

AGENDA

Environment and Economy Overview and Scrutiny Panel

Thursday, 27 November 2014 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

7 - 24

To approve and sign the Minutes of the meetings held on 14 August 2014, 8 September 2014 and 25 September 2014
[Copy Minutes in Minute Book Volume 41(3)]

To note the Minutes of the meeting held on 21 October 2014
(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(a) OVERVIEW REPORT AND WORK PROGRAMME 25 - 30

To consider a report providing an overview of matters related to the work of the Community Overview and Scrutiny Panel, together with the latest version of the Work Programme and details of Key Decisions items related to this Panel as set out in the Notice of Executive Key Decisions
(Copy Report OS.28/14 herewith)

A.2(b) LITTER BIN TASK AND FINISH GROUP 31 - 36

(Environment and Transport Portfolio)

The Chair of the Litter Bin Task and Finish Group to submit a report that summarises the work undertaken by the Litter Bin Task and Finish Group to date in order to update Panel Members on the issues arising
(Copy Report OS.30/14 herewith)

A.3 BUDGET 2015/16 - 2019/20

(Economy and Enterprise Portfolio
Environment and Transport Portfolio Holder
Finance, Resources and Governance Portfolio)

Members are reminded that the Budget reports were circulated to all Overview and Scrutiny Members on 31 October 2014.

Members are asked to bring the relevant budget reports and the Executive Decisions from 10 November 2014 to the meeting.

(a) Budget Update – Revenue Estimates 2015/16 – 2019/20 pages 1 – 21

To consider new revenue spending pressures and reduced income projections which fall within the area of responsibility of this Panel:

- Car Parking Income p. 6
- On Street Parking p. 6
- Refuse and Recycling p. 6 & 7
- Development Control Income p. 6 & 7
- Local Plans p. 6 & 7
- Rapid Response Team p. 6 & 7
- Enterprise Centre Income Shortfalls p. 6 & 8
- Temporary Posts in Economic Development p. 6 & 8
- Funding Officer p. 6 & 8

To consider new savings proposals and additional income generation which falls within the area of responsibility of this Panel:

- Proposals for Transformation Savings (Appendix D – p. 18)

(b) Summary of Charges Review – pages 22 - 118

To consider and comment on the Review of charges in respect of the following areas which fall within the area of responsibility of this Panel:

Chief Executive's Team and Deputy Chief Executive's Team

- Events Assets p. 24
- Promotion and Marketing p. 24 – 25
- Summary of Income p. 28

Local Environment

- City Centre Events Charges p. 49
- Car Parking p. 51 – 57
- Parks and Green Spaces p. 58 – 61
- Talkin Tarn Car Park p. 63 – 64
- Waste Services and Street Cleaning p. 67 – 70
- Summary of Income p. 71

Economic Development

- Tourism and City Centre Management p. 90
- Assembly Rooms p. 90 & 103
- Enterprise Centre p. 90 & 103
- Planning Services p. 91 – 92 & p. 100 – 102
- Summary of Income p. 97

(c) Revised Capital Programme 2014/15 and Provisional Capital Programme 2015/16 to 2019/20 pages 119 - 128

To consider the Director of Resources report RD.39/14 and in particular comment on the capital spending which falls within the area of responsibility of this Panel:

- Old Town Hall Phase 2 p. 122, 123 & 124
- Revised Capital Programme 2014/15 p. 127

A.4 WASTE AND RECYCLING 37 - 46

(Environment and Transport Portfolio)

The Director of Local Environment to submit a report that reviews the various recent changes and improvement in waste services and updates Members on progress towards implementing the recommendations made by the recent Task and Finish Group on recycling undertaken by the Environment and Economy Overview and Scrutiny Panel

(Copy Report LE.24/14 herewith)

A.5 FOOD DIGESTERS 47 - 56

(Environment and Transport Portfolio)

The Director of Local Environment to submit a report that provides the background information on the County Council's Food Digester project and explains the benefits to Carlisle residents.

(Copy Report LE.27/14 herewith)

A.6 SECOND QUARTER PERFORMANCE REPORT 2014-15 57 - 72

(Finance, Governance and Resources Portfolio)

The Policy and Communications Manager to submit a report that updates the Panel on the Council's service standards that help measure performance and also includes updates on key actions contained within the Carlisle Plan

(Copy Report PC.19/14 herewith)

PART B

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

-NONE-

**Members of the Environment and Economy Overview and
Scrutiny Panel**

Conservative – Mrs Bowman, Mitchelson, Nedved (Chairman), Mrs Mallinson (sub), Mrs McKerrell (sub) Mrs Vasey (sub)

Labour – Caig (Vice Chairman), Dodd, Watson, Wilson, Bowditch (sub), Burns (sub), Harid (sub)

Independent – Graham, Betton (sub)

**Enquiries, requests for reports, background papers,
etc to Committee Clerk: Sheila Norton - 817557**

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL

TUESDAY 21 OCTOBER 2014 AT 10.00 AM

PRESENT: Councillor Nedved (Chairman), Mrs Bowman, Caig, Mrs Vasey (as substitute for Councillor Mitchelson), Watson and Wilson

ALSO

PRESENT: Councillor Glover – Leader (until 11.55)
Councillor Mrs Martlew – Environment and Transport Portfolio Holder
Ms S Caldwell – Chamber of Commerce – Growth Hub
Ms M Lawty-Jones – University of Cumbria
Mr P Foster – Federation of Small Businesses

OFFICERS: Deputy Chief Executive
Director of Economic Development
Director of Local Environment
Economic Development Officer
Green Spaces and Bereavement Services Manager
Overview and Scrutiny Officer
Strategic Property Manager

EEOSP.65/14 APOLOGIES FOR ABSENCE

Apologies for absence were submitted on behalf of Councillors Dodd, Graham and Mitchelson.

An apology for absence was also submitted on behalf of Councillor Mrs Bradley – Economy, Enterprise and Housing Portfolio Holder

EEOSP.66/14 DECLARATIONS OF INTEREST

Councillor Watson declared an interest in accordance with the Council's Code of Conduct in respect of Item A.2 – Business Support. The interest related to the fact that he is a member of Cumbria County Council.

EEOSP.67/14 MINUTES OF PREVIOUS MEETINGS

The Environment and Transport Portfolio Holder advised that in respect of the Minutes of the meeting held on 25 September 2014 the memorandum of claimed rights had still not been signed and that the next meeting of the Highways and Transport Working Group had been cancelled.

RESOLVED – 1. That the minutes of the meetings held on 25 September 2014 be noted.

EEOSP.68/14 CALL IN OF DECISIONS

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

EEOSP.69/14 BUSINESS SUPPORT

The Chairman welcomed the representatives from the Chamber of Commerce, Federation of Small Businesses and University of Cumbria to the meeting and explained that the session would provide an overview of business support in the district. Following the meeting a Task Group of Councillors would be appointed to undertake a longer review of business support. The session provided Members with information to aid the Task Group to determine the areas on which they wished to focus.

The Director of Economic Development submitted report ED.43/14 that briefed Members of the Panel on business support, how it was delivered in the past and the changes introduced by the Government following the abolition of the Regional Development Agencies with a specific focus on Carlisle.

The Director of Economic Development explained the types of support which had been offered in the past and accessed through Business Link North West which was run by the North West Development Agency (NWDA).

Following the change in Government in 2010 and the abolition of the Regional Development Agencies the Government reviewed how business support was delivered and the Director of Economic Development outlined the key principles. In addition the organisations and agencies delivering business support changed. The Regional Development Agency and Business Link were abolished and business support was led at a strategic level through the Department of Business Innovation and Skills and the Local Enterprise Partnerships (LEPs).

In Carlisle business support was delivered by the Cumbria Business Growth Hub which was run by the Chamber of Commerce. The Growth Hub encompassed a range of private and public sector partners and a range of activities supporting small and medium enterprises through a range of co-ordinated activity. The Growth Hub included a range of local, regional and national partners including the University of Cumbria. In September 2012 the University of Cumbria's Business School was opened at the Business Interaction Centre (BIC) in Carlisle. The Director of Economic Development outlined the range of activities and support available.

The Director of Economic Development explained that the City Council continued to support businesses with a series of focussed and individual business support. In particular, as part of the 'business account' management function the City council provided a link between businesses and the LEP and supporting any bids for funding. The Director of Economic Development outlined some of the local initiatives and support.

The Chairman invited Ms Lawty-Jones from the University of Cumbria to give a presentation on the first year of the Centre and what provision of support was provided to local businesses.

Ms Lawty-Jones explained gave a presentation that included the background to the University, the location and type of faculties available. Ms Lawty-Jones advised that the University had 12,000 students and 1,200 staff. She worked closely with the Deputy Chief Executive and Director of Economic Development. A lot of work had also been done with Professor Frank Peck and his team.

Ms Lawty-Jones outlined the background to the BIC and its aims and current situation. Current footfall was approximately 1,000 people per month. The BIC was a home for the Business School in Carlisle to grown part-time and distance learning provision, CPD and short courses and engagement with businesses. It provided hot desking and managed space for entrepreneurs and micro businesses.

In future the aim was to increase collaborative research and knowledge exchange work and consultancy, developing and delivering short courses for the business community and gain the Small Business Charter through the Association of Business Schools.

Ms Lawty-Jones outlined the current and future activity of the Centre for Regional Economic Development (CRED) and the business development including providing placements to small and medium businesses and providing skills master classes. The BIC also provided one to one support to students, seminars and workshops in partnership with the Chamber of Commerce, local businesses and national organisations. In future it was hoped to hold law clinics with a local law firm, to hold a mini trade fair with local businesses and workshops during Global Entrepreneurship Week.

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

- *With regard to retail the representatives from the twelve retail companies had hoped that things would move more quickly than they have.*

Ms Lawty-Jones explained that the work with retailers was important and that the project would grow and develop.

- *Members sought assurance that the main focus for students would be in Carlisle.*

Ms Lawty-Jones explained that the University looked at the demand for available courses. She added that there were no plans with withdraw the course from Lancaster as the business faculty was well established in Lancaster and that if it moved to Carlisle it could dilute the number of students and therefore affect the viability of the course.

Ms Lawty-Jones believed that the Carlisle campus was critical to the regional economy and there were plans for a bio-chemical facility and an increase in the number of creativity and digital courses as well as project management and the built environment. There will also be courses on health technology with regard to supported living that would be developed in Carlisle.

- *The University needs to look at the strengths and develop the University in Cumbria.*

The Director of Economic Development stated that Carlisle was a University City and the BIC was a good example of how the University was becoming established in Carlisle. She had had discussions with Ms Lawty-Jones on how the University could grow but these were challenging times. There was a business growth plan that focussed on Carlisle.

Ms Lawty-Jones added that the University HQ was based in Carlisle and was a deliberate move as the University was developing.

- *The direction of travel was encouraging. He had held discussions with Peter Strike with regard to manufacturing which was the key to attracting students to the City. The*

focus now was to collect data from students who come to Carlisle and those who considered Carlisle but then chose to study elsewhere.

Ms Lawty-Jones advised that the University were considering a broader student experience and were looking at retail, entertainment, accommodation and how welcoming residents in Carlisle were to students, particularly those from overseas. There was a lot of partnership work to be done to promote Carlisle and the Sense of Place had been a useful tool.

- *Had there been any feedback on how business were using the BIC and how supportive the BIC had been?*

That feedback had been through conversations only at this stage and Ms Lawty-Jones explained that the University were planning to undertake a survey in the New Year.

The Director of Economic Development believed the information from that survey could be useful to the forthcoming Task and Finish Group.

- *It is important to keep the skills in the City and the County. What was the success rate of placements?*

Ms Lawty-Jones advised that there had been challenges with encouraging small businesses to take on placements and there was still a lot of work to do. Ms Lawty-Jones informed Members that she did not have to hand the numbers of graduates who stayed in Carlisle on completion of their course but would pass that information on.

- *It is important that Carlisle starts to think like a University City. There is now wi-fi in the City Centre which is something that students now expect. Graduation ceremonies are special and the City has to make a big thing of them to change people's attitudes.*

The Chairman thanked Ms Lawty-Jones for her input and invited Ms Caldwell from the Chamber of Commerce to give a presentation on the Growth Hub and the provision of support provided.

