

carlisle focus

winter/spring 2015-16

CARLISLE
CITY COUNCIL



www.carlisle.gov.uk



Inside This Edition

- The Old Town Hall • Cleaner Carlisle • Festive Events • Council Services
- Competitions to **WIN** Tickets to See Cinderella at The Sands Centre
- PLUS** a £200 shopping gift card

What would you do if you had a power cut?

Top tips in a power cut:

- Keep your freezer and fridge door closed to prevent defrosting
- Leave a light on so you know when power is restored
- Use a battery operated or wind-up torch. If you don't have access to either, please take care when using candles
- Check on your elderly or sick neighbours and relatives
- Make sure electrical appliances, such as cookers, electric fires etc are turned off
- Join Electricity North West's Priority Service Register if you need extra support electricitynorthwest.co.uk/priority
- If you need any advice or information, contact Electricity North West at any time.

Helping you prepare for winter

Electricity North West operates the local electricity network in your area.

The power operator owns and maintains the electricity network in the North West of England. It's their job to deliver a safe, reliable supply of electricity from the National Grid to your home, through their network of overhead lines, underground cables and substations.

Electricity North West spends millions every year to maintain and upgrade the network, to prevent any unexpected power cuts. However, sometimes the local network can be affected by conditions outside of their control, such as extreme weather.

If you do experience any unexpected power cuts this winter,

Electricity North West are available on the phone or online 24 hours a day, 7 days a week to help get your power restored as quickly as possible.

Electricity North West also offer a Priority Services Register for vulnerable customers such as those who are medically dependant on electricity. You can sign up for additional support by becoming a priority customer, at www.electricitynorthwest.co.uk/ priority or call **0800 195 4141**.

Electricity North West can deliver information leaflets and application forms for people in your community who want to find out more about the Priority Services Register and sign up, via post. The power operator can also provide copies of 'Helpful Hints' leaflets with tips about how to cope in a power cut.

electricity
north west

Proud to operate your power network

Call 0800 195 4141

Visit www.electricitynorthwest.co.uk

[@ElectricityNW](https://twitter.com/ElectricityNW) [f ElectricityNorthWest](https://www.facebook.com/ElectricityNorthWest)

carlisle focus Issue 47 winter/spring 2015-16

Our new-look Carlisle Focus contains lots of information about the festive events programme and our free parking after 3pm promotion for late night Thursdays. There are lots of events planned, including a Christmas Fayre in the city centre and a Quirky Christmas at Talkin Tarn. Our full listing is available on www.discovercarlisle.co.uk or turn to pages eight and nine.

As the winter draws in, there is also some information on energy schemes available for residents; these are featured on page 10. We have also included information on our events programme for 2016 on page five, our campaign to keep Carlisle clean on page six and how to access our services over the festive period on pages 10 and 11. We have recently made some changes to our website; let us know what you think by taking part in our readers' survey on page 14. I hope you enjoy reading Carlisle Focus and you have a Happy Christmas and New Year!

Colin Glover

Leader of Carlisle City Council, Cllr Colin Glover

Contents

Changing Carlisle	4
Cleaner and Safer Carlisle	6
Festive Carlisle	8
Council Services	10
Christmas in Carlisle	12
Readers' Survey	14

Check out our competitions on pages 13 and 14

Get in Touch

Visit www.carlisle.gov.uk

Email customerservices@carlisle.gov.uk

Telephone 01228 817200

Follow @CarlisleCC on Twitter and like our Facebook page

Visit our Customer Contact Centre during normal office hours

Images courtesy of: Carlisle College; D&H Photography; npower;

Stuart Walker Photography and www.sjstudios.co.uk

All details correct at time of going to print and are subject to change.

Carlisle City Council does not accept responsibility for any goods or services offered by advertisers.

