

AGENDA

Environment and Economy Overview and Scrutiny Panel

Thursday, 03 March 2016 AT 10:00
In the Flensburg Room, Civic Centre, Carlisle, CA3 8QG

A preparatory/briefing meeting for Members of the Panel will be held
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 MEETING

5 - 16

To note the Minutes of the meeting held on 21 January 2016.
(Copy Minutes herewith)

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

17 - 24

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.06/16 herewith)

A.3 RETHINKING WASTE PROJECT

25 - 34

(Environment and Transport Portfolio)

The Director of Local Environment to submit a report updating the Panel on the Rethinking Waste Project.

(Copy Report LE.03/16 herewith)

A.4 CARLISLE SOUTH MASTERPLAN

(Economy, Enterprise and Housing Portfolio)

The Director of Economic Development to give a presentation introducing the Carlisle South Masterplan.

(Copy Presentation to follow)

A.5 3rd QUARTER PERFORMANCE REPORT 2015/16

35 - 48

(Finance, Governance, and Resources Portfolio)

The Policy and Communications Manager to submit an update on the Council's service standards that help measure performance. It also includes updates on key actions contained within the Carlisle Plan.

(Copy Report PC.06/16 herewith)

PART B

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

Members of the Environment and Economy Overview and Scrutiny Panel

Conservative – Christian, Mitchelson, Nedved (Chairman), Bloxham (sub), Mrs McKerrell (sub), Mrs Mallinson (sub)

Labour – Bowditch, Caig (Vice Chairman), Dodd, Ms Franklin, Burns (sub), Ms Patrick (sub), Watson (sub)

Independent – Betton, Graham (sub)

Enquiries, requests for reports, background papers, etc to Committee Clerk: Jacqui Issatt - 817557

MINUTES OF PREVIOUS MEETING

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL

THURSDAY 21 JANUARY 2016 AT 10.00AM

PRESENT: Councillor Nedved (Chairman), Councillors Bloxham (as substitute for Councillor Mitchelson), Bowditch, Caig, Christian, Dodd and Ms Franklin.

ALSO PRESENT Councillor Glover – Leader
Councillor Mrs Martlew – Deputy Leader, and Environment and Transport Portfolio Holder
Councillor Mrs Bradley – Economy, Enterprise and Housing Portfolio Holder
Councillor Paton – Petitioner
Mr Kenyon – Lead Officer, Infrastructure Planning, Cumbria County Council

OFFICERS: Deputy Chief Executive
Director of Economic Development
Director of Local Environment
Neighbourhood Services Manager
Overview and Scrutiny Officer

EEOSP.01/16 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Betton and Mitchelson.

EEOSP.02/16 DECLARATIONS OF INTEREST

There were no declarations of interest affecting the business to be transacted at the meeting.

EEOSP.03/16 PUBLIC AND PRESS

RESOLVED – That the Agenda be agreed as circulated.

EEOSP.04/16 MINUTES OF PREVIOUS MEETINGS

The minutes of the meeting held on 26 November 2015 had been circulated.

The Panel were given updates on the following recommendations from the minutes:

That the issue of Dog Fouling Street Counts in the rural are be raised with the Neighbourhood Enforcement Team.

The Director of Local Environment assured Members that the rural area received regular patrols and enforcement. The work being undertaken in rural areas would be highlighted in the next Clean Up Carlisle Update.

Cost of Crindledyke Cycleway

The Deputy Leader, and Environment and Transport Portfolio Holder confirmed that the information was publically available and would be circulated to Members. She added that the cycleway would be constructed in keeping with the nature reserve when it reached that area.

Car parking overstay by 10 minutes

The Director of Local Environment confirmed that the enforcement for car parking was in line with legal requirements and the ten minute waiting time had been programmed into the hand held ticket machines.

Memorandum of Understanding with the County Council

The Deputy Leader, and Environment and Transport Portfolio Holder reported that the terms for Memorandum of Understanding with the County Council had been agreed. The meeting with the Chairman of the Highways Committee had been very productive and the City Engineer and the Legal Services Manager had worked very hard to finalise the document, she thanked both of them for their work. She added that the document would be made available for Members as soon as it was signed and available.

RESOLVED – That the minutes of the meetings held on 29 October and 26 November 2015 be agreed as a correct record of the meeting and signed by the Chairman.

EEOSP.05/16 CALL-IN OF DECISIONS

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

EEOSP.06/16 STREET CLEANING PETITION

The Chairman welcomed Councillor Paton to the meeting. An excerpt from Councillor Paton's petition and a report by the Director of Local Environment (LE.01/16) had been circulated for consideration.

The Deputy Leader, and Environment and Transport Portfolio Holder introduced Mr Bowley, the new Neighbourhood Services Manager.

Councillor Paton submitted a petition to the Environment and Economy Panel which complained about the fly tipping and rubbish which was being discarded on the streets and pavements, and in some cases being left for weeks before the Council removed it. The petition signatories wanted to be proud of their area and keep it clean and tidy and not have to worry about vermin and disease.

Councillor Paton congratulated the Council on the cleaning up of disregarded rubbish in the Botcherby Ward but felt it was 'ironic' that rubbish had to be reported before any action was taken. He informed the Panel that the Council had addressed some fly tipping in the area and within half an hour of the clean up more fly tipping had occurred and rubbish had been left in cuts. He felt that this was unacceptable and, although he understood that it was difficult to catch people, he felt that the Council treated Botcherby as unimportant.

Councillor Paton informed the Panel that dog fouling was a major problem and he wanted something to be done to rectify the issue. He suggested that instead of issuing

perpetrators with a fine they should be made to clean up the entire area of the incident as a deterrent to others.

Councillor Paton submitted several photographs of a variety of areas within the Botcherby Ward which highlighted the dog fouling, litter, weeds and blocked gully issues. He strongly believed that harsher punishment would improve the situation. His petition had been signed by a number of visitors to the City and he felt it was important that their signatures were taken into account as tourism needed to be encouraged and this level of dog fouling and rubbish was bad for the city.

Councillor Paton then read out a statement on behalf of Councillor Betton, Ward Member for Botcherby, emphasising that the comments were Councillor Betton's views not his own.

Councillor Betton's statement highlighted the Director of Local Environment's report which drew attention to the successful work of the Council. He felt that the continuous dog fouling and rubbish on school routes and play areas did not tie up with the report. He had reported the issues but they were still there. The statement said there was rubbish, fly tipping and glass in the park areas along with rubbish in the gutters. He asked that the Panel request that the Executive direct more resources to treat the Botcherby Ward as it deserved to be treated. The photographs that had been submitted showed that the Council's claims to be carrying out good work were not true. Councillor Betton felt that the recent clean up in Botcherby was a 'white wash' and the information provided in the report was about two specific areas not the whole Ward. The statement finished by reminding the Panel that the City Council had a statutory responsibility to keep Carlisle clean and it was unacceptable for a clean up to take place just because of a Panel meeting.

The Chairman thanked Councillor Paton for his presentation and commented that a great deal of the problem occurred as a result of irresponsible dog owners and fly tipping, both of which were a drain on public resources.

The Deputy Leader and Environment and Transport Portfolio Holder responded that Councillor Betton's comments stating that Botcherby did not matter was untrue, it was some of the residents of the area who did not have respect for the area they lived in. Education and enforcement was the way forward in tackling these issues but there needed to be strong evidence to issue Fixed Penalty Notices or to prosecute. The Council did a good job but there needed to be more done by residents to keep their own Ward clean.

