

Carlisle City Council

Council Structure



Council Structure – Directorate Information

The Council is organised into a number of departments – called Directorates – and each contains a number of services that the Council either delivers to the public, or which are required to ensure that the Council can function effectively. Each is briefly outlined below.

THE CHIEF EXECUTIVE’S TEAM is responsible for policies and communication affecting the whole Council, learning and development for staff and councillors, supporting the Senior Management Team and emergency planning.

PA Support provides secretarial and administrative support to members of the Senior Management Team. They support corporate meetings and projects.

Policy and Performance supports a wide range of initiatives that help the Council develop policy and strategy to improve services for local people. They are responsible for corporate performance against the Council’s priorities and local and national standards. Leading on equality and diversity which includes supporting service areas to produce equality impact assessments on their policies, plans and functions is a key task along with co-ordinating consultations with a wide range of audiences. They are also responsible for information management including Freedom of Information requests, data protection, records management and the intranet and lead on business continuity which involves making sure the Council is able to continue to deliver services in event of an emergency.

Communications are responsible for both external and internal communications to councillors and staff. They organise corporate public relations and marketing and ensure that all City Council services are branded correctly as well as making sure that published material is accessible and written in Plain English. They produce a number of publications including the residents’ magazine Carlisle Focus and also provide a media service; issuing press releases, providing statements and handling enquiries from the local and national media.

Emergency Planning is responsible for planning and managing the City Council’s emergency response. The council is a member of the Cumbria Resilience Forum which co-ordinates responses to emergencies.

Organisational Development leads on workforce planning, supporting managers to identify the learning and development their staff need. They produce the corporate training programme including health and safety, management and employee development and IT courses. They co-ordinate Skills for Life, vocational and management qualifications for staff and organise events including Adult Learners’ Week and Celebration of Learning. They are also responsible for the Member Learning and Development Programme.

Customer Contact covers all customer contact provision including the front of house face to face centre at the Civic Centre, telephone and website contact. Many of the Council's services are delivered directly via the Customer Contact Centre either through processing initial enquiries or increasingly by being able to deal with all aspects of a customer's requirements in one place. As well as City Council services, contact centre deliver Adult Social Care service on behalf of Cumbria County Council and the police counter service on behalf of Cumbria Constabulary. The passport service is available from the contact centre on a Tuesday and Wednesday. A programme of work is being undertaken which will enable customers to access services via whichever channel is most convenient to them. The aim is for the website to be fully transactional, including smart phone integration. It is envisaged this will release resources to further broaden the range of services available within the contact centre.

DEPUTY CHIEF EXECUTIVE'S TEAM

Strategic Contract Monitoring The Deputy Chief Executives Team leads on the monitoring of the city council's key contracts with the Tullie House Trust (for the management of the museum service) and CLL (for the management of leisure services). This includes ongoing performance review and relationship management across these services as well as the adaptation and development of new services within these contracts.

Sports Development Carlisle City Council plays a key role in supporting people to become more active and involved in sport by ensuring the right facilities and opportunities are in place for residents across the district. The Deputy Chief Executive Team's are responsible for the development and delivery of the Carlisle Sport and Physical Activity and the related Sports Facilities and Playing Pitch Strategies. The Team work with a range of partners to ensure that sporting provision is co-ordinated and support and activities are available for all ages and abilities.

Arts Development Carlisle City Council is committed to developing vibrant arts and cultural facilities showcasing Carlisle. Arts Development work undertaken by the city council includes artistic involvement and development in key events such as Music City and the Carlisle Pageant as well as providing supporting grant funding to a range of arts groups and activities across the city. The council is also continuing to develop the Old Fire Station arts centre to provide a performance venue and artistic hub within the city.

Community Safety Carlisle City Council is a key partner within the Carlisle and Eden Community Safety Partnership which brings together a range of strategic partners to undertake a strategic assessment of crime and anti-social behaviour across Carlisle and prepare a co-ordinated response. Problem solving groups at a local level within in Carlisle ensure a rapid response to community safety issues at the neighbourhood level.

Community Centres And Third Sector Support Carlisle City Council provides grant funding and a range of in-kind support and training to ensure that the community centres and third sector agencies across Carlisle are able to identify needs and provide appropriate services within their own communities.

ECONOMIC DEVELOPMENT is responsible for economic development, planning, and dealing with strategic property matters to facilitate economic development and regeneration.

Development Management Managing development through applications for planning permission ensures that any new building or change of use is compatible with other uses in the area. Our team of development management officers are available to give advice and guidance to the public and developers on all development. Each planning application is allocated to an officer who will deal with it to the point of a decision being made. Information relating to any planning application can be seen on the Council's web site.