Ms Caldwell advised that the Chamber was one of the top chambers nationally and had reached the last three in the bidding for the Small Business Support project. The Chamber had re-won the contract to help young people into business.

The Chamber had its headquarters in Carlisle and provided a one stop shop giving advice on funding. The Chamber worked in partnership with the University of Cumbria, Lancaster Management School and UCLAN as well as wider partners including the Growth Accelerator Programme. The Chamber had its own branding. The Chamber was currently developing a family business network.

Ms Caldwell outlined the services offered by the Growth hub including an action plan implementation subsidy, a digital portal and a directory of suppliers and potential customers. The Growth Hub had a nationally recognised funding search tool as well as a video and messaging chat facility.

Ms Caldwell reminded Members that the back office infrastructure was also important and the Hub included a client management system which held all information about a client to

avoid duplication of data and easier access. There was also information on how the Growth Hub worked with the Local Enterprise Partnership (LEP).

Moving forward Ms Caldwell advised that a co-ordination group was being set up to increase the co-ordination of data and reduce duplication.

The Growth Hub currently had 230 businesses providing support or assistance and 491 new jobs had been created a quarter of which were in the County. The start up facility had been partly funded by the City Council and 250 new businesses had been started with approximately 150 about to start.

The Growth Hub arranged events including meeting experts and a three day business course. Future courses included social media, and enterprise day and small business Saturday.

The Chairman thanked Ms Caldwell for her input and invited questions and comments.

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

Mr Foster from the Federation of Small Businesses believed that the branding and website were both good and that the website was easy to navigate. Mr Foster requested more information about the Small Business Support Service.

Ms Caldwell explained that the service provided a phone-in advice facility, web chat and social media to provide support. The current system was not operating well and the Chamber of Commerce had put in a bid to run the system.

- *How much of the LEP money was made available in Carlisle? It was perceived that the LEP was a planning group and not an implementation group.*

Ms Caldwell advised that in the past the LEP did not have funds but there were now funds available and more was anticipated in the future to be used for infrastructure projects and a small business development fund. The LEP had been slow to get that information out as there had been some problems but was now operation better. Organisations such as the Growth Hub and the University were getting their own funding.

- *Councillor Glover provided the background to the LEP and advised that in the last round of bids Carlisle had received two grants in respect of Durranhill and Longtown.*
- *Was there any data available on the types of businesses being set up? Were people using redundancy money? Were there any key blockages that had prevented businesses from being set up?*

Ms Caldwell advised that there was a mix of people starting up in business. The new Enterprise Allowance Scheme had been successful. Some people had been unemployed for a long period while others were out of work and wished to undertake consultancy work. An increasing number of young people were starting up businesses. The Skills Commission had done research on this and were impressed at the number of young people, particularly young women, becoming entrepreneurs and starting up in business. It would take a number of years before the full information on the success was available. There was a lot of partnership working in Carlisle but more support was needed around what partners were doing.

Ms Caldwell explained that money did not appear to be a blockage to starting a business in Carlisle. The new Enterprise Allowance Scheme gave easy access to loans but the take up had been low nationally. A lot of people extend a hobby and buy equipment through cash flow or from redundancy monies.

- *How was the Growth Hub interacting with people who did not have academic skills and were starting up small niche businesses?*

Ms Caldwell advised that information about the Growth Hub was available in newspapers and on-line, through PR and sponsorship events and banks and accountants. More could be done through social media and that was currently being researched.

- *Were there any figures available on the performance of the Growth Hub?*

Ms Caldwell explained that figures on start up were reported to the Council and advised that there had been in the region of 250 businesses set up over the last two years with approximately 150 businesses about to start.

- *How long does it take for someone wishing to start up in business to get through the system?*

Ms Caldwell advised that it varied; some passed through the system quickly while others took several months.

- *Can you explain about Business Angels?*

Ms Caldwell explained that Business Angels was something that the Growth Hub were considering. It involved people who wished to invest money and expertise to people starting up in business. Currently information was provided by the Growth Hub via a number of events and online. The Enterprise Allowance Scheme allowed people access to a mentor who could provide genuine experience.

The Director of Economic Development queried whether it would be possible for the Task and Finish Group to follow a small business through the process. Ms Caldwell agreed that it could be useful and would discuss the matter further with the Director of Economic Development.

- *The success rates and collaboration work is encouraging. Can that success be enhanced?*

Ms Caldwell advised that the Chamber of Commerce had been providing support for a number of years. In recent times people who had started up a small business were very committed and the conversion rate of people wanting to set up going on to setting up in business had increased.

The Chairman thanked Ms Caldwell for her input and invited Mr Foster to update the Panel about the Federation of Small Businesses.

Mr Foster explained that the Federation was currently in its 40th year and was set up by small businesses in Lancashire who wanted something similar to the CBI. There were currently 200,000 members across the UK. The Federation was funded through

membership subscriptions and provided a number of services including access to legal advice and documents, tax advice, free business banking and preferential rates on business insurance.

Locally the Federation had 350 members from business with between one and ten employees. The organisation was member led and a number of events were organised by the Carlisle and Penrith branch. Membership provided protection and commercial advantages and looked at bringing members together to help each other.

Mr Foster further explained that the Co-operative Bank provided genuinely free business banking which was suitable for small businesses and there was no time limit.

- *How does the Federation attract membership?*

Mr Foster advised that membership was mainly by word of mouth. The head office was based in Blackpool and there was an office in London that dealt with Government issues. Mr Foster and one colleague worked on recruitment. Membership currently had an 85% retention rate.

In response to a query Mr Foster advised that subscriptions were based on the number of employees in the business. The fees for a sole trader were £120 per annum rising to £1,000 for a business with 250 employees.

- *What were the profiles of businesses subscribing to the Federation?*

Mr Foster explained that the business ranged from construction to the service sector, including some social enterprise organisations. The Federation were currently pushing pension provision.

The Chairman thanked Mr Foster for his input and opened the meeting up to further discussion.

A round table discussion session followed where the following comments and questions were raised:

- *How does the collaboration between organisations operate?*

Ms Caldwell advised that the Growth Hub worked with the Federation of Small Businesses to promote the services offered by the Federation and promote events. The Growth Hub also worked with the University working on funding and the delivery of a particular set of services. The Hub works with businesses but if the business is better served by working with a different partner eg a placement, the business is referred on and assistance is shared.

There is a lot of collaboration work in setting up a small business. The City Council, Growth Hub and the University work on joint events by for example providing premises.

Ms Lawty-Jones explained that the University was in contact on a day to day basis with the Hub and the City Council, including the Economic Development Officer.

- *What is the relationship with the City Business Group?*

Mr Dodd explained that the relationship had improved greatly but that they were a different type of organisation. Provided the business is within the City Centre they can join the group. There were currently 300 businesses on the mailing list and businesses were encouraged to share issues.

Mr Dodd believed that Carlisle College and the County Council should have been invited to the meeting as he was concerned about the relationship between the City and County Councils particularly over car parking.

Mr Foster believed that the joint CRM system would be important to allow work to be undertaken in a co-ordinated manner. The Federation worked with a small number of businesses in Carlisle so a lot of businesses were not receiving support from the Federation. Mr Foster advised that it was important to work out how the Federation could get more involved and the shared approach was a start.

The Deputy Chief Executive stated that the Task and Finish Group would benefit from some baseline data. The available data from 2008 to 2012 indicated that the number of business births and deaths had evened out so there was zero growth. However since then figures indicated that there had been some growth and people were engaging with the Growth Hub and the University and other partners. The Group could look at the reasons why some businesses suffer and fail to continue. It would then be useful to pass the report from the Task and Finish Group to the Executive and Council as well as the County Council. A review of small businesses was undertaken two years ago and Professor Peck was currently updating that information.

Ms Caldwell added that the information from the Business Access survey would also be available and would indicate the barriers to the success of some businesses.

- *Was Carlisle below the national average for business start ups?*

The Deputy Chief Executive advised that Carlisle was below the Cumbrian average and that Cumbria was below the national average. The new businesses were most likely to be traditional businesses.

Ms Caldwell informed Members that the businesses were in different sectors including digital and creative. They were working with specialists who were helping businesses to work together to search out better contracts.

The family business network had opened up and a pilot scheme was being expanded. The network provided intermediaries to help with legal and tax issues as well as working within the family.

- *How far does the contact extend into the rural economy?*

Ms Caldwell explained that the Growth Hub covered the whole county so took in rural and urban businesses. A lot of rural businesses sell their goods in the city so the city depends on the rural businesses. However the hub was not working with agricultural businesses at present.

The Deputy Chief Executive stated that the work depended upon the number of employees within a business and the number in agriculture was low. However there was some potential to work with agricultural businesses in Carlisle.

- *The rural areas are important and help and support are needed in those areas.*

Ms Caldwell suggested that the issues could be considered as part of the Task and Finish Group. The Economic Development Officer added that the rural growth hubs would also play a part in supporting rural businesses. The Director of Economic Development advised that European funding was also available to rural businesses.

Ms Caldwell further advised that there was a strong demand for funding within the food sector and a number of small businesses were coming through. The Hub was working with small and medium food businesses and directing them to experts for support.

There was discussion about car parking charges and the potential impact on businesses within the City Centre.

- *It was important that the Council and businesses worked together.*

Ms Caldwell advised that the Chamber of Commerce appreciated the budgeting session held with businesses and it enhanced the understanding of business constraints.

- *Businesses are not confined to the Cumbria boundary. The recent independence debate suggested that Carlisle was an economic centre for Dumfries and Galloway. There was also the link with Northumberland.*

Mr Dodd advised that Professor Peck was doing a lot of work with the CRED. The City Business Group had been set up on the back of the Business Improvement District and did not include businesses in the rural area.

Ms Caldwell stated that there was business support available through the Chamber of Commerce to businesses in rural areas.

- *As the economy grows in Carlisle would the Enterprise Centre be included?*

The Economic Development Officer advised that there were limitations on what the Enterprise Centre could offer mainly due to the broadband provision. However there was ongoing interest in the Centre but there was no change in the conversion levels. Many people starting up new businesses are working from home and it is a big step to move into offices.

The Director of Economic Development suggested that following the meeting Members of the Task and Finish Group could visit the Chamber of Commerce and meet people who were in the process of setting up a small business. It would also be useful to pull together a data pack of facts and figures, and to include the Economic Development Officer in the project.

The Chairman thanked everyone for their input and hoped that the Task and Finish Group would be able to work with partners to help to expand and develop support in Carlisle.

RESOLVED: 1) That Report ED.43/14 – Business Support – Background Paper be noted.

2) that a Task and Finish Group be set up to look at business support in Carlisle.

The meeting was adjourned at 11.55 for lunch and reconvened at 1:00pm in the Flensburg Room of the Civic Centre, Carlisle.

EEOSP.70/14 OVERVIEW REPORT AND WORK PROGRAMME

The Overview and Scrutiny Officer presented report OS.23/14 which provided an overview of matters relating to the work of the Environment and Economy Overview and Scrutiny Panel and included the latest version of the work programme and Key Decisions of the Executive which related to the Panel.

- The Overview and Scrutiny Officer reported that the Notice of Key Executive Decisions, published on 10 October 2014, included the following items which fell within the remit of this Panel.

KD.20/14 – Talkin Tarn Business Plan – the item was on the agenda for consideration later in the meeting.

KD.24/14 – North West Coast Connections Project – Route Corridor Consultation – a report was to be considered by the Executive on 10 November 2014 who would respond to the consultation.

KD.25/14 – Budget Process 2015/16 – the budget proposals will be considered by the Panel at their meeting on 27 November 2014. The Chief Accountant had arranged training for Members on the budget and the Overview and Scrutiny Officer suggested it would be useful for Members to attend to enable them to better understand the budget process.

- The minute excerpts from the meeting of the Executive on 13 October 2014 were circulated.
- Work Programme – The Overview and Scrutiny Officer presented the current work programme and advised Members that Councillor Dodd, due to work commitments, could no longer continue as lead member on the Litter Bin Review Task and Finish Group. Councillor Bloxham would take over as lead member. It was anticipated that an interim report would be presented to the next meeting of the Panel. The Overview and Scrutiny Officer would meet with the Chairman and Vice Chairman of the Panel and the Director of Local Environment to discuss waste issues.

