

# carlisle focus

winter/spring 2011-12



news from Carlisle City Council  
HALO – helping people get back on track  
WIN more than £300 worth of prizes

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Cllr Reginald Watson OBE (Lab).....	01228 521676	
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Cllr Marilyn Bowman (Con).....	01228 561185	
<b>STANWIX URBAN</b>		
Cllr Jacquelyne Geddes (Con).....	01228 672044	
Cllr Elizabeth Mallinson (Con).....	01228 533746	
Cllr Paul Nedved (Con).....	07847 502163	
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Cllr Neville Lishman (Con).....	01228 594771	
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# carlisle focus issue 39

winter/spring 2011-12



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Your chance to **WIN** a Samsung cinema system from Peter Tyson

For your chance to **WIN...** check out competitions on pages 5, 10 and 22

## City Council Contact Info

Visit the Civic Centre's Customer Contact Centre, Monday to Thursday, between 9am and 5pm and on Fridays between 9am and 4pm

01228 817200 – council tax bills, housing & council tax benefits, recycling, street lighting and waste collection  
01228 817000 – general enquiries

customerservices@carlisle.gov.uk

www.carlisle.gov.uk

For information on City Council committee dates and times visit [www.carlisle.gov.uk](http://www.carlisle.gov.uk)

## In Focus

This edition is packed full of news, activities and events for winter and spring. We've included a round-up of our festive programme including the Santa Parade (this year starting from Carlisle Castle), Talkin Tarn's Green Grotto and the Market Hall's Fancy Dress Christmas Party.

There are three competitions to take part in, with panto tickets and the chance to win a digital camera and cinema system up for grabs.

It also features progress on major schemes within Carlisle, including the Carlisle Northern Development Route and John Street Hostel improvements. There's also some information from the Citizens Advice Bureau and tips on how to stay safe and healthy this winter.

I hope that you enjoy reading Carlisle Focus and have a Happy Christmas and prosperous New Year.

*Mike Mitchell*

Leader of Carlisle City Council

Front cover photograph courtesy of [www.sjstudios.co.uk](http://www.sjstudios.co.uk)

HALO Football Team

Images courtesy of: ABSTRACT; Brickyard; CN Group Ltd; Cumbria County Council; D&H Photographers; Energy Saving Trust; Fairtrade Foundation - Eduardo Martino; Liquid Design; Montagu Evans; NHS Cumbria; and [www.sjstudios.co.uk](http://www.sjstudios.co.uk)

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CARLISLE CITY COUNCIL



[www.carlisle.gov.uk](http://www.carlisle.gov.uk)

Readers' Request

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# CAB Advice Your questions answered

Readers' Request



## I can't afford to pay rent and council tax this month. What should I do?

Get in touch with your landlord about rent and the City Council about your council tax. Do this as early as possible and explain to them why you can't afford to pay.

It's best to contact them by phone or call into the Civic Centre about your council tax. Make a note of all telephone calls and meetings, including the name of the person you spoke to and what you agreed. Keep copies of any letters you write to them. If you can't make an offer of repayment straight away, ask for more time. Remember, if you have any debt issues, seek free, independent advice.

**F@cus Point**  
1,700  
The current number of Carlisle & District Credit Union members

## I was thinking of taking out a loan. What's your advice?

Think twice before taking out a consolidation loan to manage other debts. You may be able to arrange to pay back existing debts over a longer period of time - at less cost and less risk than a new loan.

Get independent advice before you take out a loan. Don't make the common mistake of looking only at the monthly payments required under a credit agreement - take into account the additional interest payable.

Find out about alternative sources of borrowing.

## Any tips on how to budget?

- Keep track of how much money you have coming in, and how much you have to set aside for essential bills.
- Use standing orders and direct debits to meet regular bills such as rent/mortgage, utility bills, council tax etc. Arrange for payments to go from your bank account just a few days after your wages have been paid in.
- Shop around to find ways of reducing your regular payments. Most people can save money on gas, electricity, telephone and insurances.
- Allow for planned spending within your budget by saving for things like holidays, Christmas, birthdays etc.
- If you can pay for goods outright, don't be persuaded to take out credit unless it really does work out cheaper or better meets your budgeting plans.
- Look again at your budget every time there is a change in your income or any other change that affects your finances.

### Citizens Advice Bureau Info

01228 633909

5/6 Old Post Office Court, Carlisle

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)



## Save as You Go

To avoid getting into debt over the festive period, build up your savings at the Carlisle & District Credit Union. The scheme has been running since 2005. All profits are returned to the members and all savings are fully insured. It also gives access to borrowing at reasonable rates and is a not-for-profit alternative to high street banking, putting its members first.

The scheme is open to anyone who lives, works or volunteers within the Carlisle area.