Where to Contact Your Carlisle City Councillor

BELAH	
Cllr Gareth Ellis (Con).....	07984 441329
Cllr David Morton (Con).....	01228 515486
Cllr Trish Vasey (Con).....	01228 593568
BELLE VUE	
Cllr Jackie Franklin (Lab).....	01228 530032
Cllr Jessica Riddle (Lab).....	01228 521311
Cllr Dr Les Tickner (Lab).....	07784 186043
BOTCHERBY	
Cllr Robert Betton (Ind).....	01228 530747
Cllr Michael Boaden (Lab).....	01228 523366
Vacant	
BRAMPTON	
Cllr Steve Layden (Con).....	016977 46659
Cllr Mike Mitchelson (Con).....	016977 2871
BURGH	
Cllr John Collier (Con).....	01228 522510
CASTLE	
Cllr Ged Caig (Lab).....	01228 511571
Cllr Elsie Martlew (Lab).....	01228 520077
Cllr Barrie Osgood (Lab).....	01228 522154
CURROCK	
Cllr Heather Bradley (Lab).....	01228 533162
Cllr Colin Glover (Lab).....	01228 543042
Cllr Abdul Harid (Lab).....	01228 591167
DALSTON	
Cllr Trevor Allison (Lib Dem).....	01228 523923
Cllr Nigel Christian (Con).....	07854 374006
Cllr Ann McKerrell (Con).....	07736 855050
DENTON HOLME	
Cllr Hugh McDevitt (Lab).....	01228 530223
Cllr Chris Southward (Lab).....	01228 520183
Cllr Joan Southward (Lab).....	01228 520183
GREAT CORBY & GELTSDALE	
Cllr Doreen Parsons (Con).....	01228 575191
HARRABY	
Cllr Rob Burns (Lab).....	07580 387893
Cllr Lee Sherriff (Lab).....	01228 544168
Cllr Jo Williams (Lab).....	01228 819774
HAYTON	
Cllr William Graham (Ind).....	01228 561513
IRTHING	
Cllr Syd Bowman (Con).....	01228 561185
LONGTOWN & ROCKCLIFFE	
Cllr Raynor Bloxham (Con).....	016977 42088
Cllr John Mallinson (Con).....	07968 251365
LYNE	
Cllr David Shepherd (Con).....	07720 906976
MORTON	
Cllr John Bell (Lab).....	01228 530388
Cllr Elaine Stevenson (Lab).....	01228 550101
Cllr Colin Stothard (Lab).....	01228 538634
ST AIDANS	
Cllr Lucy Patrick (Lab).....	01228 591767
Cllr Anne Quilter (Lab).....	01228 514653
Cllr Reginald Watson OBE (Lab).....	01228 521676
STANWIX RURAL	
Cllr James Bainbridge (Con).....	07896 300997
Cllr Marilyn Bowman (Con).....	01228 561185
STANWIX URBAN	
Cllr Elizabeth Mallinson (Con).....	01228 533746
Cllr Paul Nedved (Con).....	07745 302097
Cllr Fiona Robson (Con).....	07879 559287
UPPERBY	
Cllr Donald Cape (Lab).....	01228 547526
Cllr Ann Warwick (Lab).....	01228 538746
Cllr David Wilson (Lab).....	01228 537472
WETHERAL	
Cllr Barry Earp (Con).....	01228 810010
Cllr Stephen Higgs (Con).....	01228 560815
YEWDALE	
Cllr Karen Atkinson (Lab).....	01228 672480
Cllr Steven Bowditch (Lab).....	01228 530159
Cllr Tom Dodd (Lab).....	07999 073929

News in Brief

Our new Carlisle Plan sets out Carlisle City Council's priorities.



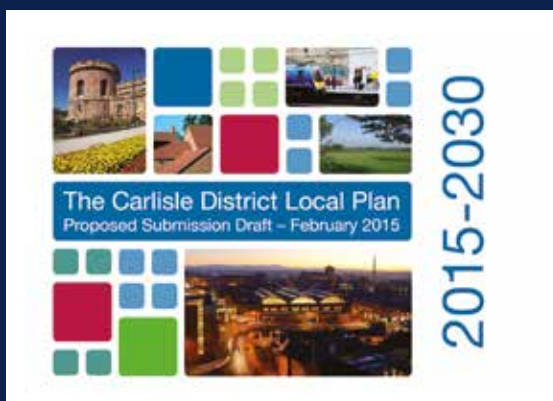
It supports business growth, health & wellbeing and addresses current and future housing needs. Plus, the need to continue to improve the quality of our local environment and green spaces

so that everyone can enjoy living, working in and visiting Carlisle.