The Director of Local Environment stated that she had hoped to have the results of the public consultation back in time for the next meeting of the Panel. However responses had been slow and it had been agreed to keep the consultation open until the end of December. An analysis of the responses would be required before the results could be presented to Members. There would be an update on progress at the next meeting and the matter would come back to the Panel as a referral from the Executive early in the New Year.

The Environment and Transport Portfolio Holder was disappointed that the response to the consultation had been so poor as a number of staff had been involved. The survey had also been on the Council's website since the summer and only 400 responses had been received.

The Overview and Scrutiny Officer advised that an update report on purple sacks and bring sites would also be presented at the next meeting.

- Following the earlier discussions on business support a Task and Finish group would be set up. The Overview and Scrutiny Officer agreed to send an e-mail to all Members seeking volunteers for that Group.

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

2) that the Overview and Scrutiny Officer to e-mail all Members seeking volunteers for a Business Support Task and Finish Group

3) that an update report on waste issues including purple sacks and bring sites be submitted for the next meeting of the Panel.

EEOSP.71/14 TOURIST INFORMATION CENTRE

The Strategic Property Manager presented report ED.41/14 – Tourist Information Centre – that provided Members with an update on Phase 2 of the Old Town Hall Scheme, Carlisle.

The Officer outlined the background to the scheme and reminded Members that the Phase 2 project followed on from the Phase 1 restoration and repair works completed in June 2013. In September 2013 the Council approved the release of capital funding to facilitate the appointment of a main contractor to complete recommended site works.

A two stage tender exercise was undertaken and the contract awarded on a 50:50 price/quality split. A recommendation for the award of contract will be made on completion of an appraisal exercise subject to the scheme being viable in terms of delivery within budget.

The Strategic Property Manager outlined the way in which the Project Steering Group would continue to monitor progress against the key activities.

In parallel with the appointment of the main contract Property Services were assisting the Tourist Information Centre Manager on the sourcing of temporary alternative accommodation for the six month period of site works between January and July 2015.

Post Phase 2 completion figures for visitor numbers and income were subject to an ongoing review by the Tourist Information Centre Manager. That information, together with feedback from the visitor survey and increased use of the Assembly Room would be reviewed to ensure that management and operational arrangements were put in place to build upon the high standards and good reviews of the Tourist Information Centre by developing its role as an information hub for Carlisle's historic, cultural and visitor assets.

Progression of the Phase 2 project would also ensure that the City Council supported private sector growth in the visitor economy by maximising the use of the Old Town Hall following completion of the Phase 1 repair and restoration works. That will be achieved by the targeted improvement in the quality of the offer and service standards which will help to increase visitor numbers, spend and overnight stays by increasing the attractiveness of Carlisle as a visitor destination.

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

- *Were the tenders from local companies?*

The Strategic Property Manager explained that at least one of the companies was local and confirmed that the tender would be awarded on a 50:50 quality/price basis.

- *Where would the Tourist Information Centre re-locate to to enable the required work to be undertaken?*

The Strategic Property Manager explained that there were several options available but it was likely that the Centre would stay within the pedestrian area of the City Centre or at the railway station. It would be difficult for a landlord to commit to a lease at this stage as it was only for six months. If there was nowhere available there could be space at the Civic Centre.

The Strategic Property Manager advised that the tenant of the property beneath the Tourist Information Centre had been served notice to vacate the premises. The owners had not been offered an alternative property but had known about the situation for the past year.

RESOLVED: 1. That report ED.41/14 – Tourist Information Centre – be noted.

EEOSP.72/14 PUBLIC REALM

The Strategic Property Manager presented a video to Members of the route from the railway station to the City Centre. The Strategic Property Manager reminded Members that the last update had been in November 2013 and it appeared that not a lot of progress had been made over the past year with regard to signage. A lot of work had been undertaken in the background and a pedestrian signage audit had been undertaken along with the development of a suite of signs that can be put in with different options for trails, different types of signage including the use of digital media, etc. The Strategic Property Manager was working with colleagues at the County Council, Virgin Trains and Tullie House. An app had been developed by Tullie House and was due to go live at the end of October/early November that linked to the historic quarter. A contractor had been appointed to manufacture the signage needed and they were currently developing a prototype to test the design and materials.

All of the public realm development focussed on signage and its implementation across the City. Officers had looked at the key gateways and how to navigate around the City. There were issues when arriving at Carlisle station such as no welcome sign, no guidance and no signage to direct visitors to the central parts of the City.

The Strategic Property Manager suggested that the railings around the now closed toilets could be removed. There was no information about the history of the Citadel. The intention was to direct visitors to the Tourist Information Centre with routes from there. There was a lot of work to be done including a lot of background work. A lot of work had been done with Virgin Trains who were also working on signage. The final decision depends upon the schemes put forward and funding. There were a number of projects at different stages and a report would be taken to the Executive about how best to move forward.

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

- *When will it be clearer what is happening with the fourteen projects?*

The Strategic Property Manager explained that a report would be presented to JMT in November with regard to the position in respect of signage, the appointment of a contractor and the Paddy's Market scheme.

The Strategic Property Manager confirmed that the County Council had undertaken a review of signage with a view to de-cluttering.

- *The County Council has a de-cluttering group but needs to work with partners to decide upon a design agreed by all parties. Once a design was agreed then the group could look at how the signage could be funded.*

The Environment and Transport Portfolio Holder believed that there were too many signs and they lost their impact. The Highways and Transport Group had been advised that when work was undertaken any redundant signs would be removed. Officers in the City Council were looking for a local manufacturer to provide prices on the suite of signs commissioned. The Portfolio Holder believed there should be information signs to indicate the history of the relevant location.

The Strategic Property Manager advised that the intention was to have information signs as well as directional signs. There was a sign at the Citadel but it was hidden from view.

- *It was important that if there was agreement on principle and style an approach could be made when a partner was able to pay to enable the matter to progress. De-cluttering was expensive.*

The Strategic Property Manager stated that the projects developed by the City Council would allow the de-cluttering of other areas. The City Council were working with other partners including the County Council and regular meetings of the Public Realm group were held.

- *The historical interpretation of signage is important as well as directional signs from key points. With regard to the gateway to the City there was the opportunity to sell the City as visitors were entering as it was a major focal point.*

The Strategic Property Manager advised that Officers were trying to develop a unique brand for Carlisle. The Council had presented a suite of signs which were currently under discussion.

- *It would be useful to look at good practice elsewhere.*

Good practice elsewhere would be picked up. The Strategic Property Manager stated that the focus on an area changed over time and it would be useful to have a focal panel that could be changed and updated cheaply when necessary.

- *Because we live here we don't notice the issues about signage. It is an affront to visitors to be asked to pay for a map when digital information could be made available free of charge such as Q readers or maps.*

The Strategic Property Manager explained that he had been working with Virgin Trains on developing signage on trains or as soon as the visitor leaves the train. Virgin Trains were looking at a facility where information could be downloaded whilst travelling on the train. The Strategic Property Manager was also working with Virgin Trains with regard to improving information about the Carlisle offer in the station, visible to visitors to Carlisle but also to those passing through. One of the options would be to highlight Carlisle's success stories, such as McVities, Pirelli, etc. Historically Carlisle had been poor at selling itself.

RESOLVED: that an update report be submitted to the Panel in April 2015 on the Public Realm and the Tourist Information Centre.

EEOSP.73/14 TALKIN TARN COUNTRY PARK

The Director of Local Environment submitted report LE.22/14A – Talkin Tarn Country Park – which included the Business Plan that aimed to increase the revenue generated at Talkin Tarn by exploring the opportunities for new activities by improving the presentation of the catering offer at the Tarn. New and improved facilities would attract new visitors and encourage them to stay longer. At the same time the natural beauty and wildlife value of Talkin Tarn would be protected.

The Report included Report LE.19/14A which had been considered by the Executive at their meeting on 13 October 2014 when it was resolved:

That the Executive referred the draft Talkin Tarn Business Plan to the next meeting of the Environment and Economy Overview and Scrutiny Panel for consideration and comment to allow the report and associated Business Plan to move forward for wider consultation.

By way of background, it was explained that Talkin Tarn Country Park was acquired by Carlisle City Council in 2006 after being declared 'surplus to requirements' by Cumbria County Council. Since the transfer the City Council had invested in excess of £1m in the park, replacing dilapidated buildings and infrastructure. The new toilet block, education cabin and workshop/office buildings all incorporated a number of energy-saving technologies, including an air-source heat exchanger, photo-voltaic solar panels, rainwater recycling and sun-tubes to provide natural light.

For the first 5 years following the transfer the County Council provided a 'dowry' of £40,000 per annum, which helped to offset annual revenue costs. With the period of funding having expired, the Tarn was now in the position of needing to generate sufficient annual income to cover the operating costs.

Although visitor numbers had not been directly counted, previous traffic counts and current sales of car-parking tickets indicated around 120,000 – 150,000 per annum arriving by car, with an unknown number arriving by alternative means including on foot and by bicycle. Whilst the majority of visitors originated from the Carlisle post-code area, there was a tradition of day-visitors coming from the Tyne Valley which trend seemed to be continuing.

Looking ahead, it would be increasingly important to explore all opportunities for generating income at Talkin Tarn in ways that were appropriate to its landscape setting and wildlife resources. The Tarn was a cherished local beauty spot and, as such, needed to be treated with necessary respect. The draft Business Plan appended to the report set out some options for ways in which that balanced approach could be achieved and suggestions for generating additional income which fell within the following categories:

- Attracting new visitors
- Encouraging repeat visits
- New income streams
- Improving the visitor / spend ratio.

The Green Spaces and Bereavement Manager had looked at comments on Trip Advisor which had been positive. The only negative comments had been in respect of dog fouling which was a major issue in all open spaces. If information was provided enforcement officers could target those areas. Enforcement teams had been doing more to remind people about dog waste and directing them to dog waste bins. They were now working on raising awareness of how dog fouling spoils the enjoyment for other users.

It was intended that the suggestions would allow the improvement and development of the Tarn so that it was no longer dependent upon Council budget for funding. The Green Spaces and Bereavement Manager reminded Members that Talkin Tarn contributed to the Central re-charges to a significant degree.

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

- *This was a sound report that built upon the work of the Task and Finish Group making the Tarn a viable place to go.*
- *Joggers who are in the area early in the morning take their dogs and do not pick up the dog mess. Enforcement Officers should target those times.*

The Environment and Transport Portfolio Holder stated that such information was needed and that the information would be taken up and acted upon.

- *With regard to dog fouling a stencil could be painted on to the paths advising people about dog waste bins.*

The Environment and Transport Portfolio Holder stated that such signage would have to be in keeping with the area.

- *It had also been suggested that there was a lack of litter bins particularly in the car parking area.*

The Environment and Transport Portfolio Holder reminded Members that bins needed emptying and that it may be possible to use the Big Belly Bins that had recently been trialled by the Council. The Green Spaces and Bereavement Manager advised that the Big Belly Bins had a large capacity and compactor and that Officers were evaluating their use at Talkin Tarn and Bitts Park.

- *When it is stated that losses are turning into profit it proves the value of scrutiny. Nothing had been said about using car parking tickets to provide a discount at the coffee shop/kiosk or similar to encourage people to return to the Tarn or stay longer.*

The Director of Local Environment explained that the Tarn was not making a net profit as yet as there was still a contribution of £54,000 from the City Council into the Talkin Tarn budget. Last year however, income targets had been exceeded by £4,000 so the net contribution from the City Council was reduced to £50,000 last year.

- *The catchment area for Talkin Tarn was substantial. How were Officers developing a marketing strategy?*

Any marketing strategy would have to be targeted carefully and would depend upon the information from the survey. Officers were looking at ways of marketing without spending any funds including tickets, discount schemes and/or loyalty cards and press releases. Information was also included regularly in the Focus magazine.

RESOLVED: 1. That Members of the Panel supported the Business Plan as set out in report LE.22/14B – Talkin Tarn Country Park.

PUBLIC AND PRESS

RESOLVED – That in accordance with Section 100A(4) of the Local Government Act 1972 the Public and Press were excluded from the meeting during consideration of the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in the paragraph number (as indicated in brackets against the minute) of Part 1 of Schedule 12A of the 1972 Local Government Act.

EEOSP.74/14 TALKIN TARN COUNTRY PARK

(Public and Press excluded by virtue of Paragraph 3)

The Director of Local Environment presented report LE.22/14B that included the draft Business Plan for Talkin Tarn Country Park which aimed to make the site cost neutral in the Council's budget.