The Portfolio Holder commented that she had recently visited the Botcherby Ward and there was a noticeable difference in the cleanliness of different areas. The Council was trying to address the problem but they needed the public and Ward Councillors to encourage residents to be more socially aware of what they were doing and the impact on the Ward. She added that certain areas in the Botcherby Ward received more attention than other parts of the City.

The Director of Local Environment drew attention to the petition which had not specified a particular Ward so her response had been with regard to the whole City. The Clean Up Carlisle campaign introduced cleaning operators, education and enforcement and the Panel had received regular updates on the campaign.

During the recent floods the litter and mobile teams had remained on their usual tasks, however, the street cleaning machines had been redirected to the flood recovery operation. The street cleaning team now had a programme to catch up on the street cleaning and the photographs supplied by Councillor Paton enabled the street cleaning

teams to target problem areas. She added that photographs demonstrated that the litter levels were good apart from certain areas which were mainly on grassed areas. This problem occurred as street cleaning machines could not operate on the grass and this would be better co-ordinated in future.

The Director of Local Environment agreed that the current standards of street cleanliness were lower than normal due to the flood recovery period and work had begun to rectify this. The street cleaning was carried out in regular cycles and Botcherby had a weekly mobile team. The clean up on Monday had taken the area to grade A, unfortunately some areas had returned to grade C within two days. This was not an operational issue but it was an educational issue. The Council was working hard to bring the whole of Carlisle back up to the standard it had been enjoying for the previous three years. She summed up by informing the Panel that there had been a lot of investment in new technology and the 'Billy Goat' machines would address areas that had been highlighted in Councillor Paton's photographs.

The Neighbourhood Services Manager explained that an audit of the clean-up programme was being undertaken to enable the resources to be prioritised. He added that the team relied on intelligence to follow up on education and enforcement. He reiterated that the team was currently catching up on work following the floods and additional resources had been brought in to help with the leaf clean up and had been retained for the flood recovery,

Councillor Paton thanked officers for the information but felt that more could be done to bring about harsher enforcement. He suggested working with the judicial system to impose stronger punishment for offenders as a deterrent and felt cleaning the whole area was appropriate.

The Deputy Leader and Environment and Transport Portfolio Holder responded that the Council issued statutory fines as enforcement, if the fines are not paid the process moved to the Magistrates Court. Any changes to enforcement would have to be carried out at a national level.

A Member suggested that the Local Government Association be the appropriate organisation to discuss suggestions for changes to statutory enforcement.

In considering the petition and officer's report Members raised the following comments and questions:

- A Member commented that the photographs showed there was a problem with detritus in the area and the weed issues contributed to the problem.
- The City had a number of hot spots where fly tipping was a recurring problem; could investment in CCTV or a media campaign help?

The Deputy Leader and Environment and Transport Portfolio Holder understood the issues with the fly tipping hot spots and reassured the Panel that the team took the issue very seriously, however, fly tipping took a lot of time to investigate. One issue the authority had was the expectation that the Council would clear fly tipping from private land. The Council only had the resources to clear areas that they were responsible for.

The Director of Local Environment explained that strict protocols under the RIPA Act had to be adhered to use surveillance and CCTV would also bring issues regarding

maintenance, funding, potential damage to equipment and software issues. She added that the City did not have a lot of fly tipping in comparison to other Cities.

- A Member commented that the Council would not be able to clear fly tipping if they were not informed about it, it had to be reported.
- The Panel was disappointed that the Ward Councillor for Botcherby, and Member of this Panel, had not attended to present his statement in person.
- A Member understood that there were national standards for street cleansing which the Council could strive to achieve. How confident was the authority that the City could achieve national standards?

The Director of Local Environment responded that the national indicators were no longer in place for street cleansing, however, the team continued to use the methodology for street cleaning in the city. Work was underway to produce a mobile application that would enable better mapping of areas to allow the prioritisation of resources. The authority continued to look at new innovative ways to target resources to maintain high standards.

She explained that the Council had undertaken several campaigns to educate and enforce dog fouling offenders; the current campaign was 'we are watching you' which had proved to be successful in other areas. There was also a school education programme and advice sessions were held in the city centre.

The Deputy Leader and Environment and Transport Portfolio Holder added that any prosecutions were also published as a deterrent to others.

- The Panel had recently completed a Litter Bin Task and Finish Group, had the litter bins in the Botcherby Ward been considered or moved as a result of this work?

The Director of Local Environment responded that the team was in the process of implementing the recommendations of the Task and Finish Group. There would be an annual review of the litter bins which would look at their location, type, size and usage. There were 700 litter bins in Carlisle and 200 of them had been recently upgraded.

Councillor Paton thanked Members and officers for their positive response to the petition.

RESOLVED –1) That the petition submitted by Councillor Paton and report LE.01/16 be noted.

2) That the next Clean up Carlisle report include an update on fly tipping, the Litter Bin Task and Finish Group recommendations and the Rapid Response Team.

EEOSP.07/16 NEW INFRASTRUCTURE PROJECTS FOR CUMBRIA

The Chairman welcomed Mr Kenyon, Lead Officer, Infrastructure Planning, Cumbria County Council to the meeting.

Mr Kenyon gave an overview of the major infrastructure projects that were taking place in Cumbria which included the Moorside Power Station (NuGen), North West Coast Connections (National Grid) and the Dumfries and Galloway Strategic Reinforcement (Scottish Power Energy Networks).

Mr Kenyon detailed the principals of Nationally Significant Infrastructure Projects (NSIPs) which included an application to the Planning Inspectorate, a decision by the Secretary of State, local authorities' consultation process and Planning Performance Agreements.

Moorside Power Station

Mr Kenyon presented a diagram of the proposed nuclear reactors which would be built at Moorside and a map of their location. There would be a significant impact on the workforce with a projected requirement of 6,500 workers at peak construction time. There also had to be associated sites in the application to accommodate the workers. This would have a big impact on the area and potential legacy benefits.

The power station site would have a new railway station and a marine off loading facility, the power station had a rail led strategy to move workers to the site and a legacy benefit would be the retention of the railway station on completion.

There had been one round of formal consultation and the County Council had responded with key issues including transport, skills and supply chain, issues with the associated development sites, impact on services, waste, emergency planning, contribute positively and cumulative impacts. Mr Kenyon detailed the NuGen timetable which saw the first reactor operational in 2024. The presentation included a diagram of the NuGen engagement and NuGen's analysis of the consultation feedback.

North West Coast Connections

Mr Kenyon gave a detailed overview of the purpose of the project which connected Moorside and increased the capacity of the transmission line in West Cumbria. The route corridor started in Harker and followed the west coast down to Morecombe Bay where it would connect to Heysham via a tunnel under Morecambe Bay.

Mr Kenyon outlined the programme for the project which planned to have the Development Consent Order granted in late 2018. The project would potentially have an impact visually, ecology, and on transport as well as social and economic impacts. The County Council responses had made it clear that there would be a need to make local jobs and opportunities for local businesses.

The presentation showed the three alternative pylon designs, one of which was much larger than the existing pylons. The physical mitigation issues included the routing of the line, screening and landscaping, rationalisation of overhead lines, alternative pylon designs, undergrounding and compensation for damage. The social and economic mitigation issues included job opportunities and training, supply chain, engagement with local business and the impact of the incoming workforce.