In 2011 we had over 1100 applications. Approximately 90% of these are dealt with by officers. Development Control Committee meets every six weeks to discuss large scale applications or those with objections from more than three people.

Enforcement If a development has not got planning permission, is not built in accordance with the planning permission, or any conditions which have been placed on a planning permission have not been satisfactorily complied with, the Council has the power to take enforcement action to put things right. For the majority of cases discussions with land owners or a developer about the problem will help them correct it. If that is not feasible we can take legal action. Enforcement officers deal with an average of 220 cases per year.

Planning Policy carries out the Council's statutory duty under the Town and Country Planning Acts to produce a Local Plan with the objective of contributing to the achievement of sustainable development. The Local Plan sets out a long term vision for the development of the District, together with the implications of economic, social and environmental change. The Plan is key to delivering development that reflects the aspirations of local communities. Decisions on planning applications must be taken in accordance with the Local Plan unless material considerations indicate otherwise.

Heritage Design and Conservation Advice is provided by the Heritage Officer. In addition to producing conservation area appraisals and management plans, provision includes advice regarding the district's 1900 listed buildings, 19 conservation areas, and advice regarding public realm and urban design. This is provided both as part of the consultation process via Development Management and at a pre-application stage. The service also provides policy support e.g. through the drafting of supplementary planning guidance and heritage policies in the Local Plan.

Landscape Architecture and Protected Trees Delivering the Council's statutory duties in relation to: trees, important hedgerows, high hedges, and providing advice on landscaping of new development. This includes making and reviewing Tree Preservation Orders, dealing with applications for works to protected trees and hedgerow removal applications, providing advice and guidance to officers, Members, developers and the public on tree, hedgerow and landscape issues.

Building Control Processing applications under the Building Regulations 2010, dangerous structures, demolitions, street naming and numbering, accessibility issues via the Access officer, Shopmobility and membership of the safety advisory group for licensed sports venues in the City Council's area. Building Control has responsibility for enforcement and other essential functions such as emergency response to dangerous structures. It is the only regulatory function of local government that competes directly with the private sector on a project by project basis.

Building Regulations are responsible for the processing of Building Regulation applications via plan examinations and through site inspections. The Building Regulations are there to ensure the health, welfare and safety of people in and around buildings, to ensure that they are accessible to all and to ensure the conservation of fuel, power and water.

Dangerous Buildings Investigation of buildings and structures which have been reported as dangerous and instigating the appropriate action.

Access The Access officer is a consultee on planning applications, secretary to the Access group, encourages and promotes best practise to ensure that barriers are eliminated to permit access for all in and around buildings and that facilities are available to all. Shopmobility lends mobility equipment out to members of the public to help and facilitate easier access to the city centre.

Business Support help create the right local conditions to attract inward investment, encourage start up businesses and growth of existing companies across a number of sectors helping to provide a range of employment opportunities for local people. Working closely with education and training providers and employers to ensure there is a skilled and adaptable local workforce. Provide an information service for companies including a Vacant Commercial Property Database.

Regeneration and Strategic Property create and deliver strategies and projects to regenerate and ensure best use of underutilised property assets throughout the city. This includes improvements to the Old Town Hall, assessment of the Caldew Riverside area, and bringing forward plans to improve underutilised industrial estates.

Tourism and Marketing promote and support the tourism industry throughout the district and provide a year round Visitor Information Centre, and market both the tourism and business offer through the Discover Carlisle brand and website. Support initiatives to ensure the ongoing vitality of the City Centre, and in partnership with the private sector, the formation and ongoing support of a Business Improvement District

Performance Management provide an effective programme and performance management system to support the services, activities and projects delivered within the Economic Development Directorate, together with appropriate links to the monitoring requirements of the City Council Corporate Plan. Working closely with managers within the Directorate to ensure effective and efficient administrative support, and review / determine new practices and procedures for improvement, assisting other officers implement centralised processes and enhancements to the services supported.

Strategic Housing The City Council is responsible for assessing housing needs in the City and working with statutory and voluntary agencies, registered providers, developers, private landlords, third sector bodies, including CAB, the Law Centre, the credit union, the University and Churches Together to meet these needs. Our corporate vision “to ensure that everyone can access affordable, safe and warm housing with the support they need to live independently” is contained within the Council’s Housing Strategy 2012-16.

Disabled Facilities Grants The City Council has a statutory obligation to provide disabled facilities grant to adapt properties, so that people can remain in their home. Carlisle is the pilot authority for the development and evaluation of an operational model to integrate service provision with Health and Social care.

Private Sector Team work towards improving standards of housing in the private sector, through inspection and licensing of houses in multiple occupation, landlord accreditation, enforcement, bringing back empty properties into use, and programmes to reduce fuel poverty.