Report included Report LE.19/14B which had been considered by the Executive at their meeting on 13 October 2014 when it was resolved:

That the Executive referred the draft Talkin Tarn Business Plan to the next meeting of the Environment and Economy Overview and Scrutiny Panel for consideration and comment to allow the report and associated Business Plan to move forward for wider consultation.

The Green Spaces and Bereavement Manager advised of a number of suggestions to potentially increase income at the Tarn. Those suggestions would need to be worked up into a more detailed Business Plan.

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

- *Local schools regularly go on trips but do not consider Talkin Tarn? Better marketing could pay dividends in the longer term.*
- *Signage from Brampton station could be improved as well as the path from the station to the Tarn.*

The Environment and Transport Portfolio Holder believed that whatever new ventures were undertaken they must be in balance with the area.

The Green Spaces and Bereavement Manager explained that a survey had been undertaken but there had not yet been sufficient numbers to provide a representative sample.

RESOLVED: 1. That Members of the Panel supported the Business Plan as set out in report LE.22/14B – Talkin Tarn Country Park.

(The meeting ended at 2.45pm)

Economy & Environment Overview and Scrutiny Panel

Agenda
Item:

A.2(a)

Meeting Date: 27th November 2014

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 28/14

Summary:

This report provides an overview of matters related to the Economy & Environment 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

1. Notice of Key Executive Decisions

The most recent Notice of Key Executive Decisions will be published on 14th November 2014 and circulated to all Members. The following items fall into the remit of this Panel:

- KD25/14 **Budget Process 2015/16** – on the agenda for this meeting of the Panel.
- KD.28/14 **Energy Company Obligation** - the Executive will be asked to consider a proposal setting up a partnership agreement. This report will be considered in private on 15th December 2014.
- KD.29/14 **The Future of On-Street Parking Enforcement** - the Executive will be asked to decide when the On Street Parking Agreement with Cumbria County Council should be terminated. This report will be considered in private on 15th December 2014.
- KD.30/14 **Carlisle Plan** - the draft Carlisle Plan will be consider by the Executive on 14th January and 7th April and will be available for the Panel to consider at its meeting on 12th March 2015.
- KD.31/14 **Carlisle District Local Plan (2015-2030) Proposed Submission** - the report will be considered by the Executive on 15th December and 26th January and will be available for the Panel to consider at its meeting on 22nd January 2015.

2. References from the Executive

The Executive met on 10th November 2014 and refer the following references to the Panel:

- EX.112/14 – EX.120/14 – Budget
- EX.121/14 – Talkin Tarn Business Plan
- EX.133/14 – Talkin Tarn Business Plan

3. Task and Finish Groups

Litter Bin

An interim report from the Task Group is on the agenda to update Members on the work undertaken so far. The Task Group will meet again following this meeting of the Panel to agree the next steps.

Business Support

Following the meeting of the Panel on 21st October 2014, volunteers were requested to join the Task Group. Cllrs Allison, Bowditch, Higgs, Mallinson (E), McKerrell and Watson have been appointed to the group and will hold their first meeting to scope the review in early December.

4. Work Programme

The Panel's current work programme is attached at **Appendix 1** for comment/amendment.

Contact Officer: Nicola Edwards Ext: 7122
Appendices attached 1. Economy & Environment Work Programme 2014/15
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

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 13 November 2014

Issue Portfolio Holder & Lead officer	Type of Scrutiny					Comments/status	Meeting Dates							
	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring		3 Jul 14	14 Aug 14	25 Sep 14	21 Oct 14	27 Nov 14	22 Jan 15	12 Mar 15	23 Apr 15
CURRENT MEETING – 27 th November 2014														
Performance Monitoring Reports Steven O'Keefe/all PH	✓				✓	Monitoring of performance relevant to the remit of Panel	✓		✓		✓		✓	
Budget Peter Mason/Darren Crossley/All Portfolio Holders		✓	✓			To consider budget proposals for 2015/16					✓			
Re-thinking Waste Project Cllr Martlew/Angela Culleton		✓	✓	✓	✓	Sept – Presentation on project Nov – Meeting dedicated to waste issues			✓		✓			
TASK AND FINISH GROUPS														
Litter Bin Review			✓			Cllrs Bloxham, Dodd, Nedved and Wilson – interim report 27/11/14		✓			✓			
Business Support			✓			To commence in Oct 2014				✓				
FUTURE MEETINGS														

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 13 November 2014

Issue Portfolio Holder & Lead officer	Type of Scrutiny					Comments/status	Meeting Dates							
	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring		3 Jul 14	14 Aug 14	25 Sep 14	21 Oct 14	27 Nov 14	22 Jan 15	12 Mar 15	23 Apr 15
Local Plan Cllr Bradley/Jane Meek		✓				August – City Centre Development Framework September – evidence base for the revised housing target and the SHMAA		✓	✓			✓		
Carlisle Story Cllr Bradley & Glover/Jane Meek				✓		Report to include prospectus for Carlisle and Sense of Place update		✓						✓
Section 106 Agreements Jane Meek/Cllr Bradley					✓	Panel requested report detailing outstanding Section 106 agreements – to receive annual report on monies spent							✓	
Environmental Performance of the Council Arup Majhi/Cllr Tickner			✓		✓	Annual Monitoring of performance. For information then within performance report in future years.						✓		
Skills Audit			✓			To receive report detailing outcome of audit							✓	

ENVIRONMENT AND ECONOMY OVERVIEW AND SCRUTINY PANEL WORK PROGRAMME 2014/15

Date last revised: 13 November 2014

Issue Portfolio Holder & Lead officer	Type of Scrutiny					Comments/status	Meeting Dates							
	Performance Management	Key decision Item/Referred from Executive	Policy Review/Development	Scrutiny of Partnership/ External Agency	Monitoring		3 Jul 14	14 Aug 14	25 Sep 14	21 Oct 14	27 Nov 14	22 Jan 15	12 Mar 15	23 Apr 15
Carlisle Plan		✓											✓	
Scrutiny Annual Report			✓		✓	Draft report for comment before Chairs Group								✓
COMPLETED ITEMS														
TIC and Public Realm		✓			✓	Update on projects				✓				
Business Support				✓		Open session with partners at BIC				✓				
Talkin Tarn Cllr Martlew/Angel Culleton			✓			Interim report August. Business Plan in October	x	✓		✓				
Claimed Rights Angel Culleton/Cllr Martlew		✓				Monitoring of Highways services following transfer to Cumbria CC	✓							
Recycling			✓			Executive response to Task Group Report	✓							

Environment and Economy Overview and Scrutiny Panel

Agenda
Item:
A.2(b)

Meeting Date: 27th November 2014
Portfolio: Environment and Transport
Key Decision: No
Within Policy and
Budget Framework NO
Public / Private Public

Title: LITTER BIN TASK AND FINISH GROUP
Report of: Chair of Task Group
Report Number: 30/14

Purpose / Summary:

This report summaries the work undertaken by the Litter Bin Task and Finish Group to date in order to update Panel Members on the issues arising.

Recommendations:

1. Members of the Panel are requested to consider the Task Groups evidence and suggest further enquiries they would wish to see the group follow.

Tracking

Executive:	
Overview and Scrutiny:	27th November 2014
Council:	

1. BACKGROUND

- 1.1 Following a request from the Neighbourhood Services Manager, the Economy & Environment Overview and Scrutiny Panel agreed to commission a Task and Finish Group to work alongside the Litter Bin Review at their meeting on 3rd July 2014.
- 1.2 The purpose of the group was to assist officers in the litter bin review. The group would complement, not duplicate, this work in order to assist in the evaluation of information collated on street bins to give a view from a Member perspective and to provide Member support in the project.
- 1.3 Councillors, Dodd, Nedved and Wilson were appointed to the Task Group. Councillor Bloxham joined the group in September and replaced Councillor Dodd as lead Member for the work.
- 1.4 The group held their first meeting on 24th July 2014 and agreed their Terms of Reference as follows:
 - To gather evidence on the number, location, type and usage of public litter bins in the District.
 - To consider the resources available and whether they are maximised.
 - To look at best practice and new technology in the field.

2 INTRODUCTION

- 2.1 The review of litter bins within the wards of Carlisle initially started in 2011, whereby each litter bin already in location was accurately mapped and logged according to each ward within Carlisle.
- 2.2 There are a total of 684 bins throughout the borough, and each of these bins has been spread throughout the city. There is no evidence to suggest that the location of each bin evolved as part of predetermined criteria according to litter, usage or location. Historically litter bins were installed at the request and needs of the local wards as identified by the elected councillor in conjunction with agreement of officers.
- 2.3 In 2011 a decision was made by the Director of Local Environment that the replacement of litter bins would be controlled in a manner that prevented any additions to the number of bins within the council without due course and would only be done so as part of a replacement policy of old and ill repair bins, or if a location within a ward was identified by a councillor, then that location would be considered if another underused bin within the ward could be used as a replacement.
- 2.4 The main evidence for the review would be mapping the locations of all of the street litter bins within wards looking to see whether they are located correctly according to footfall, litter accumulation as well as other criteria. This would include an exercise to determine the use (and misuse) of litter bins

- 2.5 The work would also include the various design of litter bins and also look at new technology in the field (ie solar power compressor bins).

Meetings of the Task Group have been held on the following dates:

24th July 2014 Scope review and determine Terms of Reference

The Task Group was due to meet again on 13th August 2014 to look at the mapping exercise, however due to a change in staffing and problems in collating the audit data the information was not available and the meeting therefore postponed.

4th September 2014 Big Belly Demonstration followed by Task Group meeting with Local Environment staff to look at the results of the audit of litter bins.

7th October 2014 Cllr Nedved joined street cleaning round

8th October 2014 Cllr Bloxham joined street cleaning round

9th October 2014 Cllr Wilson joined street cleaning round

16th October 2014 Task Group meeting to discuss their experience on the rounds and issues arising. Further information provided to group on update on actions following the Audit, update on Big Belly pilot, information on enforcements and complaints relating to litter bins.

The Group were awaiting the feedback from an event hosted by Big Belly Smartbin on 13th November, however this has not been postponed until early next year and therefore the Task Group agreed that they would provide the Panel with an interim report.

3 INTERIM FINDINGS

- 3.1 The full support evidence will be included within the Task Groups final report. However the following summarises the groups findings so far and the Panel are requested to suggest further lines of enquiry they wish the group to follow.

Audit of Litter Bins

- 3.2 A full audit of litter bins in the District has been undertaken with the assistance of the Street Cleaning Team. Operatives have mapped and detailed the condition of every bin in the area, many of which required maintenance or replacement. This work is ongoing by officers and the Task Group have been updated of progress. Task Group Members suggested to Officers that Ward Members are contacted to request that they give consideration to using some of their Small Scale Budget to assist in the financial burden in replacing bins.

- 3.3 Members were informed at the start of this work that Officers would look to change locations according to footfall and/or litter need if required. Several bins have been identified as having little or no litter use and therefore have been, or will be removed.
- 3.4 Members are not aware of whether the Council has a prescriptive Litter Bin policy which details the aims of the policy, the types of bins available for waste including recycling, where the bins are or should be located, what the criteria and implications of issuing new bins (including within new developments) and the process for maintenance and replacement of existing bins.
- 3.5 The Audit also detailed the amount of litter in each bin and whether there was evidence of trade, household or garden waste. The full evaluation will be included in the Task Group's final report but Members are concerned about the amount of misuse by businesses and the public and this will be an issue which the group need to give further consideration.

Shadowing of Street Cleaning Round

- 3.6 Each of the Councillors on the Task Group joined the operatives for a morning on their rounds. Both urban and rural areas were covered. The following observations and concerns were noted:
- The amount of damaged bins, for example doors that would not shut leading to litter falling outside of liners.
 - Obvious household waste placed in public bins
 - Unnecessary close siting of bins, for example two bins in Longtown at either side of a bench.