Dumfries and Galloway Strategic Reinforcement

Mr Kenyon reported that the purpose of the project was to replace ageing assets, increase capability of transmission, integration of new generation and to enable cross border electricity distribution. The programme for the project ended with the operation of the new grid in 2023.

Cumbria Infrastructure Plan

Mr Kenyon informed the Panel that the Cumbria Infrastructure Plan was being developed by the Local Enterprise Partnership (LEP) and would include the strategic infrastructure, map growth, stakeholder commitments, identify and prioritise schemes and plan with businesses cases.

Mr Kenyon outlined the emerging infrastructure priorities and informed the Panel that the County Council had produced a Skill Plan which focused on Science, Technology, Engineer and Maths subjects.

He summed up by informing the Panel of the legacy benefits that the County wanted from the projects which included improved transport links, local jobs, training, support for local businesses, work with minerals and waste, an ecological mitigation plan, housing regeneration and social care and education.

The Chairman thanked Mr Kenyon for his detailed presentation commenting that it brought into focus the scale of the infrastructure projects in the County.

In considering Mr Kenyon's presentation Members raised the following comments and questions:

- How sustainable would the jobs created during the projects be?

Mr Kenyon responded that a large number of the jobs would be construction based. NuGen had stated that there would be 6,500 jobs at the peak of the build and 1,000 jobs to operate the power station. This would be a huge demand on skills and the operation of the power station would be long term permanent jobs.

- A Member commented that the consultation process was not the same as the democratic process. He asked how Councillors could input into the decision making process.

Mr Kenyon explained that the legal process for a Development Consent Order required developers to formally consult local authorities. The developers had to show how they took on board consultation responses and how they shaped the development. Cumbria County Council had formulated a formal response to the consultation and this had been taken through the Cabinet. The Government had a National Planning Strategy which stated where certain development areas, such as the power station, would be. The principle of the power station was pre set by Government.

The Economy, Enterprise and Housing Portfolio Holder added that the Government made the deliberate decision to identify development areas to speed up the planning process on sites of national importance.

- When Sellafied was being built the local communities campaigned with BNFL to have local jobs, at the time the campaign was not successful. How could local authorities ensure that jobs were available for local people along with training and supply chains to local businesses?

Mr Kenyon agreed that local jobs and local businesses were very important and the County Council had prepared a legacy document to shape the projects to ensure this happened.

- The plan for the power station showed the cooling tunnels in the sea, was there any chance of contamination from the warmed water which was returned to the sea?
- The Ward Member for Harker expressed concerns regarding the visual impact of the pylons for the North West Coast Connections Project. Residents had been consulted

but they had felt their concerns were not being listened to. He asked if the cabling could be placed underground to minimise the visual impact to the area.

Mr Kenyon sympathised with residents of the Harker area as there would be an increased visual impact from the project. There was a strategy to find alternative ways to connect the cabling where pylons were unacceptable. The underground options had a dramatic impact to the area during installation and cost ten times more than the pylons. He agreed the underground cabling was more resilient but it was far more difficult to repair. The three pylons all had their own benefits, the 'T' pylon had a cleaner look but some people had complained that the column looked like a wind turbine.

- How advanced was the infrastructure in the County to cope with the projects?

Mr Kenyon responded that all of the developers had to demonstrate how they would move freight and workers. NuGen had identified rail as the option and would build new stations and invest in new trains. The concern was how they would ensure workers used the trains.

The Director of Economic Development added that the Local Enterprise Partnership had included Carlisle Station as a priority as the gateway to the north west and there would be improvements to the rail link between Carlisle and Barrow in Furness.

- Was there anything in the public domain regarding an independent review of the design and safety of the power station?

Mr Kenyon explained that NuGen had to obtain licences and undergo assessments of the design to prove safety. Planning authorities did not get to input on that process but there would be information available on the Environment Agency and Office for Nuclear Regulation websites.

RESOLVED –That Mr Kenyon be thanked for informative presentation and professional response to Members questions.

EEOSP.08/16 UPDATE ON THE CARLISLE ECONOMIC POTENTIAL REPORT

The Deputy Chief Executive and Director of Economic Development gave a verbal update on the Carlisle Economic Potential report.

The Deputy Chief Executive reminded the Panel of the background to the Carlisle Economic Partnership (CEP) and its focus on development projects to meet the Local Enterprise Partnership (LEP) priorities and focus on local need.

He detailed the key issues arising which included working age population issues, skill and academic attainment, comparative low wage economy, geographic perceptions, self-sustaining economy and relative low cost development.

The Director of Economic Development detailed the key projects of the CEP and LEP:

Adoption of a sound and progressive Local Plan

The Planning Inspector had finished the public examination of the Local Plan and there had been no major issues, the overall response had been very positive and some minor modifications would be made. It was important to adopt the Local Plan as it was the

building block to give developers confidence that Carlisle was the place to do business and to support local growth.

Development of Carlisle South, urban extension and employment opportunities

The development had been included in the Local Plan. Funding from the HCA had been secured to carry out a master plan and Capita would design appropriate road infrastructure to link to the Northern Relief Road and the Motorway. She added that a cross party working group may be required for this work.

City Centre Developments

Citadel

Cumbria County Council would vacate the Citadel and surrounding offices when their new build was completed. A development brief was being prepared to present to the LEP but it was very early days with regard the future use of the building.

Public Realm

The public realm was a central part of the economic partnership and making the city centre in particular easy to use.

Carlisle Ambassadors

The Ambassadors were part of the economic strategy to raise the profile of Carlisle by making businesses part of the Partnership to promote Carlisle.

Transport hub development activity

The need to improve the railway links and Carlisle Station had been identified as a key priority for the LEP.

Carlisle Airport developments

The airport was important not only to Carlisle but to the economy for the Borders. Stobart were working on investment opportunities to develop the route and the Council was working with them.

Kingmoor Park Enterprise Zone

The details for the Zone being considered included a Local Development Order and business rate and capital investment opportunities.

Kingstown Industrial Estate developments

The project was moving forward and details regarding the future management of the Industrial Estate and opportunities to grow the Estate and income would come through the scrutiny process.

Durranhill redevelopment

Funding had been received from the LEP to carry out infrastructure improvements within the industrial estate.

Rosehill development

H&S were now responsible for the car park and a planning application was expected from them in the near future with regard to the development of the Pioneer site, car park and business units. Carlisle needed a range of facilities for businesses and this development fit in with that requirement.

The Deputy Chief Executive outlined the next steps and the new project development which included the continuation to complete key projects, development of a new range of regeneration and development capital and revenue projects. These included Caldew

Riverside, workforce productivity and health, city skills development and ongoing economic monitoring.

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

- The City Centre developments included retail development in the Rickergate area, how had the recent flood affected this?

The Director of Economic Development responded that the Local Plan was obliged to allocate a site for retail development. Should the development go ahead in the Rickergate area developers would have to make the development resilient to floods. It would add additional costs to the development but the Director believed that a developer would be prepared to make that investment if it was the right site for them.

- Who owned the Citadel?

The Director of Economic Development explained that it was very early days for the future of the Citadel and discussions were taking place as to whether the County Council would retain ownership.

Members felt strongly that the Citadel buildings be retained as they were a tourist attraction within the City.