## Suggest Your Best and WIN a Prize

Do you have any tips on how to budget better? Any advice on how to stretch cash? Let us know your suggestions and the best suggestion will **WIN a Samsung digital camera.**

### Prize Info

1 Entries by Friday 13 January 2012

Complete online at [www.carlisle.gov.uk/carlislefocus](http://www.carlisle.gov.uk/carlislefocus)

Communications, Carlisle City Council, Carlisle, CA3 8QG

Remember to include your name, address and daytime telephone number. One entry per household

### Credit Union Info

95 Lowther Street, plus outreach support

01228 594007

[www.carlislecu.com](http://www.carlislecu.com)



“Small businesses are a vital part of our communities and provide a valuable service to the people living in the area. My shop reviews identify how sales can be increased when simple, cost effective steps, are taken.”

Bill Smith, Let's Talk Shop Ltd.  
www.lets-talk-shop.co.uk

## Business Support from the 'Shop Doctor'

Carlisle businesses have been receiving specialised help from a 'Shop Doctor'.

Bill Smith (above) aka the 'Shop Doctor' is a specialist in helping shop owners revitalise their businesses. He provides bespoke advice on a range of important issues including making the most of: their window displays; how a shop and its goods should be laid out and how they can improve customer service.

His free 'shop reviews' were offered to retail businesses in Currock, Harraby and Upperby this summer and 16 shops, including: Blackwell Bites; The Card Shop; Stuart & Co (see right) and McCalls Bakers took up the chance to be part of the scheme.

Bill, working on behalf of the City Council, has also provided similar business support in other areas of Carlisle including Brampton, Dalston, Longtown and Carlisle's Market Hall.

### Business Support Info

 01228 817212

 business@carlisle.gov.uk


 www.carlisle.gov.uk/business-support



## Business Link is Changing!

From the end of November, you will be able to get better business information and advice on starting, improving or growing your business or updates on new regulations at the Business Link website.

One of the new features is 'My New Business', a dedicated area which will provide a user-friendly range of online tools and checklists. You will find accessible, consistent information and guidance in a variety of formats, including online training, video workshops and case studies. You will also be able to set up a personalised "My Business" home page to capture all the information relevant to your business needs. 'My New Business' will also provide signposting to a variety of information and advice.

 For further information, visit [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

## Start Up Support

Around 20 new businesses in Carlisle have been given free support from an 'Intensive Start Up Programme' (ISUS).

Delivered by Cumbria Chamber of Commerce, the scheme covered a range of topics including employment regulations, marketing and finance.

The ISUS is funded by the City Council, European Regional Development Fund, North West Regional Development Agency and Cumbria County Council.



 For further information, visit [www.carlisle.gov.uk/business-support](http://www.carlisle.gov.uk/business-support)

## BID in Progress

Work is underway to create a Business Improvement District (BID) in Carlisle city centre.

If the plans are put in place, the BID would cover, amongst other things, enhanced maintenance, events and marketing. These would be paid for from a small additional levy on business rates of most businesses in the agreed geographical area. Before this happens, businesses within the BID area will be balloted on whether they support the proposal.

If successful, the BID will be in place around July 2012, with an initial five year lifespan.



## Plans Ahead

We have published a vision to improve and revive Botchergate.

The Draft Botchergate Conservation Area Appraisal and Management Plan recommends how best to safeguard and enhance the area. It supports our goal to strengthen the economy of Botchergate and encourages owners to invest in their historic buildings. The area was designated as a conservation area in 1994. The plan suggests that the area is extended and also looks in detail at the quality and character currently in place.

 For further information, telephone 01228 817000



 For further information, telephone 01228 817000




## Getting Back on Track

A variety of projects are helping people and families in temporary accommodation get their lives back on track. The Healthy Aspiration and Learning Opportunities Project (HALO) aims to provide support to help rebuild lives and cut homeless rates.

The HALO's football project (see left), run in conjunction with Carlisle United FC and Carlisle City Council, was formed in 2009 to provide positive and healthy activities for homeless men. In the past 18 months it has worked with more than 50 people, improving their fitness, team-building skills and encouraging healthier lifestyles.

A Carlisle Women's Focus Group is also up and running, supporting homeless and vulnerable women.

 For further information about the HALO project, telephone 01228 633645 or visit [www.impacthousing.org.uk/halo-project](http://www.impacthousing.org.uk/halo-project)

## Hostel Improvements

John Street Hostel re-opened again in June. It had been closed for seven months to allow refurbishments to be made to the building and its facilities.

It is now fit for purpose and has en-suite rooms and wheelchair accessible facilities. The new rooms are bright, light and include furniture which is built to withstand the wear and tear of hostel life.

In meetings, the residents have been keen to suggest changes to improve the communal areas and have been involved in implementing the improvements. The meeting areas are well used by hostel staff and partners, to provide support and help to residents.

Plans are also in place to provide replacement women's and families' accommodation. A new site has been identified on Water Street.