Big Belly Pilot

- 3.7 Members were informed that there were solar smart bins available on the market which compressed litter and also would generate an email to the Council when the bin's capacity reached 85%. The bins would therefore hold much more litter and operators would not make unnecessary trips to bins which did not require emptying.
- 3.8 A month pilot was arranged and three Big Belly Solar Bins were placed in the city centre – one at the Civic Centre, one in Scotch Street outside Mothercare and one in the Crescent. The full information on the pilot will be contained in the final report, however it is evident that less collections were needed during the pilot period. It is unfortunately difficult for the Council to quantify what, if any, savings the bins would generate as emptying the public bins are only one task for the Street Operatives. More work needs to be undertaken on this and will be included in the final report alongside evidence from other Authorities who have installed this type of bin.

4 CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1 This report is to update Members of the Environment & Economy O&S Panel of work undertaken to date by the Task Group.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1 The review will complement the priority within the Carlisle Plan – Together we will make Carlisle clean and tidy.

Contact Officer: Nicola Edwards

Ext: 7122

**Appendices
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**

Report to Environment and Economy Overview and Scrutiny Panel

Agenda
Item:
A.4

Meeting Date: 27th November 2014
Portfolio: Environment and Transport
Key Decision: No
Within Policy and
Budget Framework Yes
Public / Private Public

Title: WASTE AND RECYCLING
Report of: The Director of Local Environment
Report Number: LE24/14

Purpose / Summary:

To review the various recent service changes and improvement in waste services and to update members on progress towards implementing the recommendations made by the recent task and finish on recycling undertaken by the Environment and Economy Overview and Scrutiny.

Recommendations:

That members receive the report and comment on progress.

Tracking

Executive:	
Overview and Scrutiny:	
Council:	

1. BACKGROUND

- 1.1 The last 12 months has been a period of development and improvement in Neighbourhood Services and has seen a number of changes in the way services are provided. In addition, Economy and Environment Overview and Scrutiny Panel undertook a review of the Council's recycling service. It is timely that Scrutiny are updated of the outcome of the service changes and of progress with implementing the recommendations of their review.

1.2 Waste Services Performance Indicators:

Performance of Neighbourhood Services in terms of waste collected is shown at table 1, for the first six month of 2014 when compared to the same period of the previous year. Performance is showing a slight improvement, indicating that the work to promote recycling is starting to make an impact.

Table 1

Apr to Sep	<u>2013</u>		<u>2014</u>	
	Including 3 rd party	Excluding 3 rd party	Including 3 rd party	Excluding 3 rd party
Total Household Waste	23,217	22,788	23,196	22,989
Total Household Waste sent for Recycling, Reuse and Composting	11,230	10,906	11,304	11,097
NI 192 - % Household Waste sent for Recycling, Reuse and Composting	48.4%	47.9%	48.7%	48.3%
NI 191 – Kg Residual Waste per household	239kg		237kg	

2. SERVICE IMPROVEMENTS/CHANGES

2.1 Bring Site Review

Responsibility for Bring sites was brought in-house to the City Council in April 2014. Tonnage and performance across the bring sites had been falling over a number of years. This indicated over capacity in the number of bring sites as the service collected from 170 sites whereas the average of other council's in Cumbria is around 50. An evaluation was undertaken and 70 (40%) of the poorest performing sites were removed whilst ensuring that provision in rural areas was maintained to ensure that resident that do not receive a kerbside recycling collection have somewhere nearby to take their recycling.

The transfer was smooth and ensured continuity of service. The staff undertaking the bring site work transferred from the contractor to Carlisle City Council and this helped to ensure that the service was uninterrupted.

Collections are being monitored and reviewed on a weekly basis to ensure they are as efficient as possible. Whilst, there has been a 40% reduction in the number of sites, the overall tonnage has decreased by only 12.5%. The majority of the reduction relates to cardboard; Glass and Paper have increased, plastic has remained the same, and cans have decreased slightly. Textiles and Tetrapak are not included in the in-house service which contributes to 1% of the decrease. A graph is attached at Appendix 'A' which illustrates a six month comparison for April to September 2014 when compared to the previous year.

The transfer has achieved savings in revenue and improvements in income as previously the only income was from Recycling Credits from the County Council, but now income from sale of materials is also received. The difference in costs and income are shown in table 2 below;

Table 2

Bring Sites Costs	2013/14		2014/15		
Description	Base Budget	Actual	Base Budget	Budget to Period 7	Actual to Period 7
Expenditure					
Agency Fees to CumbriaWaste Recycling	246,500	238,274			
Employee Costs			70,000	41,442	41,488
Vehicle Costs			42,900	24,552	16,737
Supplies & Services			1,500	1,085	1,378
Accom & Support Charges			30,100	17,565	17,558
	246,500	238,274	144,500	84,644	77,161
Income					
Bring Sites Credits Cumbria County Council	(192,000)	(128,398)			
Bring Sites Credits Cumbria County Council			(121,000)	(70,459)	(63,132)
Sale of Recyclates			(60,000)	(35,010)	(39,014)
	(192,000)	(128,398)	(181,000)	(105,469)	(102,146)
Capital Cost - Depreciation			34,700	34,700	34,617.80
	0	0	34,700	34,700	34,618
Total Net Cost/(Surplus)	54,500	109,876	(1,800)	13,875	9,632

Bringing the bring site service back in-house has addressed the budget pressure on unachieved income from falling performance, improved confidence in the service, reduced costs, improved income, minimised contamination, and reduced complaints.

2.2 Gull Sacks

Carlisle was experiencing problems with seagulls and cats ripping the purple sacks used to collect refuse from properties unable to use a wheeled bin. This caused high levels of litter on the streets and encouraged the presence of seagulls. Various measures were taken to reduce the level of seagulls with limited success so it was agreed that to address the problem, the council would need to prevent seagulls accessing a ready food source from the purple sacks. The Council therefore decided to transfer as many of the 5,600 properties onto bins or euro bins (if flats) and introduce gull-proof sacks to the remaining properties who were unable to have a bin.

The new gull sacks are working well. There were initial problems with some householders placing out black sacks and not placing them into their gull sack and some householder putting loose waste or multiple carrier bags directly into the gull sacks. The waste team have been out with the crews and targeted those not using the sacks or not using them correctly which has dramatically reduced problems and loose waste is no longer a problem. Smaller seagull sacks have been ordered for residents who request them.

The overall aim of moving properties on purple sack collections to gull sack or wheeled bin has successfully reduced levels of litter so improving cleanliness of streets, reduced complaints about seagulls and has achieved this within existing budgets. A report with further information is attached at Appendix B.

2.3 Waste policy framework

The Overview and Scrutiny task and finish group on recycling made a number of recommendations to improve customer experience and to ensure a consistent service delivery. In response to the report, supervision and monitoring has improved including monitoring of in house services and the green box contract performance with regard to return of equipment to reduce lost containers.

Work is now planned to train all staff involved with service delivery including staff from the Contact Centre and collection crews on existing procedures and policies on how the service is delivered. This will enable more consistent application of the service to all residents. The training will be undertaken throughout December and will complete early in the New Year.

The remaining recommendations regarding the future delivery of the service will be taken into account as part of the Re-thinking Waste Project.

2.4 Green Box Tender

The current arrangements for collecting the green box recycling of glass, cans and paper comes to an end in June 2015, and does not provide the option to extend. This being the case, and in view of the value of the contract, the procurement rules do not permit us to simply extend the current arrangements. A full procurement exercise was required.

Work has been completed on the tender documentation and the green box service currently out for tender on The Official Journal of the European Union (The OJEU).

The closing date for submissions for this tender is 5th December 2014, after which the evaluation process will begin.

The contract period has been advertised for 12 months with the option to extend for a further 12 months. This additional time will allow the council the opportunity to look into the options and issues for the long term delivery of the service.

3. CONSULTATION

3.1 There is ongoing consultation with the public over their views on the service.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

4.1 Members are recommended to note progress.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

5.1 One of the Carlisle Plan priorities is to 'Deliver the Cleaning Up Carlisle programme building a sustainable and better local environment.

Contact Officer: Angela Culleton

Ext: 7325

Appendices Appendix A – Six-monthly Tonnage comparison Graph
attached to report: Appendix B – Gull Sack 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 -

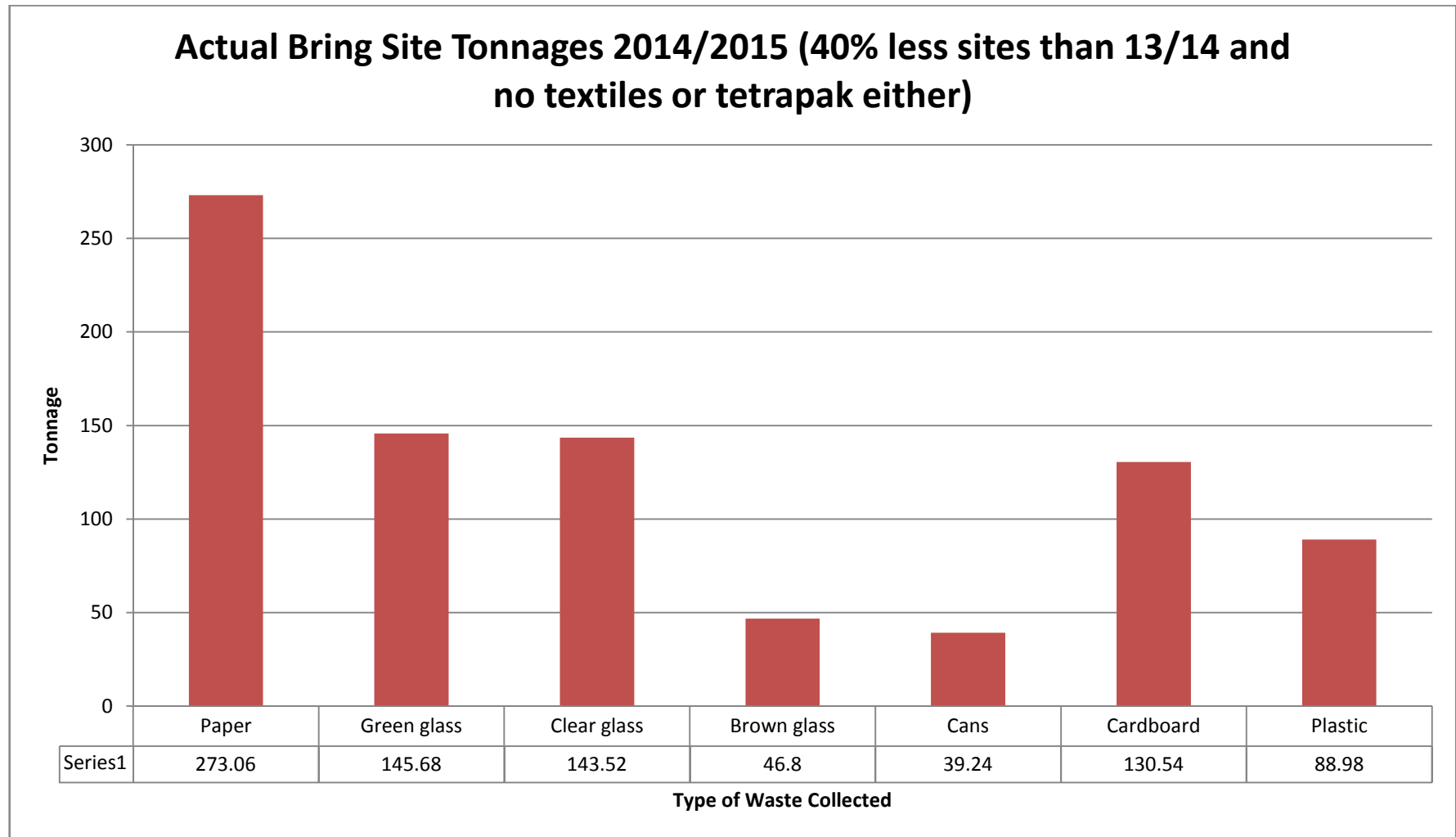
Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources –



TRANSITION FROM PURPLE SACKS TO GULL PROOF SACKS

Summary: Carlisle City Council adopted the “Clean up Carlisle” campaign in 2012. Since then there has been significant efforts to improve the quality of street cleansing, reducing litter and keeping the streets clean.

Issues: Purple sacks were often being split open by seagulls, vermin and would be vandals/criminals resulting in the contents being strewn across the streets contributing to the a high level of litter and customer dissatisfaction. The litter also created an avoidable demand on our street cleaning services.

Total costs of purchasing purple sacks, resources to deliver and fuel purchase were £44,244 per annum.