Visit www.carlisle.gov.uk/carlisleplan

Carlisle Youth Council is made up of Youth Councillors aged 11-18 years old. They're one of six youth councils in the county supported by Cumbria County Council. Their mission is to represent the voices of Carlisle's youth, act upon issues affecting young people and influence decision making in the area. They represent young people of all backgrounds and create awareness of both local issues and local opportunities for young people. Interested in hearing more? Want to become a member? Email carlisleyouthcouncil@gmail.com or follow them on Facebook and Twitter.

Examination of the Carlisle District Local Plan 2015-2030, the key document which sets out our planning policies and vision for development within the district, is now underway. A series of hearing sessions will take place in December as part of this examination process. To find out more, visit www.carlisle.gov.uk/localplan



Old Town Hall



Changing Carlisle

Improvement works to one of Carlisle's oldest buildings were completed this summer after more than £1million was spent on restoration works. The Old Town Hall, a two storey Grade I listed building, has undergone extensive repairs and is more accessible with improved access from street level to the first floor. Want to explore your city, its attractions and events? Pop into the Tourist Information Centre and find out about all the fascinating activities available on your doorstep. There's also a wide selection of local produce to buy, including Carwinley Preserves, Herdy products, Rosemary Cunningham Amazing Carlisle Facts tea-towels, books and souvenirs.

The Assembly Rooms, a function room connected to the Tourist Information Centre, has also undergone an impressive make-over and is available for private and corporate hire. It can accommodate up to around 60 people and is an ideal city centre location. To make a booking, telephone **01228 598596**.

Old Fire Station



Since its opening in May this year, more than 5,000 people have attended a wide range of events and exhibitions at the Old Fire Station, Carlisle's new arts and entertainment venue. The winter programme includes classic family slapstick on **Saturday 12 December** with a 2pm performance of A Christmas Carol and a comedy drama from Highlights North - He Wore a Red Hat on **Sunday 20 December** at 7pm.

Pick up a copy of the What's On Guide or visit oldfirestation.carlisle.city for events information or to sign up to the e-newsletter. Follow them @ofsCarlisle on Twitter or like their Old Fire Station Facebook page for information on new events and promotions.

Carlisle Events

McGrew's



Art Exhibition



Carlisle hosted some great events this year. Some dates for 2016 include:

Monday 30 May:
Upperby Gala, Hammond's Pond

Thursday 7 July:
Canterbury Tales open-air theatre, Talkin Tarn Country Park

Thursday 18 August:
Gulliver's Travels open-air theatre, Talkin Tarn Country Park

Saturday 20 - Monday 29 August:
Carlisle Pageant, Carlisle city centre

Saturday 5 November:
Fireshow Funday, Carlisle city centre

Saturday 5 November:
Fireshow, Bitts Park

Sunday 13 November:
Remembrance Sunday, Carlisle city centre

November date TBC:
Christmas Lights Switch On

Visit www.discovercarlisle.co.uk for events information

We're Watching You



Cleaner and Safer Carlisle

A new campaign to keep Carlisle clean is underway. We are working in partnership with Keep Britain Tidy to tackle environmental-crimes such as dog fouling and littering. Posters are on display on the side of litter bins, in community buildings and on the back of our recycling vehicles. School visits have also been held with local primary schools.

If you'd like to report problem areas or have any information that will help us target our dog fouling patrols, email environmentalhealth@carlisle.gov.uk or call us on **01228 817559**.

Please provide as much detail as possible: Where the fouling is? What time of day it is happening? Who is responsible?

Any information you provide us with will be treated in the strictest confidence.