- A Member highlighted the 4,000 planning permissions for new housing units that the Council gave in 2014. He felt it was important for the Panel to take into account the fact that the Council granted the permissions but there were issues with the number of actual units built.
- In terms of a self-sustaining economy what would attract higher earners to come and live in the City?

The Deputy Chief Executive responded that there were no barriers to stop higher earners living within the City; it had a lot to offer. Senior Officers of the Council who lived out with the City did so because of family commitments and not because of the City.

- Had there been any thought as to how to achieve economic growth without the need to draw people into the City?

The Director of Economic Development stated that there were opportunities to grow the City through improved technology and upskills but ultimately the City would still require people.

- Had potential combined authorities been taken into account with the CEP?

The Deputy Chief Executive confirmed that it had been taken into account and should it come forward it would radically change the CEP focus.

- A Member commented that for future updates it would be beneficial to highlight the changes within the review document.

RESOLVED –That the Deputy Chief Executive and Director of Economic Development be thanked for their presentation.

EEOSP.09/16 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer presented report OS.03/16 providing an overview of matters relative to the work of the Environment and Economy Overview and Scrutiny Panel.

The Overview and Scrutiny Officer reported that the last Notice of Executive Key Decisions had been published on 14 December 2015, included the 2016/17 Budget Process (KD.33/15) which had been considered by the Panel at their last meeting.

The Panel's Work Programme was attached to the report and Members were asked to note and/or amend the Programme as they saw fit.

The Panel agreed that the Skills Audit Task and Finish Group be established after the completion of the County Council's Skills Plan to reduce any duplication of work.

The Chairman had suggested that a Flood Task and Finish Group be established to consider any future response to the flood and to investigate any possible ways that the Council could influence flood prevention measures. The Panel agreed and asked that the Task and Fish Group also look at the Council's first response to the flood and take away any lessons learned.

At the request of the Deputy Chief Executive the Panel agreed to take the Rethinking Waste Project report in March and the Clean Up Carlisle report in April.

RESOLVED – 1) That the Overview Report (OS.03/16) incorporating the Work Programme and Notice of Executive Key Decision items relevant to this Panel be noted.

2) That an outline scoping document for the Flood Task and Finish Group be prepared to enable the Panel to consider how to proceed with the Group.

3) That the Carlisle South Masterplan and the Rethinking Waste Project be considered by the Panel in March and the Update on Clean Up Carlisle be considered by the Panel in April.

(The meeting ended at 12.50pm)

Environment & Economy Overview and Scrutiny Panel

Agenda
Item:

A.2

Meeting Date: 03 March 2016
Portfolio: Cross Cutting
Key Decision: No
Within Policy and
Budget Framework
Public / Private Public

Title: OVERVIEW REPORT AND WORK PROGRAMME
Report of: Overview and Scrutiny Officer
Report Number: OS 06/16

Summary:

This report provides an overview of matters related to the Environment and 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 Notice of Key Executive Decisions should be included in the Panel's Work Programme for consideration.
- Note and/or amend the Panel's work programme, in particular note the resolution of Scrutiny Chairs Group to include regular flood update items on issues falling within the remit of each Overview and Scrutiny Panel.

Contact Officer: Sarah Mason

Ext: 7053

Appendices attached
to report:

1. Environment and Economy O&S Panel Work Programme 2015/16

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions was published on 5 February 2016. This was circulated to all Members. The following item falls into the remit of this Panel:
KD.33/15 Budget Process 2016/17 On last meeting's agenda.

2. References from the Executive

There are no references from the Executive's meetings on 13 January and 8 February.

3. Work Programme

Members are asked to note and/or amend the Panel's work programme and in particular consider the framework for the next meeting.

The following items are scheduled for the next meeting on 14 April 2016:

- Scrutiny Annual Report
- Update on Clean Carlisle
- Tourism
- City Centre Development Framework

Scrutiny Chairs Group, on 4 February, resolved that each Panel have a standing Flood Update report added to their agenda, to receive an update on issues within the remit of that Panel.

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

Appendix 1 ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

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		25 Jun 15	30 Jul 15	17 Sep 15	29 Oct 15	26 Nov 15	21 Jan 16	3 Mar 16	14 Apr 16
Contact Officer														
CURRENT MEETING - 3 March 2016														
Rethinking Waste Project Angela Culleton/Colin Bowley					✓	Report - Update / monitoring of project.							✓	
Carlisle South Masterplan Garry Legg			✓			Presentation - Introduction to Carlisle South Masterplan							✓	
Performance Monitoring Reports Gary Oliver	✓					Monitoring of performance relevant to the remit of Panel	✓		✓		✓		✓	
TASK AND FINISH GROUPS														
Flood 2015						Discussed at Scrutiny Chairs Group: Flood update items to each Panel. Workshop (cross Panel) to look at issues.								
Skills Audit						T&F group deferred until after Flood T&F group. To include gender pay gap.								

Appendix 1 ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

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	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring		25 Jun 15	30 Jul 15	17 Sep 15	29 Oct 15	26 Nov 15	21 Jan 16	3 Mar 16	14 Apr 16
Contact Officer														
FUTURE ITEMS														
Scrutiny Annual Report Sarah Mason			✓		✓	Draft report for comment before Chairs Group								✓
Update on Clean Carlisle Scott Burns					✓	6 monthly update report			✓					✓
Tourism Jane Meek					✓	Performance monitoring report for TIC (Old Town Hall)								✓
City Centre Development Framework Mark Walshe						Report and presentation on City Centre Development Framework								✓
COMPLETED ITEMS														
Work Planning Session							✓							
Contaminated Land Strategy		✓				Scrutiny of Executive report	✓							
Enterprise Zone						Verbal update		✓						

Appendix 1 ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

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	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring		25 Jun 15	30 Jul 15	17 Sep 15	29 Oct 15	26 Nov 15	21 Jan 16	3 Mar 16	14 Apr 16
Rethinking Waste		✓				Rethinking Waste Business Case and Vehicle Procurement (pre-decision Scrutiny)			✓					
Carlisle Plan		✓				Pre-decision consultation on the draft Carlisle Plan 2015-2018			✓					
Major infrastructure projects in Cumbria – implications for Carlisle Jane Meek						Presentation on the major infrastructure projects in Cumbria and the implications for Carlisle				✓				
Car Parking Development Plan Angela Culleton			✓		✓	Scrutiny of car parking development plan				✓				
Clean Neighbourhood Enforcement Policy Scott Burns		✓	✓			Scrutiny of revised Enforcement Policy				✓				

Appendix 1 ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

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		25 Jun 15	30 Jul 15	17 Sep 15	29 Oct 15	26 Nov 15	21 Jan 16	3 Mar 16	14 Apr 16
Update on Public Realm Mark Walshe					✓	Update on the proposed city centre orientation improvements (including signage and car park renaming).					✓			
Local Enterprise Partnership Jane Meek				✓		Updated report Cumbria LEP ED 19 14 and presentation by Graham Haywood, LEP Director					✓			
Budget Peter Mason		✓	✓			To consider budget proposals for 2016/17					✓			
New infrastructure projects for Cumbria (inc. nuclear new builds) Sarah Mason						Presentation by Guy Kenyon, Lead Officer - Infrastructure Planning, Cumbria CC.						✓		
Carlisle Economic Potential Darren Crossley		✓	✓			Update of projects following March 2015 report		✓				✓		

Appendix 1 ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2015/16

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		25 Jun 15	30 Jul 15	17 Sep 15	29 Oct 15	26 Nov 15	21 Jan 16	3 Mar 16	14 Apr 16
Contact Officer														
Clean Up Streets petition Rachel Rooney											✓			

**Report to Environment &
Economy Overview and
Scrutiny Panel**

Agenda
Item:

A.3

Meeting Date: 3rd March 2016
Portfolio: Environment and Transport
Key Decision: Not Applicable:
Within Policy and Budget Framework YES
Public / Private Public

Title: RETHINKING WASTE PROJECT

Report of: Director of Local Environment

Report Number: LE 03/16

Purpose / Summary:

This report provides an update on the progress of the Rethinking Waste Project and highlights key issues going forward.