Purple sacks are single-use, and therefore not as environmentally sustainable as re-useable containers.

Proposal: The report set out proposals to change the disposable purple sack service to either a grey wheeled bin or reusable seagull proof sack collection to minimise the litter which was being created.

The seagull proof sack is a more labour intensive means of collecting waste so where possible as many collections were moved on to the wheeled bin collection to ensure that the service was as cost effective as possible.

A further benefit expected was that the improved service would increase the levels of recycling in those areas.

Consultation: A consultation process took place between the 3rd and 28th of May 2013 to obtain residents thoughts on introducing the Gull- proof sack. The new Gull-proof sacks had already proven to be a secure and effective way to collect non-recyclable household refuse waste and helped to reduce the amount of litter in other Counties. The Gull-proof sacks are foldable, reusable and easy to store after collection. Weekly collections continued for households with a Gull-proof sack.

Letters were sent to approximately 6,000 affected properties with consultation responses requested by the 28 May 2013.

Results of consultation:

Responses received to the consultation			
1841 Householders responded	Negative	Positive	Neutral
Breakdown of response =	590	780	471

In total, 1,841 householders responded to the consultation, resulting in a 30.58% response rate. When comments were provided within the responses, more than 500 follow up site visits were undertaken in the areas where issues were raised. The findings of the site visits helped determine what waste service was most appropriate to the needs of the householder.

Recommendations: One of the Councils key priorities is to ensure that Carlisle is clean and tidy. There is a shared responsibility between the Council and the community to achieve this by being proactive rather than reactive. By providing residents with the means to minimise the litter that can be created by their residual waste it will help to increase pride and respect for neighbourhoods and so improve the quality of the local environment

A report regarding the negative *impact of seagulls* on the local environment had already been considered by the Environment and Economy Overview and Scrutiny Panel. The proposal to change collections from a purple sack to wheeled bins will prevent damage by seagulls however it is not practical for all properties to have a wheeled bin due to storage or collection issues. Where a wheeled bin collection is impractical it is proposed to move to robust reusable 'Gull Sacks' which will reduce the opportunity for the gulls to rip the bags open in search of food hence creating the high levels of litter.

Financial Information:

Cost of the Purple Sack Delivery (per annum):

Item	Amount/Charge	Total Cost
Purchase of purple sacks	5538 properties	£34,380 per annum (more than our available budget)
Resources to deliver purple sacks	7 days, 6 times a year	£7,200 per annum
Fuel costs of delivering the purple sacks	7 days, 6 times a year (30 litres x 42 days = 2940 litres)	£2664 per annum

Total Costs are £44,244 per annum

The £34,380 for the purchase of the purple sacks was a budget pressure as this was not allocated in the budget.

One off cost of Gull-proof sacks and wheelie bins:

Item	Amount/Charge	Total Cost
Initial purchase of Gull sacks for fortnightly collections	290 @ £5.10	£1,479.00
Initial main roll out of Gull sacks	5030 @ £4.75	£23,892.50
Initial purchase of wheelie bins	2630 @ £18	£47,340

Total Costs are £72,711.50 one off

Approximately 1,000 additional gull sacks were ordered to cover for waste audits and replacements.

Further costs of Gull-proof sacks:

Item	Amount/Charge	Total Cost
Purchase of smaller Gull sacks 90 Litre	500 @ £4.55	£2,275.00

Total Costs are £2275.00 one off

Annual costs of the Gull-proof sacks:

Item	Amount/Charge	Total Cost
Replacement stock of standard Gull sacks (10%)	400 @ £4.75	£1,900
Replacement stock of 240l wheelie bins (5%)	140 @ £18	£2,520

Total Cost (per annum) is £4,420 (+ delivery cost if not collected)

The current situation: As of the 28/10/14, 3766 properties have now been transferred onto the Gull-proof sacks and purple sacks are no longer provided to those properties. Assisted collections are still in place for elderly or disabled residents who need help putting their Gull-proof sack out for collection.

It was found that the introduction of gull-proof sacks has significantly reduced the litter on our streets however there is still some reluctance from certain householders.

During the summer months, areas not using their gull-proof sacks were targeted with education and support which included Botchergate East, Denton Holme and the City Centre. These properties or properties with side waste received educational cards through their door. If residents did not respond, they were then issued a 'warning card' advising that repeated non compliance could result in enforcement action. To date no enforcement action has taken place proving the method is working and residents are taking pride in their community.

The collection crews were instructed not to take side waste as it does not encourage people to recycle or dispose of their waste correctly.

Container Collection Service for Residents: Stock of various waste and recycling containers were introduced into our contact centre during July 2014. Residents who are willing and do not wish to wait standard delivery period could visit, pay and collect at the Civic Centre. This offered us a faster turn around time from order to delivery/collection and reduced delivery costs.

Contact Centre collection Table

	Greenbag	Gullsack	Whitebag	Greenbox
Offered from:	July 2014	July 2014	July 2014	Oct 2014
Requests	1678	274	33	1309
Delivered	1380	242	33	1205
Collected	249	24	0	5

Testimonials from our Street Cleaning and Waste Operative Crews:

Street Cleaning operative 28/10/2014

“Areas are much cleaner, it’s much better for me as there is less litter since the black gull sacks were introduced.”

Waste collection operative 28/10/2014

“The Gull sacks can add time to my round because some residents insist on tying the handles in knots so it is difficult to access the Gull sack wearing gloves. The streets are a lot cleaner than they were before when people used purple sacks.”

Change in containers/listening to residents: 500 smaller (90 Litres) Gull-proof sacks have been ordered to help our elderly and disabled residents and those who don’t have much waste to dispose of.

Residents may bring their larger (160 Litres) Gull-proof sacks to the Civic Centre in exchange for a smaller (90 Litres) Gull sack. It is hoped that the larger, returned Gull-proof sacks could be cleaned and re-used

Conclusion: The new service is more cost effective and efficient than purple sacks and better for the environment as it uses re-useable containers for the waste (Gull Sacks and wheeled bins);

Report to Environment and Economy Overview and Scrutiny

Agenda
Item:
A.5

Meeting Date: 27th November 2014
Portfolio: Environment and Transport
Key Decision: Yes: Recorded in the Notice Ref:KD.32/14
Within Policy and
Budget Framework Yes
Public / Private Public

Title: FOOD DIGESTERS
Report of: The Director of Local Environment
Report Number: LE27

Purpose / Summary:

The report provides the background information on the County Council's Food Digester project and explains the benefits to Carlisle residents. The purpose of the report is to establish a budget to enable the City Council to administer the grant funding to purchase and distribute 796 food digesters in Carlisle.

Recommendations:

It is recommended that the Panel comment on the report to the Executive which seeks approval to the establishment of an income budget to receive grant funding from the County Council and a corresponding expenditure budget to administer the fund.

Tracking

Executive:	15 th December 2014
Overview and Scrutiny:	
Council:	

1. BACKGROUND

- 1.1** Cumbria County Council has made Waste Infrastructure Capital Grant funding available for the purchase of food waste digesters, as part of their waste minimisation programme. This is a result of funding from the Department of Communities and Local Government. Carlisle City Council has made a successful application for funding from the grant to purchase and distribute 796 discounted food waste digesters.

2. PROPOSALS

- 2.1** There are two types of food waste digester available for the public to purchase at a discounted rate. Although they work differently, their use has the same objective of reducing the amount of food waste appearing in the, residual waste stream.
- 2.1.1** Green Cones: The Green Cone takes all household food waste, including vegetable scraps, raw and cooked meat or fish, bones, dairy products and other organic kitchen waste e.g. tea bags, bread etc. The Green Cone comes with a 5-litre kitchen caddy for collecting and carrying household food waste to the Green Cone. The Council has obtained funding for 400 Green Cones.
- 2.1.2** Green Johannas: The Green Johanna is a hot composter, which recycles waste food into compost. The Council has obtained funding for 396 Green Johannas.
- 2.1.3** Further information about the food digesters can be obtained from the Great Green Systems website, listed in background documents.
- 2.1.4** Householders would purchase food digesters through Great Green Systems, suppliers of the equipment, quoting their post code when making the transaction. Orders will be accepted by telephone or via the Great Green Systems website, with a link from the Carlisle City Council and Cumbria County Council websites.
- 2.1.5** The Green Cone will retail to householders at £15.00, the Green Johanna will retail at £20.00; both prices include VAT and delivery.
- 2.1.6** Cumbria County Council estimate that up to 179 tonnes of food waste per year could be diverted from collection systems by use of the food digesters.
- 2.1.7** The project to supply food digesters at a discounted rate would be completed by April 2017.

3. CONSULTATION

- 3.1 Cumbria County Council have secured funding to maximise the opportunities for householders in Cumbria to minimise their waste, and agreed the distribution of the Waste Infrastructure Capital Grant funding through the Cumbria Strategic Waste Partnership membership.

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

- 4.1 The project is cost-neutral to the Council, other than a small administrative overhead that can be accommodated within existing budgets. A revision to the capital programme is requested to set up an income budget of £45,370 to reflect the income received from Cumbria County Council, and a corresponding expenditure budget of £45,370 to reflect the payments to be made. An income and expenditure budget of the same values will also need to be added in to the service revenue budget as although capital in nature, this will be accounted for as Revenue Expenditure Funded from Capital Under Statute (REFCUS). The scheme will be administered by Great Green Systems on behalf of Cumbria County Council, and will not involve direct participation by Carlisle staff.
- 4.2 It is recommended that the City Council take part in this project to enable its residents to be able to purchase a subsidised food waste digester and allow them another opportunity to dispose of their food waste and promote good practise .This is also in keeping with the rest of the districts who are already participating in this project.

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

- 5.1
- Provide a further opportunity to promote 'Love where you Live'
 - Achieve a sustainable and balanced budget.
 - Enable residents to reduce the total amount of household waste.
 - Provide an alternative to the residents for the disposal of food waste
 - Promote working in Partnership by working with the County Council and the other District Councils

Contact Officer: **Angela Culleton**

Ext: **7325**

Appendices attached to report:

Appendix 1: Description of Green Cone

Appendix 2: Description and Green Joanna

Appendix 3: Comparison of both

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

Chief Executive's -

Deputy Chief Executive –

Economic Development –

Governance –

Local Environment –

Resources -

Appendix 1

The Green Cone

The best way to demonstrate is to take one to pieces and talk about it in the following order:

- A hole has to be dug to accommodate the unit entirely in a sunny place and if it is to be installed in clay soils with poor drainage, then the drainage must be improved with gravel, broken pots, bricks, etc and thus the hole will have to be 4/5 inches deeper than the bottom of the basket. The top of the basket should be just below ground level.
- Having dug the hole a few inches wider and deeper, assemble the unit. It is very important to follow the instructions otherwise there will be difficulties assembling it if the base is held in the ground while it is screwed together.
- Holes in the basket will be some 9 inches below the surface of the ground and therefore smells will be contained. Vermin and other animals should not be attracted. The waste is out of reach from children and pets. The soil backfilled around the unit should be of reasonable quality to allow the flow of oxygen and also worms to gain easy access as they help the process.
- The system works by the air between the two Cones heating up, using heat from the sun, and rising to form convection currents within the cone. Secondly as the air inside warms, it expands and gets forced through the holes at the bottom of the basket. As the system cools overnight the reverse occurs and fresh air is drawn back in to replace the air inside. This process feeds the natural bacteria eating the food waste.
- The decomposing waste creates heat and the internal cone acts as an insulator and thus temperatures will be higher inside a Green Cone than inside a single skin composter.
- The whole system is designed to maximise the amount of oxygen flowing over the waste and therefore the waste should not be allowed to rise above the level of the basket but there should be capacity to take the food waste from a family of about 4 people (200 kilos a year).
- Keep the soil around the Cone topped up to stop any smells escaping and to be careful when they are transferring food waste into it from the caddy so as not to drop any waste outside the Cone.
- The caddy has a replaceable charcoal filter which prevents smells escaping. The purpose of the caddy is to ensure that food and particularly meat and bones are protected and kept away from flies who would lay eggs on them which would turn into maggots in the Cone.
- The bacterial powder that comes with a Green Cone is used sparingly (like sprinkling salt and pepper) to get the process going and then each time the cone gets a caddy of food during cold weather. In the warmer months it may only be necessary to add powder once every so often. A white or grey layer will form on the food and this is a sign the system is working well.