Recycle for Carlisle



- Recycle the following items in your Greenbox or at a recycling point: wrapping paper; Christmas cards; clean and empty glass bottles and jars; clean and empty drinks and food cans; empty aerosol cans.
- Recycle your real Christmas tree using your Garden Waste bin (if it is too big to go inside, place it beside the bin). Don't forget, collections will be every six weeks during the winter months. Please check your calendar for dates and only place your bin out if it is at least half full.
- Lots of food waste to dispose of? We now offer reduced priced Food Waste Digesters. From just £15 for the 'Green Cone' or £20 for the 'Green Johanna' they are great value and help to reduce the food waste in your refuse container. Visit www.greatgreensystems.com/promotions/carlisle or call freephone **0800 0131304**.

- Recycle the following items in your Greenbags or at a recycling point: cardboard food and packaging boxes (please squash); hard plastic packaging; plastic bottles, plastic trays/food tubs. Please put plastics in one bag and cardboard in the other as we cannot recycle mixed bags.

Visit www.carlisle.gov.uk/refuseandrecycling

Make a Difference



Businesses, community groups and individuals came together to support local communities as part of a Give a Day initiative. Areas to benefit included Bitts Park play area, the riverside path beside the River Eden, Water Street hostel and Welsh Road allotments, Harraby. The aim was to make Carlisle a happier and better place to visit, work and live. It was backed by Carlisle Ambassadors and encouraged people and businesses to offer their time, skills and services to improve life in the city.

School children from Brook Street School and art students from Carlisle College (see above) have also been lending a hand at Water Street hostel. Over the summer they worked together on artwork to be displayed within the families and women's accommodation.

New Fire Safety Laws

It is now compulsory for all landlords to fit working smoke detectors and in some cases carbon monoxide detectors in rental properties. Landlords must check the alarms are working at the start of each new tenancy and face a penalty of up to £5,000 if they fail to comply with the new regulations. A limited number of free detectors are available for private landlords from Cumbria Fire and Rescue Service and the City Council.

For more information about the new fire safety regulations, call us on **01228 817000** or if you are interested in a Home Safety visit www.cumbria.gov.uk/cumbriafire

Nesting Gulls

Gulls nest between April and July. If gulls have been seen nesting previously on your property, they will return. You can take action to prevent them nesting in the future. Gulls will roost on the highest points of a roof, usually the ridge and chimneys. They nest on flat or gently sloping areas i.e. between chimney pots. If you are able to prevent them from roosting or nesting this will prevent noise and fouling nuisance and reduce the risk of being attacked during the breeding season.

If you have a problem with gulls nesting on your property, you can contact a specialist company for advice or a quotation. Please call us on **01228 817559** if gulls nest in rooftops in your area. Please be a good neighbour and don't attract gulls to your garden by throwing out food. If you want to feed the birds, please ensure bird food is placed into bird feeders which can only be accessed by garden birds. Feeding gulls encourages them to stay in residential areas. Gulls are scavengers and will feed on discarded litter and waste. Put refuse in secure, enclosed containers, either wheelie bins or gull proof sacks.



Festive Carlisle

Carlisle Christmas Fayre

Saturday 12 & Sunday 13 December
10am - 5pm, Carlisle city centre

FREE activities including a craft fayre, Christmas decoration workshops from Willowpool and Hobbycraft and performances by Pyjama Drama and storytelling from Emily Hennessey. Plus, food/drink stalls, hot alcoholic chocolate drinks and coffees and mulled wine and cider, and much more! All within a marquee in the city centre.



Christmas Market

A Quirky Christmas

Sunday 13 December
11am - 4pm, Talkin Tarn

Be part of a day of festive fun with a difference, including:

- Snow-on-the-go pantomime performances at 12noon and 2pm
- 'Ukes Akimbo' ukulele band performing on the waterfront at 3pm
- Free Christmas trail for all the family - available all day. Suitable for all ages.

Tickets for the pantomime cost £10 (adults), £5 (children aged under 15) or £25 (family ticket: 2 adults and 2 children). They are on sale from www.carlisle.gov.uk/talkintarn (subject to a booking fee) and direct from the Carlisle Tourist Information Centre and Talkin Tarn Tearoom.

Tickets include a free hot drink and festive tray bake. Numbers are limited so book now.