Recommendations:

Scrutiny Panel is recommended to receive the report, note the progress made and to agree future dates to review progress going forward until the project is fully implemented.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1.0 BACKGROUND

Having considered a number of options for the future shape of the refuse and recycling collection service, on 29 June 2015, the Executive agreed to Option 1, which, subject to a full business case, would see the:

- Fortnightly collection of refuse (240litre bin)
- Fortnightly collection of garden waste (240litre bin)
- Fortnightly collection of dry recycling (card, paper, glass, plastic and cans) on one modern Resource Recycling Vehicle.

A report was considered and supported by Environment and Economy Overview and Scrutiny Panel when it met on 17 September 2015. The original aims of the project are summarised below and would...

- Require new refuse collection vehicles
- Require new vehicles to collect all dry recycling materials in one go
- Retain the current collection containers and bins
- Introduce significant changes in the collection rounds to maximise efficiency
- Bring in-house all the recycling collections
- Develop a transfer station to manage the materials
- Require a new team to manage and deliver the service and transfer station and potentially changes to working patterns of operational staff to maximise productivity and reduce costs
- Meet TEEP (Technically, Environmentally and Economically Practicable) requirements and will slightly increase recycling rates as all residents will receive kerbside collections

2.0 UPDATE ON BUSINESS CASE AIMS (as reported Sept.2015)

2.1 New refuse collection vehicles (RCV)

Following trials with a different type of refuse collection vehicle from the more 'traditional' model, two Rotopress vehicles were purchased and have been operating since October 2015. They have proved to be very popular with drivers and to date have been very effective in operation, providing improved access and additional payload, up to 1.5ton (14%) extra compared to a typical 26ton refuse collection vehicle. As and when other vehicles are due for replacement, consideration will be given as to whether or not we continue with the traditional refuse collection vehicle or increase the number of Rotopress vehicles.

A smaller, 16 ton vehicle is currently in build that will be used to support back-lane collections where the standard refuse collection vehicles are unable to access. There have been some delays in the build due to the unique design specification set although we are assured the problems are being addressed.

The City Council's wider fleet is also subject to review to ensure that we have a range of vehicles that are better able to respond to service demands. For example, as our cage tippers are replaced it is planned to purchase some with bin lifts to increase their effectiveness and improve our speed of response.

2.2 New Resource Recycling Vehicles

Trials of three different types of resource recycling vehicles have been carried out in Carlisle with unfortunately no particular vehicle standing out as the obvious choice and all presenting different benefits and challenges. Different options continue to be investigated and we are also in contact with the vehicle manufacturers who are aware of our concerns and working to address some of the difficulties. The key concerns centre around payload and capacity, ergonomics and health and safety (manual handling and road risk). Such vehicles are however in use in other authorities and fact finding visits are planned to understand how they have overcome such issues.

The vehicle specification should not overly influence service re-design but it is an important factor that cannot be ignored. Information from other councils and from the industry will be used to support the final business case and subsequent decisions to purchase the new vehicles, understanding fully how they will perform in Carlisle.

2.3 Retain the current collection containers to reduce costs

Where possible, we will aim to retain existing containers to minimise costs going forward. The trials of the resource recycling vehicles did however reveal some issues with the design of the current receptacles for recycling which were slowing down the collection / sorting process and / or introducing new manual handling risks for staff which cannot be ignored. The research underway and the fact finding visits planned to other councils will support decisions in this regard.

The receptacles chosen will need to satisfy:

- Practicality test:
 - Ease of use by residents – to encourage recycling
 - Ease of use by collection staff – to minimise manual handling and other risks, reducing the need for staff to have direct contact with waste
 - Size – need to be fit for purpose and practical
- Affordable
- Durable
- Image and impact – do the current receptacles have a positive / negative impact on the streetscene

The Project will also review waste receptacles, policies and service standards to address emerging issues. Back lane collection in some areas continues to present challenges (safe access and manual handling) and the use of 'gull-proof sacks' is also a cause for concern in some streets (misuse / manual handling / capacity / image).

2.4 Introduce significant changes in the collection rounds to maximise efficiency

It is proposed to re-model all collection rounds to ensure that they are operating as efficiently and safely as possible. Specialist routing software will be combined with the valued experience and knowledge of our own drivers to reflect local issues. This review will also ensure that those new-build estates and properties currently not receiving all recycling and garden waste collections are addressed where practical. It is anticipated that whilst rethinking waste will not be implemented fully until April 2017, where possible, changes in this regard will be made earlier, bringing some new build estates 'on-line'. It is important that any changes are planned appropriately to ensure we continue to deliver value for money services for residents. We are not in a position, however, at this time to simply increase the collection rounds which are working to capacity.

2.5 Bring in-house all recycling collections

The current 'green box' collection contract with FCC is scheduled to end June 2016. A verbal offer to extend the contract for a final nine month period up to 31 March 2017 has been made and provisionally accepted subject to agreeing the contract costs which are expected to be within budget. This will bring the contract end-date in line with the recycling contract for the material the Council collects from bring sites. Co-terminating the contracts in this way and combining the volumes will support the procurement of a new single 'end markets' recycling contract from April 2017.

A soft market testing day is scheduled for 17 March 2016 providing an opportunity to hear from end market providers and to help inform our decisions on service redesign, vehicle specification and type of receptacle. The aim continues to be to protect the value of the recycling asset by collecting as much as possible separated at source. But, for example, it may be possible to mix some of the waste streams together where any resulting fall in value / income will be more than off-set by the reduced collection costs (efficiency), reduced vehicle costs (specification) and reduced health and safety risks (manual handling / sharps etc).

And, reflecting where this will also provide benefits for the resident making recycling an easier and more practical option, increasing volumes and helping with the streetscene etc.

This final extension will also provide scope to develop the new in-house service, purchase the right fleet of vehicles for Carlisle and to deal with potential TUPE implications.

2.6 Develop a transfer station to manage the materials

Our appointed consultants, Eunomia, provided information and anticipated costs for the potential development of the Bousteads Grassing depot as a bulking and transfer station for recyclable materials. The report confirmed that significant investment would be needed to house all the delivery, processing, batching and collection to be carried out within an enclosed building on site in order to mitigate likely development conditions in respect of noise, particularly associated with the frequent unloading / loading of glass. Initial estimates of £1.7million capital were provided giving an annual cost of circa £360,000pa (pay back of capital / annual operating costs). Given this level of investment and reflecting the current state of the recycling market, the Project Board agreed that the business case in this regard could not justify the financial risk; procuring an external end markets provider would present the best option going forward at this time. Should the market conditions change significantly in future, then this option to develop in-house transfer facilities could be revisited.

The depot development work with Eunomia was stopped after receipt of this information and the consultants discharged.

