centre (BIC) in Carlisle.	J Meek	April 2013
Explore with partners other ideas and options for developing and delivering a pathway of support, funding and facilities for business growth. Support the CEP to deliver this pathway.	J Meek	June 2013

Together we will make Carlisle clean and tidy.

Action 1: Monitor the new enforcement policy for tackling environmental crimes		
Monitor the outcomes of the enforcement policy and take appropriate actions to ensure targets are achievable.	A Culleton	Ongoing 2013/14
Action 2: Deliver the 'Love Where you Live' campaign		
Implement the marketing, communications and promotional plans	A Culleton	Ongoing 2013/14
Implement education activity with local schools and other appropriate groups	A Culleton	Ongoing 2013/14
Monitor and report on key results from the campaign, identifying new approaches.	A Culleton	Ongoing 2013/14
Action 3 : Deliver the Cleaning Up Carlisle programme in 2013/14		
Increase the usage of mechanical sweepers	A Culleton	Ongoing 2013/14
Implement a programme of street cleansing	A Culleton	Ongoing 2013/14

We will address Carlisle's current and future housing needs.

Action 1: Deliver the key housing projects arising from the City Housing Strategy		
Deliver a programme to install energy efficiency measures in domestic homes and to tackle fuel poverty.	K Gerrard	2013/16
Utilise a wide range of funding streams to bring empty homes back into use.	K Gerrard	2013/16
Action 2: The strategic housing needs are fully understood and integrated into the Local Plan.		
Ensure that sufficient land is identified in the Local Plan to provide for the housing needs of the area.	K Gerrard / J Meek	By 2014
Action 3: In the light of welfare reform changes ensure that vulnerable residents and client groups housing needs are understood		
Assess the housing and welfare / benefits needs arising from the government Universal Credit programme and seek to work with partners to meet these needs.	K Gerrard	April 2013
Review work programmes and service level	K Gerrard	April 2013 -

Appendix 2

agreements to ensure advice services supported by the Council are well co-ordinated and deliver good value for money.		onwards
Review the use of Discretionary Housing Payments fund to ensure the most effective use.	K Gerrard	Through to 2016

EXCERPT FROM THE MINUTES OF THE EXECUTIVE HELD ON 11 February 2013

EX.10/13 **DRAFT CARLISLE PLAN 2013 - 2016**
(Key Decision – KD.037/12)

Portfolio Finance, Governance and Resources

Relevant Overview and Scrutiny Panel Community; Environment and Economy;
and Resources

Subject Matter

The Finance, Governance and Resources Portfolio Holder submitted report PC.01/13 presenting the draft Carlisle Plan 2013 – 2016. He informed Members that the Plan replaced the previous Corporate Plan 2010 - 2013 and formed part of the Council's Policy Framework.

The Plan set out the Council's vision for Carlisle and the six priorities for action over the medium term (2013 - 2016), with the text under each priority providing the background and further detail on how the priority would be achieved.

The draft Action Plan for delivering the priorities was set out at Appendix 2, including medium term actions aimed to be delivered over the life of the Plan and actions to be delivered within the financial year. That aligned the Plan with the budget year. Future actions which developed could fit into the budget planning process.

The Carlisle Plan would be monitored by the Senior Management Team and regular progress reported to the Executive. The actions for each priority would be reviewed and developed as they progressed. It was suggested that Overview and Scrutiny could receive progress updates on the priorities and actions as part of the quarterly monitoring reports.

The Leader moved the recommendations which were seconded by the Finance, Governance and Resources Portfolio Holder.

Summary of options rejected None

DECISION

That the Executive:

1. Had considered the presentation and content of the draft Carlisle Plan with a view to seeking continuous improvement in the way the Council delivered services to its local communities.
2. Referred the draft Carlisle Plan to the Overview and Scrutiny Panels for consultation.
3. Referred the Action Plan to partners, including community and voluntary groups for consultation.

Reasons for Decision

The recommendations asked the Executive to review the content and layout of the Carlisle Plan before it was put out for consultation. It also ensured that the Plan was subject to Overview and Scrutiny, which formed an important part of the consultation



ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL

Panel Report

Public

Date of Meeting: 28 February 2013

Title: Performance Update

Report of: Policy and Communications Manager

Report reference: PC 07/13

Summary:

This report updates the Panel on the latest position regarding the Service Standards that help measure our performance and customer satisfaction.