Christmas Fun Weekend

Saturday 12 & Sunday 13 December
1pm - 4pm, Tullie House Museum & Art Gallery

Come along and meet Santa and his elves in a specially created grotto in the Border Galleries. Join renowned storyteller Ian Douglas in the Roman Frontier Gallery for mid-winter tales and Christmas storytelling. Enjoy a unique opportunity to handle real objects from the museum collections. Get creative in the community room with some fabulous Christmas crafts; make your very own Christmas decorations with a selection of crafts suitable for all ages. Activities are **FREE** but normal museum charges will apply.



The Lanes



Festive Events

Late Night Shopping
Every Thursday until 17 December

Made in Cumbria Market
Wednesday 2 - Sunday 6 December
Carlisle city centre

Carols in the Park
Friday 4 December, 6.30pm, Chance's Park

BBC Radio Cumbria's Val Armstrong will compere the evening event. Carlisle Musical Society and Yewdale School Choir will be performing accompanied by the St Stephen's Silver Band. Mulled wine, mince pies and other festive fayre will be available inside Morton Manor Community Centre. Free to attend, all welcome.

Water Street Christmas Fayre
Saturday 5 December, 10.30am - 12noon, Water Street Women's and Families Hostel

Free event including a visit from Santa, children's puppet show, cake stall and much more!

Christmas Carol Parade
Thursday 10 December, 6.15pm, St Cuthbert's Church

This popular event will also include carol singing in the city centre followed by a Hog Roast. Tickets for the Hog Roast will be available on the night of the event.

Festive Fun Day
Saturday 12 December, 11am - 3pm, Carlisle's Victorian Market Hall

Santa and friends will be handing out chocolate treats. Entertainment will be provided by Astral Circus, stilt-walker Mike Angelo and Silly Gilly face-painters and balloon modellers.



Victorian Market Hall

Family Slapstick



A Christmas Carol
Saturday 12 December, 2pm, the Old Fire Station

Classic family festive slapstick brought to you by Three Half Pints. The Comedy Club 4 Kids veterans will soon be stars of their very own CBeebies series. Lots of silliness and great family fun! Tickets cost £12 (adult) and £7 (under 16) from Carlisle Tourist Information Centre or online (subject to a booking fee) at oldfirestation.carlisle.city

Christmas Remembrance Service
Saturday 12 December, 3pm, Carlisle Crematorium Chapel
All donations to the Mayor's Charity Fund.

Christmas Fun Fair
Thursday 17 - Thursday 24 December, Carlisle city centre

He Wore a Red Hat
Saturday 20 December, 7pm, the Old Fire Station

A brand new festive-themed comedy full of twists, turns and surprises. Join Joshua (see right) for a spot of sleuthing as he attempts to restore faith in the festive season. Tickets cost £10 (adult) and £5 (under 16) from Carlisle Tourist Information Centre or online (subject to a booking fee) at oldfirestation.carlisle.city



Festive Comedy

Visit
www.discovercarlisle.co.uk
for a full Christmas events listing

Boiler Servicing



Council Services

As energy bills continue to rise, staying warm can be difficult. Making your home more energy efficient can help you keep warm and reduce bills. We can help make keeping warm more affordable. Homelife Carlisle has various grants available including **FREE** boiler servicing, draught-proofing, insulation, gas repairs, heating repairs and even replacement heating systems, fires and boilers for residents including homeowners and those in privately rented homes. Visit www.homelifecarlisle.org.uk or call **01228 817111**.

Many homes in Cumbria are poorly insulated or have old and inefficient heating systems. As a result, you may be spending more than you need to keep your home warm. Cumbria Warm Homes is a collaboration between five Cumbrian district councils and the energy services company, npower that aims to tackle this issue. Under the initiative, npower will install loft and/or cavity wall insulation free of charge to residents in suitable properties and provide eligible households with a free or subsidised replacement gas boiler. Within our area, Homelife Carlisle will also provide support to low income households to pay for energy saving home improvements through our existing schemes.