2.7 Require a new team to manage and deliver the service and transfer station and potentially changes to working patterns of operational staff to maximise productivity and reduce costs.

An internal 'enabling' review will soon be launched to ensure that our current structures are fit for purpose and that there are sufficient resources to drive service improvements in key areas across Neighbourhood Services as well as deliver this key project. This review will also support the Medium Term Financial Plan. As the project develops and services are returned to the council, then it is envisaged that a further review will be needed. For the reasons outlined above, this will not, at this time, include any proposals to develop our own transfer station. There remains, however, a need to tighten some depot controls and standards through the creation of a dedicated 'site officer' or 'yard-man' type role, funded from within existing resources. Further changes to employment terms and conditions are under consideration (see 2.14below).

2.8 Meet TEEP (technical, environmental and economically practicable) requirements and will slightly increase recycling rates as all residents will receive kerbside collections

This remains the aim of the project for the majority of households and will address the new build estates where the 'full' service is not offered at the kerbside.

Discussions will be held with ward members where necessary to develop local solutions where different arrangements may be needed.

As above, the information from the soft market testing day will help inform decisions.

3.0 Further developments

3.1 Staffing

The review of the role of Driver / Loader has been carried out with their responsibilities increased to better reflect their 'supervisory' role for the crew and to reinforce key health and safety responsibilities. As a result the post was re-graded from grade C to grade D. Following individual driving assessments, all drivers were successfully appointed to the new grade on 15 December 2015. The service currently has three driver vacancies, currently out to advert, and the new enhanced salary level will support recruitment.

Four Neighbourhood Services staff members have also been trained to drive HGVs to improve flexibility and responsiveness. Three have so far passed their test with the fourth expected to complete the training and pass their Class C test very soon.

3.2 Review of technology

The review is also going to address our use of technology to improve service performance and compliance. On board vehicle cameras and trackers already operate and the other in-cab technology (Masternaut system) have all proved very effective but are in need of update as the fleet is replaced. The new system(s) needs to be further integrated into the Council's CRM system to provide a more seamless link between the back office and front-line service to further drive performance and responsiveness.

3.3 Development of apprenticeship scheme

A proposal is being developed to ear-mark funding from this year to support the development of a new two year apprenticeship scheme, to recruit from August 2016 – 2018 creating opportunities for local young people. The scheme is envisaged to provide a varied experience across Neighbourhood Services (refuse / street cleaning) and Green Spaces (grounds maintenance / parks and gardens) backed

up by a recognised qualification. The apprentices will be in addition, not instead of, staff so will have a positive impact on service delivery as well as providing some business resilience going forward giving our aging workforce.

3.4 Communication

Any changes arising from this review will have the potential to impact on every household and indeed on our own staff. The aim will be to minimise disruption and place residents and staff at the heart of the review; regular communication will be a vital. Engaging with elected members both collectively and at a ward level will also ensure that we stand shoulder to shoulder in support of the changes when introduced and that we take a consistent, robust, but measured approach to implementing changes.

A service improvement group has been established to seek the views of staff across neighbourhood services on general day-to-day service issues with a view to making ongoing adjustments where necessary to improve service standards and working 'conditions'.

3.5 Project timescale

A simple, clear over-arching project plan will set out the key dates and actions. Sitting below this will be a more detailed project plan identifying the various actions necessary to deliver the project.

A target date of April 2017 is set for implementation although consideration may need to be given to phasing some changes.

The April start date provides time to:

- Implement the initial 'enabling' review and secure dedicated project resources
- Continue to drive wider service improvement across neighbourhood services
- Fully evaluate each project theme
- Learn from other authorities
- Finalise the business case
- Procure specialist vehicles
- Consult with stakeholders
- Pilot / trial vehicles
- Engage and consult with stakeholders

It should be emphasised that much of this project work will be front-loaded to ensure that vehicles for example are procured and delivered on time, given the often lengthy lead-times.

Where practical, some changes may be introduced earlier but an April 2017 start date also supports budget planning, reflects the end dates of existing contracts, supports the introduction of a charging regime and crucially avoids introducing changes for example over summer holidays or Christmas and New Year. This will also be at a time when the weather should be improving, reducing the risk of service disruption due to adverse weather.

4.0 CONSULTATION

- As above, a key theme running through the project will be communication with all stakeholders, including residents, staff, partners and elected members both collectively and on a ward basis where separate solutions may need to be developed in some areas.
- Formal consultation with staff and unions will be instigated where necessary.
- The governance arrangements for the Project are already established and regular opportunities will be sought to consult formally and informally with members for example through the Cross Party Working Group.

5.0 CONCLUSION AND REASONS FOR RECOMMENDATIONS

The reasons and principles supporting the Rethinking Waste Project have been agreed previously and are not repeated here. However, it is important to re-emphasise that refuse collection is often seen as the key service provided by local councils. Such services are inevitably very high profile where any changes can impact instantly on residents introducing a clear risk of reputation damage. The waste sector is also now ranked number one by the Health and Safety Executive in terms of the number of serious injuries and fatalities and a number of recent, very serious incidents have placed the spotlight rightly on the sector.

Replacing our fleet of collection vehicles and redesigning the service will require significant investment both in terms of time and budget and it is vital that the right decisions are made to ensure that we continue to provide high quality and value for money services for our residents. The Rethinking Waste Project will deliver changes and improvements but this cannot be achieved without wider service modernisation and there remains a need to fully evaluate the new risks emerging,

take stock and re-focus. A simple overarching project plan is being developed and the project will be resourced to ensure we get this right first time.

Scrutiny Panel is recommended to receive the report at this time, to note the progress made and key issues identified, and to agree a series of dates / actions to monitor progress going forward up to and beyond implementation.

6.0 CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Clean up Carlisle, efficiency savings, sustainability

Contact Officer: Colin Bowley **Ext:** 7124
Neighbourhood Services Manager

Appendices: None

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

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources -

Report to Environment and Economy Overview and Scrutiny Panel

Agenda
Item:

A.5

Meeting Date: 03 March 2016
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and
Budget Framework YES
Public / Private Public

Title: 3rd QUARTER PERFORMANCE REPORT 2015/16
Report of: Policy and Communications Manager
Report Number: PC 06/16

Purpose / Summary:

This Performance Report updates the Panel on the Council's service standards that help measure performance. It also includes a summary of the Carlisle Plan actions 2013-16. The End of Year report will include the new priorities / activities outlined in the new Carlisle Plan 2015-18.

Details of each service standard are in the table in Section 1. The table illustrates the cumulative year to date figure, a month-by-month breakdown of performance and, where possible, an actual service standard baseline that has been established either locally or nationally.

The summary of the actions in the Carlisle Plan follow on from the service standard information in Section 2.

Recommendations:

1. Consider the performance of the City Council presented in the report with a view to seeking continuous improvement in how the Council delivers its priorities.

Tracking

Executive:	4 April 2016
Overview and Scrutiny:	Community – 18 February 2016 Resources – 25 February 2016 Economy and Environment – 3 March 2016
Council:	N/A

1. BACKGROUND

Service standards were introduced at the beginning of 2012/13. They provide a standard in service that our customers can expect from the City Council and a standard by which we can be held to account. The measures of the standard of services are based on timeliness, accuracy and quality of the service we provide in areas that have a high impact on our customers.