 For further information about housing support, visit [www.carlisle.gov.uk/housing](http://www.carlisle.gov.uk/housing)


## Support and Advice



A Landlords and Tenants' Surgery is now held on the first Wednesday of each month, between 12noon and 2pm in our Customer Contact Centre, Civic Centre. The surgery is an opportunity for landlords and tenants to drop in and speak to our private sector housing services officers about any aspect of their rented property.



This includes; tenancy advice; information on registering for choice based lettings; overcrowding assessments; housing conditions; energy efficiency advice and all rental aspects of housing legislation.

 For further information, telephone 01228 817000 or visit [www.carlisle.gov.uk/housing](http://www.carlisle.gov.uk/housing)

## Steps to a Warmer Home



As part of the county-wide Warm Homes Project, Carlisle residents are being offered the chance to take part in a FREE Home Energy Check that will help identify the best ways to save energy and reduce energy bills.

To be part of the scheme, residents are being asked to call a Freephone number and book a survey of their home. This will result in an individual energy report. It will include information on how to access FREE or discounted schemes that will help to insulate their homes. In some cases, the works may be free of charge if someone over the age of 70 lives in the household, or if you are receiving benefit support.

Both home owners and tenants can apply to take part, but social housing tenants need to speak with their housing provider.

 For further information, telephone 0800 328 8419 or visit [www.cumbriawarmhomes.org.uk](http://www.cumbriawarmhomes.org.uk)




## Planning Ahead

Residents' responses to a recent survey about housing demand in Carlisle will soon be put into action.

We'd like to thank everyone who responded to the survey, your views are helping us draw together a new five-year Housing Strategy. The three main priorities within the strategy are: Supporting Vulnerable People; Decent and Healthy Homes and Balancing the Housing Market.

**F**ocus Point  
48  
The waiting list for our low cost housing scheme

 For further information, visit [www.carlisle.gov.uk/housing](http://www.carlisle.gov.uk/housing)

## Let the Show Begin

This year's Sands Centre panto is set to be a family event not to be missed. Their Cinderella production features CFM's Robbie Dee as the Fairy Godmother and will run between **Tuesday 13 December** and **Saturday 31 December**, with matinee and evening performances most days. Tickets are priced from £9 and are selling fast.



**i** For further information telephone 01228 625222 or visit [www.thesandscentre.co.uk](http://www.thesandscentre.co.uk)

## Panto Prize ❄️

The Sands Centre is offering FIVE lucky readers the chance to **WIN a Family Panto ticket** (two adults and two children) for the **6pm Boxing Day** performance of Cinderella. For a chance to win, answer the following question correctly and be entered into a free draw:

### **i** Prize Info

**?** Which CFM Radio presenter will take a starring role in this year's Sands Centre panto?

**1** Entries by Monday 12 December 2011

**💻** Complete online at [www.carlisle.gov.uk/carlislefocus](http://www.carlisle.gov.uk/carlislefocus)

**📄** Communications, Carlisle City Council, Carlisle, CA3 8QG

**!** Remember to include your name, address and daytime telephone number. One entry per household

## Christmas at Talkin Tarn

The chance to try out some tasty homemade treats is on offer at Talkin Tarn this festive season.

Christmas lunches will be available at the Boathouse Tearoom between **Friday 2 December** and **Friday 23 December** (Wednesday – Sunday). Evening bookings are also available on request. Their traditional three course meal costs only £19.95 and includes a vegetarian option too. The tearoom has disabled access and during the festive period, a log burning stove will add to the Christmas spirit. Telephone **016977 41050** to book your place.

Santa will also be making a visit to Talkin Tarn this Christmas. A Green Grotto will be open in the Alex Boathouse on **Saturday 3 - Sunday 4 December**, **Saturday 10 - Sunday 11 December** and **Saturday 17 - Sunday 18 December**, between 11am and 3pm each day. As well as meeting Santa and receiving a small gift, there will also be the chance for local children to post their letter to Lapland. Entry is £2.95 per child.

**i** For further information telephone 016977 3129 or visit [www.carlisle.gov.uk/talkintarn](http://www.carlisle.gov.uk/talkintarn)



## Festive Events in Carlisle

Father Christmas and his reindeer will be making a visit to Carlisle on **Thursday 24 November** when he leads a Santa Parade through city streets. His procession will be the finale of a fun-packed family event at Carlisle Castle, between 5.45pm and 6.30pm.

After travelling down Castle Street on his sleigh, he will hand over to a Town Crier and the Mayor, who will officially declare the Cumbrian Christmas Market open for business. Traders in traditional wooden chalets will sell festive gifts and food between **Thursday 24 November** and **Sunday 27 November**.

An International Christmas Market will also be held between **Wednesday 7 December** and **Sunday 11 December** in the city centre. A Christmas Carol Service at Carlisle Cathedral will also be held on



**Thursday 8 December**. Starting at 6.15pm, this popular event will also include carol singing in the city centre followed by a Hog Roast in the historic Tithe Barn. Tickets for the Hog Roast will be available on the night of the event.