The Cumbria Central Heating Fund is an initiative funded by the Department for Energy and Climate Change. The scheme aims to help low income households who do not have central heating reduce their energy bills by installing a gas central heating system for **FREE**. Additionally, if you have a solid fuel back boiler with a partial central heating system (i.e. one or more rooms do not have radiators) or have storage heaters with manual controls, you may still qualify. The Central Heating Fund is limited, has certain eligibility criteria and will be issued on a first come, first served basis. Visit www.homelifecarlisle.org.uk

www.carlisle.gov.uk



A new and improved Carlisle City Council website is up and running after a complete redesign to make it simpler and quicker for residents to use on any device. The site has been transformed based on research into how the website is used; ensuring users can find what they are looking for using only a few clicks.

Visit www.carlisle.gov.uk for more information.

Community Neighbours



Community Neighbours is a volunteer project that is designed to improve the quality of life of elderly people.

Volunteers can give support in a number of ways including companionship, transport, accompanied walks and supporting people to access social and leisure activities. Older people can also make referrals for help.

To find out more, telephone **01228 817125** or visit www.carlisle.gov.uk/communityneighbours

Walking for Health

Our **FREE** walking for health programmes take place on various routes including parkland and woodland across Carlisle's urban and rural district.

- **Wednesday Walking for Health:** Short walks on good paths. Held every other Wednesday at 10.30am in various locations.
- **Tuesday Trundles:** These walks are more challenging, longer, with varying gradient and surfaces. These are held every other Tuesday, with a 10am start.

Telephone **01228 817158** or visit www.carlisle.gov.uk/walking



News in Brief

Electricity North West operates the local electricity network in the Carlisle area. Millions is spent every year to maintain and upgrade the network, to prevent any unexpected power cuts. However, sometimes the local network can be affected by conditions outside of their control, such as extreme weather. They offer a Priority Services Register for vulnerable customers such as those who are medically dependent on electricity. You can sign up for additional support at www.electricitynorthwest.co.uk/priority

We are supporting the National Fraud Initiative (NFI) campaign to stamp out fraud. This means that computer records held by one local authority are compared to records held by other public bodies. We have a statutory requirement to take part in the campaign. The use of data does not require the consent of the individuals concerned under the Data Protection Act 1998. Visit www.carlisle.gov.uk/nfi for more information

Seasonal Access to Services

Civic Centre

Civic Centre

The Civic Centre will close to the public at 3pm on **Thursday 24 December** and will reopen on **Tuesday 29 December 2015**. It will also close to the public at 3pm on **Thursday 31 December** and reopen on **Monday 4 January 2016**.

Festive Refuse and Recycling Collections

There will be some changes to the days you need to put out refuse (wheeled bins or reusable gull-proof sacks) and kerbside recycling over Christmas and the New Year.

Usual refuse and recycling date	Festive collection date
Monday 21 December	As normal
Tuesday 22 December	As normal
Wednesday 23 December	As normal
Thursday 24 December	As normal
Friday 25 December	Collecting on Sunday 27 December
Monday 28 December	As normal
Tuesday 29 December	As normal
Wednesday 30 December	As normal
Thursday 31 December	As normal
Friday 1 January	Collecting on Saturday 2 January

Collections return to normal from **Monday 4 January** onwards. Remember to recycle your real Christmas tree using your garden waste bin or at the Household Waste Recycling Centre on Rome Street.

Recycling Collection



Refuse Collection



Crematorium

Open 8.30am to 4.30pm:
Monday 21 December, Tuesday 22 December and Wednesday 23 December, Thursday 24 December, Tuesday 29 December, Wednesday 30 December and Thursday 31 December 2015.

Open 1pm to 4.30pm:
Friday 25 December, Saturday 26 December, Sunday 27 December, Monday 28 December 2015 and Friday 1 January, Saturday 2 January, Sunday 3 January 2016.

Open as usual from Monday 4 January 2016.