2. PROPOSALS

None

3. CONSULTATION

The report was reviewed by the Senior Management Team on 2 February 2016 and will be considered by the Overview and Scrutiny Panels on the following dates:

Community – 18 February 2016

Resources – 25 February 2016

Economy and Environment – 3 March 2016

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

The Panel are asked to comment on the 3rd Quarter Performance Report prior to it being submitted to Executive.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report

Contact Officers: Steven O’Keeffe

Ext: 7258

Martin Daley
Gary Oliver

7508
7430

Appendices **None**
attached to report:

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**

CORPORATE IMPLICATIONS/RISKS:

Chief Executive's – Responsible for monitoring and reporting on service standards, customer satisfaction and progress in delivering the Carlisle Plan whilst looking at new ways of gathering and reviewing customer information.

Economic Development – Responsible for managing high level projects and team level service standards on a day-to-day basis.

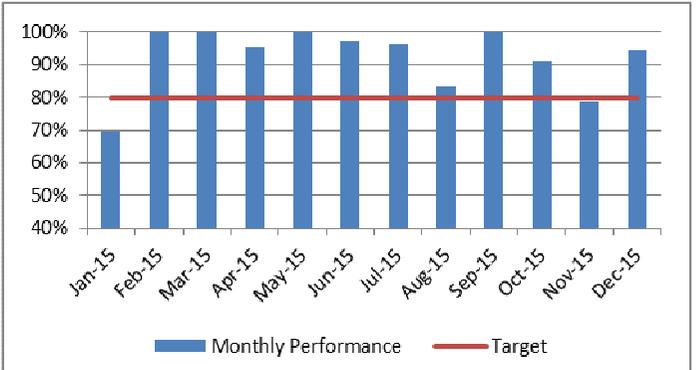
Governance – Responsible for corporate governance and managing team level service standards on a day-to-day basis.

Local Environment – Responsible for managing high level projects and team level service standards on a day-to-day basis.

Resources – Responsible for managing high level projects team level service standards on a day-to-day basis.

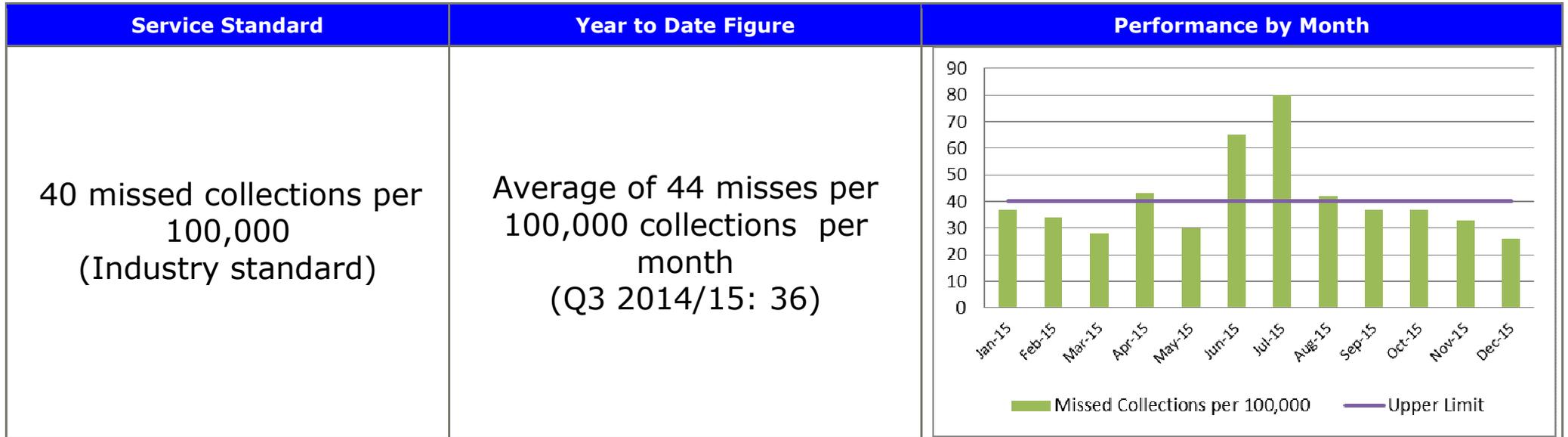
SECTION 1: 2015/16 SERVICE STANDARDS

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

Service Standard	Year to Date Figure	Performance by Month																																							
<p style="text-align: center;">80% (Nationally set target)</p>	<p style="text-align: center;">97.8% (Q3 2014/15: 90%)</p>	 <table border="1" data-bbox="1435 512 2132 882"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Monthly Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Jan-15</td><td>70</td><td>80</td></tr> <tr><td>Feb-15</td><td>98</td><td>80</td></tr> <tr><td>Mar-15</td><td>98</td><td>80</td></tr> <tr><td>Apr-15</td><td>95</td><td>80</td></tr> <tr><td>May-15</td><td>98</td><td>80</td></tr> <tr><td>Jun-15</td><td>95</td><td>80</td></tr> <tr><td>Jul-15</td><td>95</td><td>80</td></tr> <tr><td>Aug-15</td><td>82</td><td>80</td></tr> <tr><td>Sep-15</td><td>98</td><td>80</td></tr> <tr><td>Oct-15</td><td>90</td><td>80</td></tr> <tr><td>Nov-15</td><td>78</td><td>80</td></tr> <tr><td>Dec-15</td><td>95</td><td>80</td></tr> </tbody> </table>	Month	Monthly Performance (%)	Target (%)	Jan-15	70	80	Feb-15	98	80	Mar-15	98	80	Apr-15	95	80	May-15	98	80	Jun-15	95	80	Jul-15	95	80	Aug-15	82	80	Sep-15	98	80	Oct-15	90	80	Nov-15	78	80	Dec-15	95	80
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54 household planning applications were processed during Quarter 3 (214 year to date).

Service Standard: Number of missed waste or recycling collections



The council was scheduled to make 1,092,741 collections during this quarter. The number of failures per 100,000 for this second quarter was 34 which equates to 370 (0.03%) actual missed collections. The obvious point to make is that as well as the regular collections, all of the crews worked on special collections during the flood period.

Service Standard: Percentage of household waste sent for recycling

Service Standard	Year to Date Figure	Performance by Month																																																				
<p>Nationally set target of 45% by 2015 and 50% by 2020.</p>	<p>45.7% (same period 2014/15: 46.7%)</p>	<table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Monthly Value (%)</th> <th>2015 Monthly Target (%)</th> <th>2020 Monthly Target (%)</th> </tr> </thead> <tbody> <tr><td>Dec-14</td><td>33</td><td>45</td><td>38</td></tr> <tr><td>Jan-15</td><td>31</td><td>45</td><td>38</td></tr> <tr><td>Feb-15</td><td>29</td><td>45</td><td>38</td></tr> <tr><td>Mar-15</td><td>40</td><td>45</td><td>45</td></tr> <tr><td>Apr-15</td><td>45</td><td>45</td><td>50</td></tr> <tr><td>May-15</td><td>46</td><td>45</td><td>54</td></tr> <tr><td>Jun-15</td><td>50</td><td>45</td><td>55</td></tr> <tr><td>Jul-15</td><td>50</td><td>45</td><td>56</td></tr> <tr><td>Aug-15</td><td>46</td><td>45</td><td>54</td></tr> <tr><td>Sep-15</td><td>47</td><td>45</td><td>53</td></tr> <tr><td>Oct-15</td><td>45</td><td>45</td><td>51</td></tr> <tr><td>Nov-15</td><td>42</td><td>45</td><td>48</td></tr> </tbody> </table>	Month	Monthly Value (%)	2015 Monthly Target (%)	2020 Monthly Target (%)	Dec-14	33	45	38	Jan-15	31	45	38	Feb-15	29	45	38	Mar-15	40	45	45	Apr-15	45	45	50	May-15	46	45	54	Jun-15	50	45	55	Jul-15	50	45	56	Aug-15	46	45	54	Sep-15	47	45	53	Oct-15	45	45	51	Nov-15	42	45	48
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The year to date figure is as of the end of November 2015. The graph shows the individual months and indicates what is required to achieve the national 2015 target of 45% and the 2020 target of 50%.