Guided walks around key landmarks will also be held by Open Book Tours. Including notorious Crime Stories at the Citadel and Ghost tours.

**i** For further information telephone 01228 625600 or visit [www.discovercarlisle.co.uk](http://www.discovercarlisle.co.uk)

## In the Festive Market

**F**ocus Point  
50  
The number of traders in Carlisle's Market Hall

Carlisle's Victorian Covered Market Hall will be transformed into a winter wonderland on **Saturday 10 December** when it stages its Annual Fancy Dress Christmas Party.

CFM's Robbie Dee will be around between 9.30am - 11am, followed by Santa at 11am. There will also be face painting and entertainment will be provided by Mary the Faerie. Spend £10, or more, on participating Market Stalls and receive free entry to the Market Hall Christmas Voucher Draw.



**i** For further information, telephone 01228 513991

# 1 What's On

## Children and Young People

Activities and events

**DECEMBER**  
**17th Saturnalia – Roman Midwinter Festival**  
 Tullie House, 11am.  
 Free activities, including storytelling, at 11.15am, 12.15pm, 1.30pm and 2.30pm

**JANUARY**  
**19th Family Learning Sunday – The Smallest Samurais!** Tullie House, 1pm. Free

**22nd Family Learning Sunday – Year of the Dragon**  
 Tullie House, 1pm. Free

**29th Family Learning Sunday – Arthurian Art and Armour** Tullie House, 1pm. Free

**FEBRUARY**  
**5th Family Learning Sunday – Costume Collections**  
 Tullie House, 1pm. Free

**12th Family Learning Sunday – Celt and Viking**  
 Tullie House, 1pm. Free

**13th - 16th Curious Customs at Tullie House: Half Term activities, 1pm – 4pm. Including:**  
**13th** Roman Customs  
**14th** Medieval Valentine's Day  
**15th** Spring Celebration!  
**16th** Clay Day

**13th - 17th Half Term Go 4 It scheme**  
 Carlisle City Council and CLL sports activities.  
**Telephone**  
**01228 817373**



**26th Family Learning Sunday – Explore the Solar System: Science and Scratch Art!** Tullie House, 1pm. Free

## Community

Local activities events and music

**NOVEMBER**  
**24th Santa Parade** starting at Carlisle Castle. Free family activities from 5.45pm in the Castle grounds. Free



**24th - 27th Cumbrian Christmas Market** city centre, open daily. Free

**26th Tree and Bulb Planting (National Tree Week)** Rickerby Park – meet at the Riverside car park, 10am. Free

**28th Open Book Tours: Carlisle Ghost Tour and Supper** 7pm. Tickets £14

**30th Open Book Tours: Notorious Crime Story at the Citadel** 7pm. Tickets £8

**DECEMBER**  
**2nd Christmas Recycling Roadshow**  
 Carlisle city centre, 10am



**3rd, 4th, 10th, 11th, 17th and 18th Green Grotto Talkin Tarn**, 11am. Entry £2.95

**5th Roger Albert Clark Rally** Carlisle city centre from 2pm onwards

**7th Open Book Tours: Carlisle Ghost Tour** 7pm. Tickets £8

**7th - 11th International Christmas Market** city centre, open daily. Free



**8th Christmas Carol Service** Carlisle Cathedral, 6.15pm. Followed by carol singing in the city centre and a Hog Roast in the Tithe Barn

**10th Victorian Market Hall Christmas Party** 10am. Free

**14th Christmas Fayre and Carols in the Park** Chance's Park, 4.30pm start. Free

**14th Open Book Tours: Carlisle Ghost Tour and Supper** 7pm. Tickets £14

**17th Christmas Remembrance Service** Crematorium Chapel, 3pm

**FEBRUARY**  
**4th Habitat Management Day** Rickerby Park – meet at the Riverside car park, 10am. Free

## Creative

Workshops and activities

**JANUARY**  
**6th First Fridays: Twelfth Night** Tullie House, 7pm. Tickets £6.50 and £5.50 concessions

**FEBRUARY**  
**3rd First Fridays: Warm up to Valentine's Day** Tullie House, 7pm. Tickets £6.50 and £5.50 concessions

**16th Femme Fatale: What makes the Little Black Dress so iconic?**  
 Tullie House, 7pm. Tickets £12.50 and £10.50 concessions