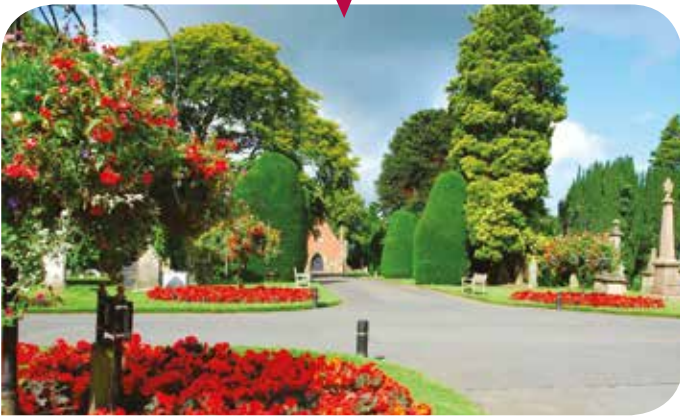
Bereavement Services

Open 8am to 4.30pm:
Monday 21 December, Tuesday 22 December, Wednesday 23 December, Thursday 24 December, Tuesday 29 December, Wednesday 30 December and Thursday 31 December 2015.

Closed: Friday 25 December, Monday 28 December 2015 and Friday 1 January 2016.

Open as usual from Monday 4 January 2016.

Carlisle Cemetery



Free parking in Carlisle

A special offer is available for shoppers visiting Carlisle this festive season.

We are providing **FREE** parking in our city centre car parks after 3pm each Thursday until **17 December** in the following car parks: Bitts Park; Cecil Street; Civic Centre; Devonshire Walk; Lower Viaduct; Lowther Street; Paddy's Market; The Sands Centre; Town Dyke Orchard and Upper Viaduct.

Competition

Cinderella comes to Carlisle

The region's biggest Christmas show returns to The Sands Centre, Carlisle, this December. The Cinderella pantomime will include a star cast, impressive music, energetic dance routines and lots of laughter. It runs between **Friday 11 December** and **Thursday 31 December**, with matinee and evening performances most days. For more information, telephone **01228 633766** or visit **www.thesandscentre.co.uk**

For the chance to **WIN** a family ticket for Cinderella on **Monday 28 December** at 6pm, answer the following question correctly to be entered into a free draw. Entries by **Friday 11 December 2015:**

How many ugly sisters does Cinderella have?



Enter online at **www.carlisle.gov.uk/carlislefocus** or send your answer (remember to include your name, address and daytime telephone number) to: Communications, Carlisle City Council, Civic Centre, Carlisle, CA3 8QG. One entry per household.

Readers' Survey

Complete our survey for
a chance to **WIN** a £200
shopping gift card



Return completed questionnaires by
Friday 8 January 2016



Communications, Carlisle City Council
FREEPOST CE98, Civic Centre, Carlisle
CA3 8QG



Complete online at
www.carlisle.gov.uk/carlislefocus

1. How often do you contact Carlisle City Council?

Once a week.... ☐¹ Once a month.... ☐² Less often..... ☐³ Never.... ☐⁴

2. How do you usually contact us?

In person (Customer Contact Centre).. ☐¹ By phone..... ☐² Online.... ☐³ Email..... ☐⁴

3. What service/s do you access?

Waste services (bins and recycling).... ☐¹ Benefits enquiry..... ☐² Council tax... ☐³ Planning ☐⁴
Parking..... ☐⁵ Other..... ☐⁶ If other, please state

4. Have you visited our new website www.carlisle.gov.uk (launched October 2015)? Yes ☐¹ No.... ☐²

5. If yes, how satisfied were you with the following aspects of our new website?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Look and feel of the website.....	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
Ease of getting around the site.....	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
Ease of finding specific information....	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵
Accessing your online account.....	<input type="checkbox"/> ¹	<input type="checkbox"/> ²	<input type="checkbox"/> ³	<input type="checkbox"/> ⁴	<input type="checkbox"/> ⁵

6. Please leave any suggestions on how we could improve the website in the box below:

As part of our commitment to putting customers first, we would like to contact you in the future about council services. Please tick this box if you agree that we can contact you ☐

Name Address

..... Postcode

Daytime telephone number

Email.....

Visit our new and improved website



www.carlisle.gov.uk

Quick and easy to use, available 24/7

Register for 'MyAccount' to securely access
YOUR council services





Thoughtless dog owners

We're watching you!

9 out of 10 dog owners
clean up after their dog.
Are you the one who doesn't?

Bag that poo, any rubbish bin will do