Questions for / input required from Scrutiny:

1. Consider the Service Standards.

Contact Officer: Steven O’Keeffe

Ext: 7258

Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None

1. BACKGROUND INFORMATION

Standards in the services we provide help define what our customers can expect from us and remind our managers and employees of the challenges and obligations we face. With this in mind, earlier in the year, we developed a list of Service Standards that we believe affect our customers the most, and standards by which we can be held to account. They are based on timeliness, accuracy and appropriateness of the service we provide in key areas.

2. SERVICE STANDARDS

It is not our intention to measure Service Standard performance solely against targets. Our current performance already exceeds some of the nationally-set targets; although we are satisfied with that achievement we feel that achievement of locally agreed service standards are of more relevance.

We measure our performance on a monthly basis and display the standards in the Civic Centre reception, as well as publishing them on our website (see www.carlisle.gov.uk/council-and-democracy/performance-management/service-standards.aspx). The Senior Management Team also reviews our performance on a monthly basis.

Following on from the first quarter presentations to Overview and Scrutiny, comparisons with other authorities has been increased to include Nearest Neighbour authorities; they are authorities that may have similar profiles to Carlisle in terms of population, geographical isolation and so on.

The latest Service Standard information is attached overleaf as Appendix 1.

Management Information

As well as the list of Service Standards – that may be viewed as quite high-level – several other measures exist that are monitored either by the team(s) directly delivering the service, or through the corporate performance management process.

It is intended that every team within the five Directorates of the City Council will have some measures in place that will help them continually improve the service they provide. This will include a value for money measure and a measure of customer satisfaction. These measures are or will be monitored through the team's service plan.

Impact Assessments

Does the change have an impact on the following?

Equality Impact Screening	Impact Yes/No?	Is the impact positive or negative?
Does the policy/service impact on the following?	Yes	Positive
Age	Yes	Positive
Disability	Yes	Positive
Race	Yes	Positive
Gender/ Transgender	Yes	Positive
Sexual Orientation	Yes	Positive
Religion or belief	Yes	Positive
Human Rights	Yes	Positive
Health inequalities	Yes	Positive
Rurality	Yes	Positive

If you consider there is either no impact or no negative impact, please give reasons:

.....

If an equality Impact is necessary, please contact the P&C Team.

APPENDIX 1: Service Standards Figures (October/December 2012)

Service Standard - Percentage of Household Planning Applications processed within eight weeks



Year to date	Performance Data Trend Chart	Contextual Information								
<p style="text-align: center; font-size: 24pt;">90.0%</p>	<table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>October 2012</td> <td>81.0%</td> </tr> <tr> <td>November 2012</td> <td>85.0%</td> </tr> <tr> <td>December 2012</td> <td>95.0%</td> </tr> </tbody> </table>	Month	Percentage	October 2012	81.0%	November 2012	85.0%	December 2012	95.0%	<p>We aim to:</p> <ul style="list-style-type: none"> - We aim to find the balance between facilitating new development to meet the needs of today's community, whilst protecting and enhancing the environment for future generations - Give our customers an efficient, prompt service when processing their household planning applications - Exceed the nationally set targets - Where it is not possible to process an application within the specified time, communicate the reasons to all relevant parties <p>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</p> <ul style="list-style-type: none"> Sevenoaks (E) = 77.81% Staffordshire Moorlands (E) = 86.39% Rushcliffe (E) = 88.1% Mansfield (NN) = 84% St Edmundsbury (NN) = 80% West Lancashire (NN) = 75% Other Cumbrian DC average = 88.3 (Q1 2012/13)
Month	Percentage									
October 2012	81.0%									
November 2012	85.0%									
December 2012	95.0%									

Service Standard - Percentage of missed waste or recycling collections

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Year to date	Performance Data Trend Chart	Contextual Information								
<p>0.02%</p>	<table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>October 2012</td> <td>0.025%</td> </tr> <tr> <td>November 2012</td> <td>0.022%</td> </tr> <tr> <td>December 2012</td> <td>0.024%</td> </tr> </tbody> </table>	Month	Percentage	October 2012	0.025%	November 2012	0.022%	December 2012	0.024%	<p>The figures are collected on a monthly basis and profiling takes place to be as accurate as possible i.e. collections are reduced during the winter when there are no green bin collections.</p> <p>Industry Standard is 40 misses per 100,000. Our percentage figure converts to 26 misses.</p> <p>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</p> <p>Rushcliffe (E) = 44 per 100,000 Chorley (E) = 36 per 100,000 Other Cumbrian DC average = 53 per 100,000 (Q1 2012/13)</p>
Month	Percentage									
October 2012	0.025%									
November 2012	0.022%									
December 2012	0.024%									