Service Standard: Average number of days to process new benefits claims

Service Standard	Year to Date Figure	Performance by Month																										
<p>Average number of new claims should be processed within 22 days</p>	<p>17.9 days* (Q3 2014/15 – 21.6 days)</p>	<table border="1"> <caption>Monthly Performance (Days)</caption> <thead> <tr> <th>Month</th> <th>Monthly Performance (Days)</th> </tr> </thead> <tbody> <tr><td>Jan-15</td><td>20.5</td></tr> <tr><td>Feb-15</td><td>20.0</td></tr> <tr><td>Mar-15</td><td>19.0</td></tr> <tr><td>Apr-15</td><td>19.5</td></tr> <tr><td>May-15</td><td>21.0</td></tr> <tr><td>Jun-15</td><td>18.5</td></tr> <tr><td>Jul-15</td><td>17.0</td></tr> <tr><td>Aug-15</td><td>14.0</td></tr> <tr><td>Sep-15</td><td>18.0</td></tr> <tr><td>Oct-15</td><td>13.5</td></tr> <tr><td>Nov-15</td><td>15.0</td></tr> <tr><td>Dec-15</td><td>20.0</td></tr> </tbody> </table>	Month	Monthly Performance (Days)	Jan-15	20.5	Feb-15	20.0	Mar-15	19.0	Apr-15	19.5	May-15	21.0	Jun-15	18.5	Jul-15	17.0	Aug-15	14.0	Sep-15	18.0	Oct-15	13.5	Nov-15	15.0	Dec-15	20.0
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Nov-15	15.0																											
Dec-15	20.0																											

These figures are estimated and will be updated at the Panel Meeting.

Service Standard: Percentage of Corporate Complaints dealt with within timescale

Service Standard	Year to Date Figure	Total Number of CCs per Directorate
A full response issued to the customer within 15 days of receipt at each stage.	80% (Q3 2014/15 – 76%)	Local Environment – 5 Governance – 0 Economic Development – 2 Resources – 2 Chief Exec’s Team – 1

There were 10 corporate complaints received during the third quarter of which one was not completed with the timescale and one is ongoing.

Section 2: Carlisle Plan 2013-16 Summary

The Plan included six priorities:

- We will support the growth of more high quality and sustainable business and employment opportunities
- We will develop vibrant sports, arts and cultural facilities, showcasing the City of Carlisle
- We will work more effectively with partners to achieve the City Council's priorities
- We will work with partners to develop a skilled and prosperous workforce, fit for the future
- Together we will make Carlisle clean and tidy
- We will address Carlisle's current and future housing needs

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

Major projects under this priority included the development of the Local Plan 2015-2030 and within it the promotion and allocation of land for employment purposes, as well as improvements made to Durranshill Industrial Estate and Talkin Tarn having succeeded in securing significant external funding.

The successful bid for the Carlisle Enterprise Zone will help attract new businesses and with them, jobs.

Work will continue in this area under a priority in the new Carlisle Plan: *Support business growth and skills development to improve opportunities and economic prospects for the people of Carlisle*

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

Major developments under this priority included The Old Town Hall / TIC, and the Old Fire Station (OFS). Obviously, the OFS – like many other Council assets – was severely damaged as a result of the floods and is scheduled to be re-opened in May 2016.

Work on other major projects such as the Harraby Campus Development will continue as part of the new Carlisle Plan under the priority: *Further develop sports, arts and cultural facilities to support the health and wellbeing of our residents.*

PRIORITY – We will work more effectively with partners to achieve the City Council's priorities

This is best demonstrated by the many projects and initiatives worked on across the district as part of the Carlisle Partnership and the Ambassadors.

Some of this work will continue as part of a priority in the new Carlisle Plan: *Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential*

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

As well as some of the cross-over work carried out with the Carlisle Partnership and the Ambassadors, the City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP), the action plan from which sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs.

Engagement with Cumbria Local Enterprise Partnership (Cumbria LEP) and Centre of Nuclear Excellence (CoNE) continues to be vital in supporting the CEP key priorities for Carlisle of Infrastructure, Skills and Housing to help deliver growth.

As with the above priority, similar work will continue as part of the priority in the new Carlisle Plan: *Promote Carlisle regionally, nationally and internationally as a place with much to offer - full of opportunities and potential*. The recent skills summit succeeded in bringing key partners together, highlighting the extent of the challenge and will prove a valuable platform from which to generate momentum on this agenda moving forward.

PRIORITY - Together we will make Carlisle clean and tidy

Successes to date have included a significant improvement in the reduction in dog fouling visible on the streets. The launch of the “We are Watching You” campaign and the continued programme on education and enforcement delivered by the Neighbourhood Enforcement Team is targeted to continue this improvement.

The ‘Rethinking Waste’ project continues to be developed following presentation of the business case to Executive in September. Recommendations were also made to Executive for the delegation of authority regarding funding and procurement of

replacement vehicles. A further business case relating to the development of the depot will be developed at a later phase of the project.

During this 3rd quarter an additional large mechanical sweeper and driver was brought in to support leaf-clearing as a priority, and this resource was maintained as the cleansing teams transferred to flood clean-up activity following the major flooding in December. The priority now is to bring Carlisle back up to standard and further resources are being sourced to increase the Council's response. This and other activity will be subsumed by the new priority: *Continue to improve the quality of our local environment and green spaces so that everyone can enjoy living, working in and visiting Carlisle.*

PRIORITY - We will address Carlisle's current and future housing needs

The new Local Plan has successfully moved towards the final stages of its preparation with adoption anticipated in Spring. The plan is a key catalyst for housing growth via allocating the land needed to accommodate new homes and containing the policies which will enable the Council to maximise the supply of new affordable homes through the planning system.

The "Demonstration Project" will deliver between 30 and 40 new affordable homes on a Council owned site at Harraby, in conjunction with Carlisle College. Interviews to select the Housing partner for the scheme will be taking place in early March 2016.

Executive approved the new Low Cost Home Ownership policy on 14 July for the 300+ properties on the Council's register. This gives a greater priority to households in the greatest need for particular property types.

Active Promotion of Carlisle to the Development Industry has been ongoing in partnership with the adjoining Districts and Cumbria Local Enterprise Partnership, to showcase Cumbria (including Carlisle) to house builders and other related investors. Evidence supports that new development industry players are active on the ground in Carlisle the need for which is essential if we are to succeed in meeting our targets for increasing the number of new homes moving forward.

The City Council continues to with local Housing Association partners to address housing need.

These, and other housing related projects will continue in the new priority: *Address current and future housing needs to protect and improve residents' quality of life.*