**MARCH**  
**2nd First Fridays: Ancient Civilisations** Tullie House, 7pm. Tickets £6.50 and £5.50 concessions

## Entertainment

Music, performance and comedy

**NOVEMBER**  
**24th Omid Djalili\***  
 The Sands Centre, 8pm. Tickets £19



**25th Carlisle Musical Society present Century of Song\*** The Sands Centre, 7.15pm. Tickets £12 plus concession

**26th Dave Gorman's Powerpoint Presentation\***  
 The Sands Centre, 8pm. Tickets £20



**27th Vampires Rock\***  
 The Sands Centre, 7.30pm. Tickets £22.50 and £19.50

**DECEMBER**  
**3rd Royal Marines Band\***  
 The Sands Centre, 7.30pm. Tickets £15 and £13 concessions

**5th Pensioners' Christmas Concert**  
 The Sands Centre, 2.15pm and 7.15pm. Tickets free from News & Star offices

**13th - 31st Cinderella Pantomime\*** The Sands Centre, various times and ticket prices

**FEBRUARY**  
**11th BBC Philharmonic Orchestra\*** The Sands Centre, 7.30pm. Tickets £29, £28, £27 plus concessions

**14th Sarah Millican\***  
 Sands Centre, 8pm. Tickets £20



**24th Sensational Sixties Experience\*** The Sands Centre, 7.30pm. Tickets £22 and £20

\* Plus a booking fee

## Factual

Arts, talks and exhibitions

**DECEMBER**  
**Until 27th November Jamie Shovlin: Thy Will be Done Exhibition** Tullie House. Free

**Until January 8th In Search of Nature Exhibition** Tullie House. Free to Tullie Card holders

**6th Tullie Talk: In Search of Nature – Recording Cumbrian Wildlife** Tullie House, 1pm. Free

**10th December - 26th February Little Black Dress Exhibition** Tullie House. Free

**JANUARY**  
**3rd Tullie Talk: Cumbria's Churches – Historic Buildings in Modern Times** Tullie House, 1pm. Free

**14th January - 19th March Way of the Warrior: Epic Movie Arms and Armour Exhibition** Tullie House. Free to Tullie Card holders



**25th Traditional Burns Night Supper** Tullie House, 7.30pm. Tickets £25

**FEBRUARY**  
**2nd Evening Talk: The Green Debate** Tullie House, 7.30pm. Free

**7th Tullie Talk: The Way of the Warrior – Myth and Reality** Tullie House, 1pm. Free

**MARCH**  
**6th Tullie Talk: Crime and Security in Roman Britain** Tullie House, 1pm. Free

**10th March - 10th June Secret Egypt: Unravelling Truth from Myth Exhibition** Tullie House. Free to Tullie Card holders

## Tullie House's Monday Alternative

All screenings start at 7.45pm. Bar open from 7pm. Tickets £4.50 and £4 concessions

**NOVEMBER**  
**28th Meek's Cutoff (PG)**

**JANUARY**  
**16th Uncle Boonmee Who Can Recall His Past Lives (Loong Boonmee raleuk chat) (12A)**  
 Thai with English subtitles

**23rd Route Irish (PG)**

**30th Chico and Rita (15)**  
 Some Spanish with English subtitles

**FEBRUARY**  
**6th The Messenger (15)**

**13th Incendies (15)**  
 Some French and Arabic with English subtitles

**20th The Tree of Life (12A)**

**27th 13 Assassins (Jûsan-nin no shikaku) (15)**  
 Japanese with English subtitles

There will be further screenings in March and April. These include:  
**Beginners (15); Potiche (15); Poetry (Shi) (12A); The Guard (15); The Skin I Live In (La piel que habito) (15)**

All details are correct at the time of going to press, but may be subject to change



## Countdown to 2012 Olympics



A 'Global Welcome to Carlisle' is planned as part of the Carlisle stage of the 2012 Olympic Torch Relay.

Carlisle has been chosen as one of the host cities for the relay route and an evening celebration will be held in Bitts Park, between 6pm and 8pm on **Wednesday 20 June 2012**. This will mark the Olympic Flame stopping in the city as part of its journey around the UK.

As part of its journey through the city streets, local residents, schools, businesses and community groups are being invited to join in the celebration and share in the Olympic spirit. More than 20 groups have already pledged their support and will be helping to 'animate' the route through Carlisle. This could include creative displays, performing arts or street decoration.

**i** For further information, telephone 01228 817590

**Focus Point**  
8,000  
The number of miles the Olympic Flame will travel across the UK

## Talkin Tarn Triathlon



Talkin Tarn Country Park will be the venue for a triathlon next summer. The sporting event will be held on **Sunday, 13 May 2012**, starting at 9am. It will include a 750 metre swim in the tarn, a 20 kilometre road cycle ride via Castle Carrock and back and a five kilometre run via Talkin village and back into the park, finishing near the café.

The venue has excellent shower and changing facilities, as well as a café to keep supporters happy too. The event is supported by 'Palace Cycles', 'Up and Running' and 'Advanced Scaffolding'. The race distance has been chosen to appeal to both the novice athlete hoping to compete in their first open water event and the experienced competitor looking for an early season race. Tri4u and MV Sport will have a series of coached Open Water Swimming courses at Talkin Tarn leading up to the Triathlon, delivered by experienced British Triathlon Level 3 and ASA Coaches.