Appendix 1



Notes for “educational” speakers on the methods of installation and use of the Green Cone and Green Johanna food waste digesters

These notes have been created to help Green Cone and Green Johanna sales people, advisors and trainers to ensure that potential users understand the differences between the two products and have the knowledge to make an assessment as to which unit will best suit their needs and garden circumstances, i.e. location and soil type.

1. Introduction

- The Green Cone and Green Johanna are patented products, which are primarily designed to take all food waste, including meat, bones, dairy products, etc. The Green Johanna also takes all food waste in the proportion of around two third food waste to one third garden waste. It produces rich compost, whereas the Green Cone produces a little residue. “Normal” composters are designed only be used for garden waste and fruit and vegetable peelings as other foods could attract vermin. This is why when wanting to dispose of all food waste at home a specialist unit has to be used such as Green Cone or Green Johanna.
- These systems do away with the need for the local council to collect and treat this part of our waste (under their obligations to residents) either by sending to landfill (the most common method of disposal in this country) or transporting to a centralised composting facility or energy from waste plant. These methods use expensive and potentially environmentally damaging methods of transport and energy. Often these methods still leave a residue to deal with.
- Food waste is an organic part of our waste that requires careful handling when it comes to disposal. There are problems with it degrading quickly and so it cannot be stored for long. Once sent to landfill it breaks down anaerobically (in the absence of oxygen) and starts to give off methane, a powerful Greenhouse Gas, that is approximately 25 times more dangerous to the environment than CO₂.
- It should be stressed to users that both units have been designed to ensure the presence of oxygen, i.e. they are aerobic systems, not anaerobic. The presence of oxygen means that the decomposing waste gives off carbon dioxide (CO₂) not methane which, whilst it is also a Greenhouse Gas, is a far better option.

Appendix 2



Green Johanna

To demonstrate, show the base plate with its ventilation channels first before assembly as this is an important part of how the unit ensures flow of oxygen over the waste:

- This is the Rolls Royce of composters. It has a unique patented base plate which is specifically designed to ensure that air flows through it and up the sides of the composter. The holes in the middle are to aid drainage.
- Heat from the composting process draws air in at the base which flows up the sides in the unit and is vented out at the top through the holes under the lid handles.
- The lid can be rotated to increase or decrease ventilation. This has the effect of controlling the escape of heat and so the vents under the lid should be more closed in winter to maintain a warmer compost. A "winter jacket" is available at extra cost for extremely cold climates.
- The holes are specifically small to prevent vermin entering the Green Johanna.
- The Green Johanna should be located on soil, grass or gravel but not on concrete or other solid surface. The process will produce a certain amount of liquid (leachate) which must be allowed to drain into the ground to ensure pets and children in particular do not come into contact with it.
- Initially 4/5 inches of twigs, etc should be placed at the bottom of the Green Johanna, followed by a layer of soil and then a mixture of food and garden waste in layers. It should produce compost in six months, which can be accessed through the doors at the sides.
- Ensure the doors are correctly aligned before closing and pressed firmly down so they cannot be opened easily. The rim of the unit should be partially covered by the door when in position and a screw hole should be visible at the top of the door. It is recommended to screw the door shut whilst composting.
- The ideal mix is 2/3rd food waste to 1/3rd garden waste. This is because garden waste has a higher carbon content to balance the nitrogen in food waste. The addition of garden wastes helps to maintain air gaps in the material.
- Once a couple of layers of alternating material have been added, plunge the stirring stick into the mixture and draw out to mix and aerate. This should only be done to the most recent layers as if you dig too deep you will disturb the process deeper down and the compost may lose heat.
- Starch based biodegradable or compostable bags can be put in a Green Johanna. However, it is important that they are opened up with the stirring stick to allow oxygen to reach the food waste. Care should be taken with "bio" bags as not all are actually compostable. Refer to the manufacturer if in doubt.
- Good composting is about maintaining a balance between Nitrogen (in food and green garden material such as grass) and Carbon (from woody garden materials but also from

Appendix 2

- Dog waste can go in a Green Cone although this should be in limited amounts. Avoid other pet waste such as cat litter as this may contain antibacterial agents and also its quantity could quickly overwhelm the Cone.
- If food waste is rising quickly and does not appear to be breaking down some weeks after first installation or there is an offensive odour coming from inside the Cone, this may be an indication that it is not working well. This may be caused by poor drainage or insufficient sunlight reaching the Cone. A solution may be to dig it out and create more drainage underneath or relocate if it is too shaded.
- Biodegradable bags of all kinds should be avoided in the Green Cone. This is because if they contain food waste, tests have indicated that the food can go "anaerobic" and bacteria cannot reach it in the closed bag before the bag itself degrades. This then causes the Green Cone to slow down and with continued use it is likely to stop working altogether.
- After at least one year of use the system may need emptying. If the level of material stays at or above ground level without appearing to go down after leaving for a couple of weeks, then it is likely to be full. More commonly this occurs after 2 or more years and depends on many factors. The top cones should be unscrewed and put to one side. The most recent material placed in the Cone should be removed and kept aside to be returned after emptying the rest of the residue. This is because the recent material will not have digested completely and will need to go back to do so. The residue taken out should be dug into the soil in the garden to improve its structure and add nutrient. Avoid leaving on the surface in case it attracts vermin or birds.

Appendix 3

Buy your
GREEN JOHANNA
for just **£20**
instead of £108.90!

Every tonne of food waste we throw away causes 4.5 tonnes of CO₂ emissions.

Help the environment and use a **GREEN JOHANNA** in your garden to make compost from your food and garden waste.

It eats all the food you don't – even meat and bones. Add garden clippings and produce nutrient-rich compost for your plants.

Simply stand your **GREEN JOHANNA** on a flat surface in a shady part of the garden – on grass or soil.

TOP TIP!

Pick our Green Johanna if you want to add garden waste

3 easy ways to order:



By post
Complete the form
overleaf



Online at
www.greatgreensystems.com/promotions/ggscumbria

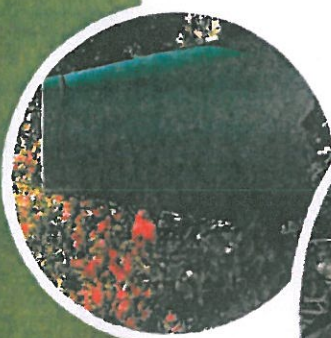


Freephone
0800 013 1304

or for more information email cumbria@greatgreensystems.com

Get a
GREEN CONE
for just **£15**
instead of £79.50!

GREEN CONE accepts all cooked and uncooked food waste – even meat and bones. Just dig your **GREEN CONE** into a sunny spot in the garden and let nature do the rest, reducing the contents to a small amount of residue.



Make your own compost!



FREE
4.5 litre
kitchen
caddy!



Report to Economy and Environment Overview and Scrutiny Panel

Agenda
Item:
A.6

Meeting Date: 27 November 2014
Portfolio: Finance, Governance and Resources
Key Decision: No
Within Policy and Budget Framework YES
Public / Private Public

Title: SECOND QUARTER PERFORMANCE REPORT 2014/15
Report of: Policy and Communications Manager
Report Number: PC 19/14

Purpose / Summary:

This Performance Report updates the Panel on the Council's service standards that help measure performance. It also includes updates on key actions contained within the Carlisle Plan.

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 updates against 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:	15 December 2014
Overview and Scrutiny:	Community – 25 November 2014 Economy and Environment – 27 November 2014 Resources – 2 December 2014
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.

Due to the sample size being too small, and discussion at SMT on 11 November 2014, the service standards relating to customer satisfaction have been temporarily excluded from this report. A more appropriate methodology to measure on going customer satisfaction is now being developed. Once the survey response numbers are sufficient to give a high level of statistical confidence the results will be reported again.

Regarding the information on the Carlisle Plan, the intention is to give the Panel a brief overview of the current position without duplicating the more detailed reporting that takes place within the Overview and Scrutiny agendas and Portfolio Holder reports.

2. PROPOSALS

None

3. CONSULTATION

The report was reviewed by the Senior Management Team at their meeting on 11 November 2014 and will be considered by the Overview and Scrutiny Panels on the following dates:

Community – 25 November 2014

Economy and Environment – 27 November 2014

Resources – 2 December 2014

4. CONCLUSION AND REASONS FOR RECOMMENDATIONS

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

5. CONTRIBUTION TO THE CARLISLE PLAN PRIORITIES

Detail in the report

Contact Officer:	Steven O’Keeffe	Ext:	7258
	Gary Oliver		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: 2014/15 Quarter 2 Service Standards
Service Standard: Percentage of Household Planning Applications
processed within eight weeks

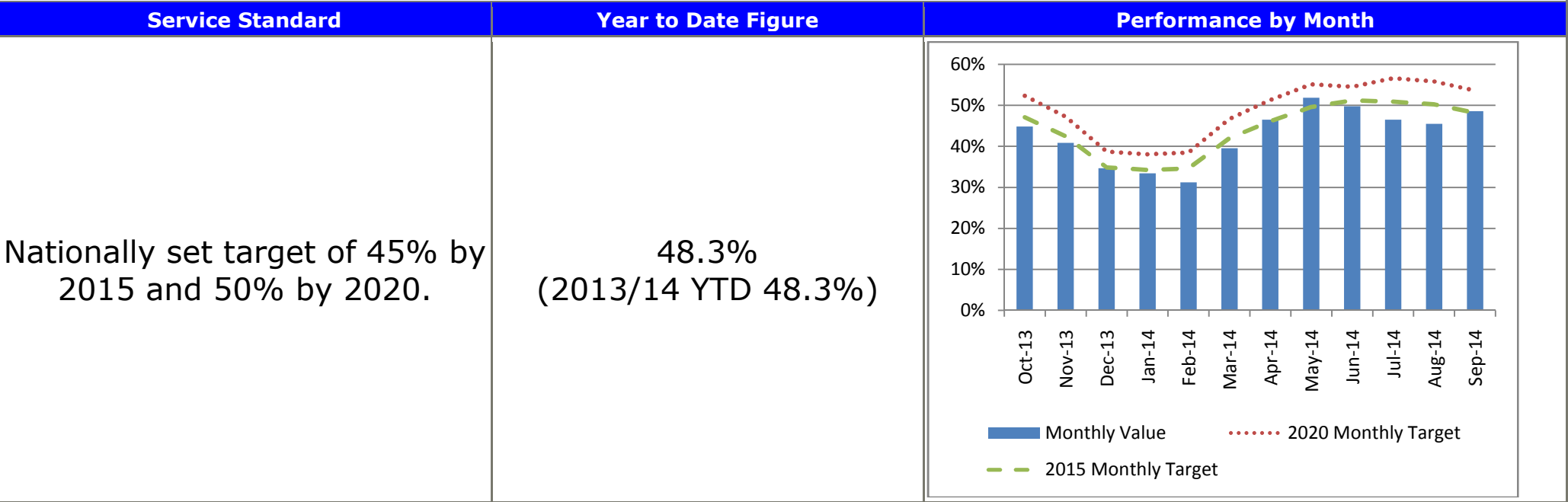
Service Standard	Year to Date Figure	Performance by Month																																							
<div>80%</div> <div>(Nationally set target)</div>	<div>90%</div> <div>(2013/14 88%)</div>	<p>A bar chart titled 'Performance by Month' showing monthly performance percentages from October 2013 to September 2014. The y-axis ranges from 40% to 100% in 10% increments. A horizontal red line at 80% represents the target. Blue bars represent the monthly performance. The performance starts at approximately 93% in Oct-13, dips to 83% in Nov-13, rises to 91% in Dec-13, dips to 82% in Jan-14, drops to 67% in Feb-14, peaks at 100% in Mar-14 and Apr-14, dips to 95% in May-14, drops to 70% in Jun-14, and then rises to approximately 94% in Jul-14, 94% in Aug-14, and 93% in Sep-14.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Monthly Performance (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Oct-13</td><td>93</td><td>80</td></tr> <tr><td>Nov-13</td><td>83</td><td>80</td></tr> <tr><td>Dec-13</td><td>91</td><td>80</td></tr> <tr><td>Jan-14</td><td>82</td><td>80</td></tr> <tr><td>Feb-14</td><td>67</td><td>80</td></tr> <tr><td>Mar-14</td><td>100</td><td>80</td></tr> <tr><td>Apr-14</td><td>100</td><td>80</td></tr> <tr><td>May-14</td><td>95</td><td>80</td></tr> <tr><td>Jun-14</td><td>70</td><td>80</td></tr> <tr><td>Jul-14</td><td>94</td><td>80</td></tr> <tr><td>Aug-14</td><td>94</td><td>80</td></tr> <tr><td>Sep-14</td><td>93</td><td>80</td></tr> </tbody> </table>	Month	Monthly Performance (%)	Target (%)	Oct-13	93	80	Nov-13	83	80	Dec-13	91	80	Jan-14	82	80	Feb-14	67	80	Mar-14	100	80	Apr-14	100	80	May-14	95	80	Jun-14	70	80	Jul-14	94	80	Aug-14	94	80	Sep-14	93	80
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Aug-14	94	80																																							
Sep-14	93	80																																							