Service Standard - Percentage of household waste sent for recycling



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Year to date	Performance Data Trend Chart	Contextual Information								
<p style="text-align: center; font-size: 24pt;">49.4%</p>	<table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>5 September 2012</td> <td>48%</td> </tr> <tr> <td>October 2012</td> <td>46%</td> </tr> <tr> <td>1 November 2012</td> <td>42%</td> </tr> </tbody> </table>	Month	Percentage	5 September 2012	48%	October 2012	46%	1 November 2012	42%	<p>More than 40 per cent of England's household waste was recycled, reused or composted last year, representing a new record for the country according to provisional statistics released by Defra in 2011. This beat the government's target of achieving a 40 per cent recycling rate by June 2010. The current national average is 46 per cent of collected waste. The figure represented an ongoing trend that has seen the proportion of waste sent to landfill fall from 79 per cent a decade ago. However, England still lags well behind countries such as Germany that have all but eliminated waste streams to landfill. In addition, recycling rates of about 40 per cent are still well short of the 2020 target that require local authorities to increase recycling rates to 50 per cent. There are nationally set targets of 50% recycling by 2020.</p> <p>NB: At the time of publication, November's figures were not available.</p> <p>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics. These figures represent their year-end (2011/12) performance.</p> <ul style="list-style-type: none"> Sevenoaks (E) = 32% Staffordshire Moorlands (E) = 59% Chorley (E) = 49% Cheltenham (HC) = 34% St Edmundsbury (NN) = 55.2% North West Leicestershire (NN) = 45% Erewash (NN) = 44%
Month	Percentage									
5 September 2012	48%									
October 2012	46%									
1 November 2012	42%									

Service Standards - Processing new benefit claims in less than 28 days

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Year to date	Performance Data Trend Chart	Contextual Information								
<p style="text-align: center; font-size: 24pt;">76.7%</p>	<table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>October 2012</td> <td>70.0%</td> </tr> <tr> <td>November 2012</td> <td>76.0%</td> </tr> <tr> <td>December 2012</td> <td>77.0%</td> </tr> </tbody> </table>	Month	Percentage	October 2012	70.0%	November 2012	76.0%	December 2012	77.0%	<p>New claim' means any claim made following a change of address to a different local authority area or any other claim that leads to an award, except when there is no break in entitlement and no change of local authority following a change of address. 'Time taken to process' means the time counted in calendar days from, and including, the day a new claim for Housing Benefit or the relevant information forwarded from DWP is physically received at any designated office of a local authority to, and including the day the claim is decided. Time should be counted in accordance with the MIS guidance. This means that if a claim is received on a Monday and a decision made on the same day, the time taken is one day.</p> <p>28 days represents the cut off for the middle quartiles of all district councils. This is our own internal measure and it is not possible to compare with other authorities.</p>
Month	Percentage									
October 2012	70.0%									
November 2012	76.0%									
December 2012	77.0%									



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Service Standard - Overall satisfaction with council services

Year to date	Performance Data Trend Chart	Contextual Information								
<p style="text-align: center; font-size: 24pt;">69.5%</p>	<table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Satisfaction Level</th> </tr> </thead> <tbody> <tr> <td>October 2012</td> <td>69.5%</td> </tr> <tr> <td>November 2012</td> <td>69.5%</td> </tr> <tr> <td>December 2012</td> <td>69.5%</td> </tr> </tbody> </table>	Month	Satisfaction Level	October 2012	69.5%	November 2012	69.5%	December 2012	69.5%	<p>Figure taken from the Govmetric. This is a system that collects data and allows the Council to access a summary of customer satisfaction levels. GovMetric is also used across two other communication channels: when customers contact the Council Customer Contact Centre via telephone or when we respond to a customer via email.</p> <p>How does that compare with the latest figures from other Councils? Below is a selection of Councils - some have been classed as excellent (E), some are from the former Historic Cities Benchmarking Group (HC), and some are Carlisle's Nearest Neighbours (NN) in terms of demographics These figures represent their year-end (2011/12) performance</p> <ul style="list-style-type: none"> Rushcliffe (E) = 78.4% Wychavon (E) = 69% Chorley (E) = 65.5% Wyre Forest (NN) = 52% Fenland (NN) = 95% Bristol (HC) = 69.9%
Month	Satisfaction Level									
October 2012	69.5%									
November 2012	69.5%									
December 2012	69.5%									