**i** For further information on the Talkin Tarn Triathlon, visit [www.sportinaction.co.uk](http://www.sportinaction.co.uk) or email [info@sportinaction.co.uk](mailto:info@sportinaction.co.uk)

**i** For further information on open water training courses at Talkin Tarn, telephone 01434 344284 or visit [www.tri4u.co.uk](http://www.tri4u.co.uk)



## Fairtrade Fortnight

In celebration of Fairtrade Fortnight, **27 February – 11 March 2012**, a coffee morning will be held in The Old Town Hall on **Saturday 3 March**, between 10am and 12noon. Organised by the Carlisle Fairtrade Group, it will be an opportunity to take part in the Take a Step for Fairtrade Campaign.

Taking a first step could be buying your first bag of Fairtrade coffee, or making an even bigger commitment to supporting Fairtrade. For inspiration, you could attend the Cumbria Fairtrade Network meeting on **Saturday 10 March** to hear a Fairtrade tea producer from Malawi tell you why your support is so important.

**i** For further information, visit [www.carlisefairtrade.org.uk](http://www.carlisefairtrade.org.uk) and follow Carlisle Fairtrade on Facebook and Twitter @FairCarlisle



## Carlisle Music City

A new music festival is planned for Carlisle next year. It aims to build on the success of this summer's BBC Radio 1's Big Weekend, when the city hosted one of the UK's biggest live music events.

Full details are still to emerge, but the festival - named Carlisle Music City - aims to make full use of venues across Carlisle, to boost trade in the city and bring in a quality, varied programme of acts, from household names to local bands.

Carlisle Music City will take place during the spring half term holiday each year, so that gigs can also be arranged for under-18s. Next year's event will be held between **Wednesday 6 June** and **Sunday 10 June 2012**.

**i** For further information, visit [www.carlislemusiccity.co.uk](http://www.carlislemusiccity.co.uk)



## Best Step Forward

Walking is one of the best ways to improve your health and fitness. Take the first steps to a healthier lifestyle by taking part in our walking events. All are on good paths but please wear sensible footwear:

**Wednesday 9th November** - 1pm  
Stanwix. Meet at The Sands Centre, Carlisle

**Wednesday 23rd November** - 1pm  
Bitts Park (exploring the new park heritage project). Meet in Bitts Park car park

**Tuesday 29th November** - 10am  
Ivegill and High Head. Meet High Head Sculpture Valley, near Ivegill

**Wednesday 7th December**  
10.30am - 1pm  
Christmas Special. Details to be confirmed.

**i** For further information, telephone 01228 817373

Readers' Request

## Opening Times

### Civic Centre

The Civic Centre will be closed on Monday 26 December 2011 and Monday 2 January 2012.

Our Customer Contact Centre will close at 3pm on Friday 23 December and Friday 30 December.

### Crematorium

**Open** 8.30am - 4.30pm: Friday 23 December, Wednesday 28 December to Friday 30 December.

**Open** 1pm - 4.30pm: Saturday 24 December to Tuesday 27 December and Saturday 31 December to Monday 2 January.



### Bereavement Services

**Open** 8am - 4.30pm: Friday 23 December, Wednesday 28 December to Friday 30 December.

**Closed:** Saturday 24 December to Tuesday 27 December and Saturday 31 December to Monday 2 January. No funeral services will take place on

Saturday 24 to Tuesday 27 December or between Saturday 31 December to Monday 2 January.

**A Christmas Remembrance Service** will be held at the Crematorium Chapel on **Saturday 17 December** at 3pm. All proceeds to Hospice at Home.

## Festive Refuse and Recycling Collections



There will be **no changes** to your collection dates over Christmas and New Year. Please check your recycling and refuse calendars (for those who have wheeled bins) for collection dates. Remember to recycle your real Christmas trees using your garden waste bin.

Also, don't forget to recycle your unwanted furniture and white goods. Impact Furniture Services offers a free collection services for any unwanted white goods, such as fridges, freezers and cookers, regardless of whether they are in working order. Telephone **01228 633655**.

For tips on how to have a 'green' Christmas, including how to make eco friendly decorations (see left), visit the festive Recycling Roadshow in Carlisle city centre on **Friday 2 December**, between **10am** and **2pm**.

### Collection Info

01228 817200

[www.carlisle.gov.uk/refuseandrecycling](http://www.carlisle.gov.uk/refuseandrecycling)

## Expect the Unexpected

We can all be knocked off course by an unexpected event. Flood, fire, extreme weather or a power blackout can all lead to problems. There's lots of things you can do to prepare for an emergency, these include:

- Making sure you have access to a battery operated/wind-up radio. Your local BBC Radio station is the best point of call for public information during an emergency
- Know where and how to turn off water, gas and electricity supplies in your home
- Make a list of useful emergency contact numbers and keep them somewhere easily accessible e.g. Floodline, NHS Direct, Emergency Services and local authorities
- Make sure you have smoke alarms in your home and plan your exit route in the event of a fire in your home
- Know if any elderly or vulnerable neighbours may need your help
- Be aware of important supplies you may need in an emergency such as prescribed medication, torches and spare clothes.