Service Standard: Number of missed waste or recycling collections

Service Standard	Year to Date Figure	Performance by Month																										
40 missed collections per 100,000 (Industry standard)	Average of 38 missed per 100,000 collections per month (2013/14 36)	<table><caption>Missed Collections per 100,000 by Month</caption><thead><tr><th>Month</th><th>Missed Collections per 100,000</th></tr></thead><tbody><tr><td>Oct-13</td><td>24</td></tr><tr><td>Nov-13</td><td>37</td></tr><tr><td>Dec-13</td><td>34</td></tr><tr><td>Jan-14</td><td>49</td></tr><tr><td>Feb-14</td><td>46</td></tr><tr><td>Mar-14</td><td>47</td></tr><tr><td>Apr-14</td><td>37</td></tr><tr><td>May-14</td><td>43</td></tr><tr><td>Jun-14</td><td>41</td></tr><tr><td>Jul-14</td><td>36</td></tr><tr><td>Aug-14</td><td>28</td></tr><tr><td>Sep-14</td><td>40</td></tr></tbody></table>	Month	Missed Collections per 100,000	Oct-13	24	Nov-13	37	Dec-13	34	Jan-14	49	Feb-14	46	Mar-14	47	Apr-14	37	May-14	43	Jun-14	41	Jul-14	36	Aug-14	28	Sep-14	40
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This service standard was previously measured as a percentage of all collections made whereas the industry standard is measured per 100,000 collections. To allow an easier comparison to be made with the industry standard and for benchmarking purposes the standard is now measured in the same format as the target.

Service Standard: Percentage of household waste sent for recycling



The graph above shows what the monthly target would be in order to achieve the national 2015 target of 45% and the 2020 target of 50%. The 48.3% recycling rate for Quarters 1 and 2, 2014/15 is the same (to one decimal place) as the same period in 2013/14.

Section 2: Carlisle Plan Update

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

The Council's Key Decisions will support business growth, with its services being viewed as 'business friendly' through working more closely with them to meet business' needs.

Carlisle Local Plan 2015 - 2030

The emerging Carlisle Local Plan sets out a planning framework for guiding the location and level of development in the District up to 2030, as well as a number of principles that will shape the way that Carlisle will develop between now and then.

The Plan targets the delivery of approximately 9,000 new homes across the 2015-2030 period, and identifies the land available to accommodate this growth. This target represents the most ambitious level of housing growth pursued within Carlisle to date, in response to evidenced demographic and economic needs. The Plan also requires the delivery of a mix of dwelling types and tenures including affordable homes. From a housing perspective the Local Plan will therefore be amongst the most influential strategies at play across the next fifteen years.

Following the close of the most recent consultation exercise, efforts are now being focussed on further refining the Local Plan towards a 'publication draft' which will be subject to public consultation in January 2015.

In October the City Centre Development Framework was drafted and the Strategic Housing Land Availability Assessment was refreshed. The Housing Needs and Demand Study was signed off and a £15K contribution to the transport infrastructure was secured from the County Council.

The Local Plan Members Working Group met in September to consider revised vision, strategic objectives, strategic policies and proposed housing allocations.

Promoting Carlisle including Prospectus for Carlisle

The Carlisle Prospectus is now in print along with folders designed to hold the branded suite of literature to promote Carlisle.

Tenders have taken place for the Signage Strategy and Design Suite and the appointment of the successful contactor is imminent.

Employment sites - Durranshill

A topographical survey was completed in October and a commission for a soft landscaping design has been placed.

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

This priority supports tourism, the arts and creative industries. It is recognised that arts and leisure are important in making Carlisle a great place to work, live and visit. Developing public realm improvements is a key piece of work under this priority. This involves the city and county councils working together.

Old Town Hall Phase 2 / TIC

Three contractors tendered for the work – they are currently being considered.

Property Services are continuing to assist the Tourist Information Manager on sourcing of temporary alternative accommodation for the six month period of the site works between January and July 2015. As a fall back position it has been agreed that the TIC could be relocated to the ground floor foyer of the Civic Centre.

Public Realm

A manufacturer has been selected to deliver the signage suite. The contract will be issued shortly.

Arts Centre

Amendments to the building work were reviewed and approved at the Arts Centre Board in August and planning variation permission was granted in September.

Construction works commenced on 4 October 2014 with an anticipated completion date of May 2015.

Harraby Campus Development

Construction has started on the development. The City Council have paid the initial instalment (£600K) of their contribution.

A series of meetings are scheduled between County, City and Community Association representatives to discuss any outstanding issues and finalise leasing arrangements.

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

The City Council wants to establish Carlisle as a nationally recognised sub-regional capital by becoming an effective partner in the key areas of housing and economic growth.

Home Improvement Agency (HIA)

Homelife Carlisle was highly commended at the National HIA Awards presented at the House of Lords on 10 June. This is in the Integration Champion category for the work they are doing with Social Care and the Clinical Commissioning. 62 volunteers have now been recruited to the Community Neighbour Programme; of which 47 are actively working with older people in the urban and rural wards. We have recently launched our membership scheme for handy persons, gardening and cleaning service – and have 30 people signed up. Homelife have been awarded £3,000 from Foundations independent living trust for gas safety grants and free boiler servicing for eligible homeowners in the District. We are a key partner in the emerging Cumbrian hoarding partnership.

Homelessness Strategy

The information gained from consultation with key stakeholders along with local research findings has been utilised to form the basis of the draft local strategy. The draft strategy will be completed and agreed by key partners by the end of November; with the strategy and action plan agreed internally by March 2015 for implementation in April 2015.

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

The City Council continues to work closely with partners through the Carlisle Economic Partnership (CEP). Part of the CEP action plan of key priorities sets out actions to address skills gaps by identifying skills needs for growth and encouraging provision which meets those needs.

The City Council is supporting the Knowledge Transfer Project which will help maximise the potential of 'e'-commerce by supporting local retailers (SMEs) and especially independents to make use of the internet to promote and grow their business. This two year project will support businesses to develop specific products together with experts from the University of Cumbria with the aim of maximising the use of the new City Centre WiFi, using apps, for example, to support the local economy.

The appointment of the KTP Associate took place in January 2014. A background report, including social economic analysis, has been produced, the findings of which will influence the development of the on-line web portal for city centre businesses which is scheduled for launch in winter 2014/15.

The City Council also continues to lead by example as one of Carlisle's large employers by investing in the development of its staff. This includes working with the University of Cumbria, Carlisle College and local training providers to deliver a wide range of technical and professional learning and development opportunities to staff. The City Council works closely with the National Apprenticeship Service and local training providers on its apprenticeship programme and has taken on a further three apprentices through the Apprenticeship Growth Bid approved as part of the 2014-15 budget.

The City Council also continues to pay the 'living wage' to its lowest paid employees. This is the increased rate as recommended in 2014/15. A survey of councils where the living wage has been implemented showed that it has provided an important new stimulus to the local economy as well as being of huge benefit to the lowest paid members of staff.

PRIORITY - Together we will make Carlisle clean and tidy

The City Council recognises the shared responsibility between it and the community and is committed to a pro-active approach to making Carlisle a place that its residents can be proud of.

Rethinking Waste Project

A draft specification document for the green box tender was advertised in October. A public consultation is being implemented. Various policies for waste and recycling have been brought together into one waste policy framework document to assist communication and consistency of message. The timing of various initiatives has been agreed with the Executive inputting into the need to find savings within the service. Work packages have been set up and assigned to officers. The business case is currently being prepared for Executive in January.

Gull Sack Project

The Love Where You Live campaign identified that the source of litter on the streets was partly attributed to refuse sacks being attacked by seagulls. The gull sack project was rolled out across Carlisle over six months from autumn 2013. When used correctly this has reduced the levels of litter caused by the waste collections. Problems have arisen when residents put loose waste into the gull sacks or don't use them. The technical team continued with a 2014 summer campaign supporting households to ensure that gull sacks are used correctly. The number of properties not using gull sacks has now dramatically reduced. Some smaller gull sacks have been ordered for less able bodied residents.

Litter Bin Project

An audit of litter bins has been carried out and the data has been collated including the trial use of the 'Big Belly' bins. A Task and Finish group has been set up with Members and will support the project. The review will look at the litter bin design and determine their optimum location.

Recycling Bring Site Project

A review was completed in March 2014 and the service was brought back 'in-house' in April 2014. An internal project team has been set up and the scope and design of future

domestic refuse and recyclables collection services are being developed. Collections rounds are being assessed to ensure maximum tonnage and efficiencies.

Enforcement and Education

An Enforcement and Education Team Leader has now been appointed.

£11K will be allocated for a final push in the campaign before the end of the financial year.

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

The key to this priority is the delivery of the City Council's housing strategy.

Delivery of the Affordable Housing Programme:

The Homes and Community Agency (HCA) Affordable Homes Programme 2011-15 saw two affordable schemes completed at Arnside Court and Borland Avenue – 21 properties in total. There are 58 further properties on site at Raffles over two schemes.

HCA Affordable Homes Programme 2015-18 has four successful bids for 79 affordable homes – three in Carlisle and one in Longtown.

Brampton Extra Care scheme (38 affordable properties) – the timetable has slipped slightly due to a delay in the land transfer, and is now due to start on site in January 2015.

Empty Homes:

The project is expected to be completed by December 2015, which is three months ahead of schedule.

It is expected to bring nine additional empty properties back into use with grant assistance. Over 200 cases have been registered and dealt with by the Empty Property Officer in 10 months. 48 other properties have returned to occupation by other means / interventions. Despite the scheme being closed to further grant awards, demand for the scheme continues at 8-10 queries per month without any need for publicity.

Gypsy and Traveller Transit site:

The scope and focus of the project is being reviewed in line with an evidenced reduction in unauthorised encampments in the District from 39 between 2010-2012 to four in 2013 and six to date in 2014; and an increase in pitch provision for Gypsy and Travellers from 30 in 2008 to 84 in 2013.

Members have provided a clear steer to senior managers about the direction of travel:

- Increase engagement with the Police: A letter has been sent to the Police and Crime Commissioner.
- Increase Countywide Engagement:
- A countywide practitioner group meeting has been arranged for 4 November in order to share information and best practice and review the Countywide protocol.

- Meetings held with Talkin Travellers, the County Council's Equality Learning Officer for Gypsy, Travellers and Roma and the Site Owner/ Manager of the adjacent private site at Low Harker Dene to discuss need for transit provision and share intelligence about Travellers and current provision.
- A review of processes for managing unauthorised encampments will take place.
- Costing options are being identified to prevent unauthorised encampments on City Council land.

The RAG rating has been downgraded to amber, to reflect the fact that the direction and the scope of the project have been agreed. The costs for preventing unauthorised encampments will require appropriate budget provision to be made.

Refocusing the project on preventative measures on Council land, engagement with the Police and the countywide practitioner group, as distinct from focusing on increased provision, assumes that the level of unauthorised encampments in the District will not significantly increase in the foreseeable future. There are two risk factors at present:

- a) If the leasee of Hadrian's Camp acquire the freehold or decide to close the transit site, there could be an increase in unauthorised encampments
- b) Enforcement action against unauthorised occupation at Washbeck, Scotby

YMCA Empty Home Project:

The reduction in the target (revised downwards to 10-12 by December 2015) reflects the general unpopularity of lease and repair in Carlisle and failure by the YMCA partner. McKnights building are to acquire City Council premises at London Road which would have enabled YMCA to award 12-15 grants.