The Council owns the site for Gypsy and Travellers at Low Harker Dene and provides 15 pitches. HSSA are the Council’s managing agent on the site. There are proposals to develop 7 transit pitches on the site to enable the Council to tackle unauthorised encampments more effectively and improve community cohesion.

Homelessness, Prevention & Accommodation Services The City Council has a statutory responsibility to lead and co-ordinate targeted partnership and prevention approaches to meet the needs of all vulnerable people within the district. In order to ensure we can meet our statutory responsibilities and discharge our duties effectively, we own and directly manage 60 units of supported temporary accommodation for vulnerable people experiencing homelessness throughout the City. As an accredited provider of good quality support and accommodation services, we are externally contracted by Cumbria Supporting People to

deliver housing related support and transitional move on services to women and families residing within 32 units of our temporary accommodation. In addition we ensure that effective timely advice, information, support and appropriate welfare checks are carried out to assess the needs of the Gypsy and traveller community at roadside encampments through direct provision and contract management / monitoring.

Our Welfare benefits advice team are specialist welfare rights advisors who provide a comprehensive advice service on the whole range of benefits provided by the Department for Work and Pensions and Carlisle City Council and give advice on the claiming of benefits, correct entitlement, representation during appeals and respond effectively to changes in welfare reform.

Our vision for the new Community Resource Centre at Shaddon Gateway, managed by our partner Carlisle YMCA, is to deliver holistic, integrated, multi-agency services focused on prevention including dispersed foyer services and positive engagement, training and employment opportunities.

We work together to ensure that the most vulnerable within communities have access to timely and appropriate forms of information, advice, assistance and emergency front line services in relation to homelessness, prevention, accommodation options, welfare advice and debt guidance, reducing levels of poverty and responding to the potential impact of welfare reform.

GOVERNANCE supports the Council by managing all the democratic functions, supporting Members and providing legal advice to the Council.

Legal Services gives advice and guidance to all of the departments in the Council and also to elected Members in connection with Council business. The legal team provide specialist advice in relation to the different areas of work that the Council is involved in and to all Council Meetings and its Committees. The section undertakes all prosecutions and litigation on behalf of the Council, including planning inquiries and employment tribunals.

Electoral Services are responsible for compiling the area's electoral register, running elections, including candidate registration, notices of poll, postal votes, polling day, the count etc. In November 2012 the section will also run the elections for the Police Commissioner.

Land Charges deals with the statutory register of charges relating to land in the area. This is used whenever any person in the district buys a house; the local land charge search reveals any charges (e.g. a mortgage) or encumbrances (e.g. planning enforcement notice) that are registered against the property. Accuracy is vital and the section strives to be efficient as the housing market is very important to the local economy.

Mayoral Support is provided by the Directorate and responsibilities include the arrangement of civic and ceremonial events, for example Remembrance Day and Civic Processions. In 2012 the section organised the installation of an Honorary Recorder for the City.

Democratic Services is responsible for arranging committee and council meetings, recording decisions and supporting Members in their elected roles. The section also administers the system relating to the Members' Code of Conduct and also is responsible for arrangements relating to Town Twinning. Carlisle is twinned with two cities in Europe – Flensburg in Germany and Slupsk in Poland - and various activities and exchanges are organised by the team

Overview & Scrutiny Support provides precisely this to the Council's Overview & Scrutiny Panels: Environment & Economy, Resources and Community. The purpose of these Panels is to hold the Executive to account and assist it in policy formulation. The Governance Directorate provides support to Members in fulfilling this role.

Safety, Health & Environment is responsible for ensuring that systems and procedures are in place relating to all health and safety matters within the Council. In addition, the team carry out the important role of monitoring the Council's environmental performance.

Licensing The team is responsible for administering and enforcing the various licences issued by the Council relating to, amongst other things, pubs, clubs, taxis etc. It also organises and runs the excellent Best Bar None Scheme which awards licensed business which are run well. Despite the required administrative side of the section, the underlying ethos is that of public safety.

Property Services - The Council owns a number of commercial properties and sites (such as small industrial estates) which are overseen by this unit. Their work includes providing advice to the Council on how to manage its assets and how they can assist the Council achieve its aims, buying and selling the Council's property and dealing with day to day enquiries from businesses regarding the property.

LOCAL ENVIRONMENT is responsible for a variety of 'front line' services delivered directly to the public.

Environmental Health is a branch of public health that is concerned with all aspects of the natural and built environment that may affect human health. The City Council splits its Environmental Health functions into three teams:-

Environmental Quality Team deals with the investigation of matters including public health complaints such as noise and odours, the investigation of contaminated land, the monitoring

of air quality, the monitoring and control of private water supplies, pest control and the regulation of certain commercial and industrial premises.