For further information, visit [www.carlisle.gov.uk/emergency](http://www.carlisle.gov.uk/emergency)

## Free Flu Jabs



Residents across Cumbria aged over 65 or in a clinical at risk group are reminded not to put their health at risk this winter and make an appointment with their GP surgery to get the seasonal flu jab.

Last winter, health professionals reported more deaths than expected, these related to the cold weather and flu related illnesses. The best way that people with existing health problems and those over 65 years old can protect themselves from flu, is to get the FREE

flu jab. Carers are also eligible for the seasonal flu vaccination so that they stay healthy to continue to help those they look after.

For further information, visit [www.cumbria.nhs.uk](http://www.cumbria.nhs.uk)

## Don't Let Thieves Steal Your Christmas

Cumbria Police is helping residents keep their property safe this festive season by giving advice on how to prevent theft and burglary.

Top tips for preventing theft and burglary over the festive season:

- Don't leave your presents or shopping on show
- Remember to lock all windows and doors before you leave home
- Keep your mobile phones, wallets, cash and keys out of sight
- If you go out at night, close your curtains and set light timers
- When you go shopping, park in well lit and secure car parks
- Keep all receipts as proof of purchase in case any gifts are stolen and, where possible, make payment with an insured credit or debit card.

To report suspicious activity or to speak to a police officer about crime prevention, contact the police non-emergency number on **0845 33 00 247**. If you witness a crime in action call **999**.

For further information, visit [www.cumbria.police.uk](http://www.cumbria.police.uk)





## Roads Ahead

Work on the Carlisle Northern Development Route (CNDR) continues to make good progress.

The project, that will see a new road built to cut journey times in Carlisle and reduce the number of vehicles travelling through the city centre, remains on track to open before Spring 2012.

The northern section opened this autumn and was delivered on schedule and on budget by Cumbria County Council and its contractor partner Connect Roads. It is an important landmark in the delivery of the new Western bypass for Carlisle. The new road layout allows traffic direct access into Kingmoor Park from the roundabout at Junction 44 of the M6 rather than having to travel down Kingstown Road and turn right.

**i** For further information on the CNDR, visit [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

## Morton Masterplan

The development of a 16.2 acre site in the west of Carlisle has taken another step forward.

It went up for sale this autumn and includes an 88,000 square foot foodstore development opportunity. Outline planning permission for the development at Morton was approved earlier this year.

Morton is one of the sites identified for disposal in the council's Asset Review programme. This plan sets out our proposals for owning and running our portfolio of operational and investment property.

**i** For further information, visit [www.carlisle.gov.uk/assetmanagement](http://www.carlisle.gov.uk/assetmanagement)



Readers' Request



## Broadband Boost

Cumbria's broadband project has been given a £6.7m boost after Cumbrian local authorities were awarded money for meeting government targets.

The amount of Performance Reward Grant (PRG) given to each local authority depends on how well they have performed or have met their targets. Cumbria's PRG came out on top and will be put towards the Connecting Cumbria broadband project. It is an important boost to the overall fund for rolling out super fast broadband in Cumbria and help match funding from other sources.

**i** For further information, visit [www.cumbria.gov.uk/broadband](http://www.cumbria.gov.uk/broadband)



## Planning Carlisle's Future

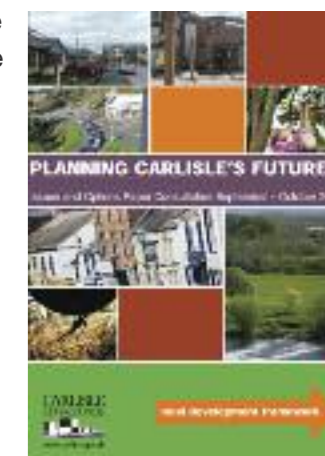
Your responses to a district wide consultation on the future of development in Carlisle and its rural areas, will help shape how the city could look over the next 20 years.



We are replacing our Carlisle District Plan with a new style Local Development Framework. Your comments and thoughts on the work done so far, will help shape future planning guidelines.

Copies of the Core Strategy Issues and Options are still available to view online or at our Customer Contact Centre at the Civic Centre.

**i** For further information, telephone 01228 817193 or visit [www.carlisle.gov.uk](http://www.carlisle.gov.uk)



## Healthy City Carlisle

Carlisle celebrated its first ever Healthy City Week this October.

A programme of more than 50 public events was held in various venues around the city. Organised by Healthy City partners - Carlisle City Council and NHS Cumbria - the packed programme included a variety of FREE activities that aimed to encourage health and wellbeing.