Food and Safety Team regulates food businesses to ensure safety in the food chain by hygiene inspections and sampling, the investigation and control of infectious diseases, the regulation of over 2000 premises for health, safety and wellbeing at work, and the investigation of public health complaints about food premises.

Education and Enforcement Team tackles issues arising from dog control, fly tipping and littering, abandoned vehicles and the management of the Council's CCTV equipment.

Neighbourhood Services includes Waste Services and Street Cleansing.

Waste Services are responsible for the collection of refuse and recycling from households and bring sites. The service collects recycling via the Greenbox scheme for paper, glass, tin cans etc, garden waste bin and green bags for recycling plastics and cardboard.

Street Cleansing are responsible for keeping our streets and footways clear of litter and detritus, graffiti removal, litter bin emptying and also provide support to Community Clean Up activities.

City Engineers consists of two distinct teams which provide a range of engineering related services for the council.

Car Parking Services This team carries out parking enforcement both on- street and off- street for the City Council, County Council and a range of other clients. Civil Enforcement Officers issue penalty charge notices, maintain ticket machines, and collect cash from ticket machines. Processing staff deal with the processing of penalty charge notices and deal with appeals.

City Engineers This group manage the City Centre pedestrian area and the events which take place there, including festive lights. The staff also provide a range of engineering services including the preparation of tenders for relevant work, maintenance of car parks and industrial estates, highway seats, street name plates and land drainage. They also provide technical support to the parking team.

Green Spaces The Green Spaces team is responsible for Carlisle's parks and gardens; children's play areas; sports pitches and bowling greens; allotments and Talkin Tarn Country Park.

Grounds Maintenance includes all the necessary work to cut grass, prune shrubs and trees and sweep up litter and dead leaves and generally keep Carlisle green spaces in good order.

Site Management includes the work to improve our parks and green spaces, including developing the capacity of our many 'Friends' groups to help us to look after some of

Carlisle's best loved parks. Site managers also conduct regular safety checks on all aspects of our green space including footpaths, trees and play equipment.

At **Talkin Tarn Country Park** we try to maintain a balance between the natural beauty and wildlife on one hand and the needs of our visitors on the other. A level path circles this ice-age lake and the 1.5 mile circuit is a comfortable half-hour's walk. The Boat House tea-room provides a range of refreshments and a lovely view of the lake itself.

Bereavement Services is the branch of the Council that deals with burials and cremations.

Cemeteries We currently operate 3 active burial grounds within the city of Carlisle – Carlisle Cemetery (Richardson Street); Stanwix Cemetery (Scotland Road); and Upperby Cemetery (St John's Road). Carlisle Cemetery was opened in the mid-nineteenth century and is the main burial ground for the city. It contains the graves of a number of prominent Carlisle citizens and has capacity for about another 20 years. Stanwix and Upperby cemeteries are smaller sites which will soon be full. The City Council is in the early stages of identifying a new burial ground for the city.

Crematorium – The Council crematorium is located off Dalston Road and is adjacent to the main cemetery. After major refurbishment in 2005 the facility now includes 2 cremators with full mercury abatement. The crematorium carries out about 1500 cremations annually.

The Bereavement Services team are based in offices at the Crematorium complex.

RESOURCES are responsible for personnel, payroll, finance, properties and facilities management.

Personnel & Payroll is responsible for all employment related activities including the recruitment and payment of staff and Members allowances. The function is separated into two teams – the Personnel and Payroll section within the Service Support Team and the HR Advisory Service. The Service Support Team deal with all individual personnel records, contract changes, ensuring that staff are paid correctly, administer the recruitment and appointment processes and advise on maternity and paternity leave. The HR Advisory Service are responsible for advising on staff terms and conditions, employment law matters, job grading and job evaluation, restructuring work teams including advice on Transfer of Undertakings (TUPE), and developing 'people policies'.

Finance is responsible for the preparation of statements of accounts, budgets, efficiencies, systems and controls and VAT as well as looking after the Council's treasury management and insurance.

Facilities is responsible for keeping the Council's civic buildings clean and in good repair, managing our fleet of vehicles and being responsible for project managing major capital schemes.

Revenue and Benefits Service administers and collects all local taxation (Council Tax and business rates), including the recovery through enforcement procedures of monies owing to us from domestic households and businesses within the City Council area. This includes the County Council, Fire and Police Service elements charged as Precepts which are distributed to these agencies accordingly. The service administers housing benefits and Council Tax benefits to provide financial support to customers towards their housing rent costs and Council Tax liabilities. Eligibility is determined based on an assessment of customers needs, housing costs, household composition and financial resources to award assistance to those who qualify for support.