In addition to the public events, a series of seminars aimed at key stakeholders were also held. These were based on: Get into Reading; Growing a Healthy City; Preventing Young People Smoking and Healthy Urban Planning.

**i** For further information, visit [www.carlisle.gov.uk/healthycity](http://www.carlisle.gov.uk/healthycity)



## Don't Foul Up!

We want to work alongside residents to reduce the amount of litter and dog fouling in Carlisle.

Both issues affect our quality of life and can also impact on our environment. Dog fouling is a serious health issue due to toxocara canis, transmitted through worm eggs in dog faeces. Dog owners are being urged to act responsibly and 'scoop their dog's poop'.

Litter dropped on streets, rather than put in a rubbish bin, is also another big issue for local residents. Not only does it make an area appear unsightly, it can also attract vermin and seagulls. Complaints about seagulls have increased, as they are noisy, can cause damage to properties and during breeding season can become more aggressive. Please don't provide food for them as this may attract them to nest in your area.

 For further information, telephone 01228 817000 or visit [www.carlisle.gov.uk](http://www.carlisle.gov.uk)



## Spring Start for New Scheme



A new national hygiene rating scheme for local restaurants, cafés and other food establishments will start in Carlisle next Spring.

Carlisle is currently part of 'Scores on the Doors' but will soon be part of the national 'Food Hygiene Rating Scheme' alongside the vast majority of local authorities in England, Wales and Northern Ireland.

Like the Scores on the Doors scheme, it will help you decide where to eat out or shop for food by giving you the most up to date hygiene standards in food premises. There will be six hygiene ratings from 0 (urgent improvements necessary) to 5 (very good). From **April 2012**, the hygiene scores of Carlisle food businesses will be available on [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

**Focus Point**  
1 million  
The estimated number of people who suffer from food poisoning every year

### Hygiene Info

 01228 817000

 [www.carlisle.gov.uk/foodhygiene](http://www.carlisle.gov.uk/foodhygiene)

Readers' Request

## Passport Place



Help is now at hand for adults from Carlisle and surrounding areas wanting to get their first passport. Our Customer Contact Centre is now the base for the Identity and Passport Service, two days a week. They are now using the council building for pre-arranged interviews, for first time adult passports, mainly dealing with 18 to 25 year olds. The interviews are required as part of the passport application process. The centre was recently expanded to include a further four information desks and can now deal with Police, as well as City Council and Cumbria County Council Adult Social Service queries.

 For further information, telephone 01228 817200

## Have Your Say

The fourth issue of ABSTRACT, Carlisle's first and only free magazine written for young people, by young people, will be released in late November. The magazine is supported by Carlisle City Council and preparation for the next edition begins in December. ABSTRACT is looking for young people who want to contribute to the editorial team or to do some freelance work. You don't need to have any previous experience, just be willing to work as part of a team.




 For further information, email [abstractmagcarlisle@gmail.com](mailto:abstractmagcarlisle@gmail.com)

## Access Anniversary

Carlisle Access Group is celebrating its 21st Anniversary in 2012 and now has its own web page – visit [www.carlisle.gov.uk/accessgroup](http://www.carlisle.gov.uk/accessgroup)

The group is the champion of local disability groups and continues to ensure that facilities within the city are open and accessible to all.

Carlisle Access Group is a strong and diligent team, including members who represent local disability groups or individual members with wide knowledge and experience of disability related issues. As well as ensuring that buildings are accessible to all, the group also ensures that provision of signage and assistance for people who are deaf or visually impaired is put in place.

 For further information about Carlisle Access Group, telephone 01228 817183



# For a Chance to **WIN** a Samsung Cinema System from Peter Tyson

**1. Which of the following best describes your current employment status?**

- Employee in full time job (30+ hours a week) <sup>1</sup>
- Employee in part-time job (less than 30 hours a week) ..... <sup>2</sup>
- Self employed or part-time ..... <sup>3</sup>
- On a government supported training programme ..... <sup>4</sup>
- Full time education at school, college or university ..... <sup>5</sup>
- Unemployed and available for work ..... <sup>6</sup>
- Permanently sick/disabled ..... <sup>7</sup>
- Completely retired from work ..... <sup>8</sup>
- Looking after the home/family ..... <sup>9</sup>
- Doing something else (please write in below) <sup>10</sup>

**2. Have you heard of these local and national Economic Development initiatives?**

- Business Link**  
 Definitely heard of <sup>1</sup> Possibly heard of .... <sup>2</sup>  
 Not heard of ..... <sup>3</sup>
- Local Enterprise Partnerships**  
 Definitely heard of <sup>4</sup> Possibly heard of .... <sup>5</sup>  
 Not heard of ..... <sup>6</sup>
- Business Intensive Start-Up Scheme**  
 (delivered by Cumbria Chamber of Commerce)  
 Definitely heard of <sup>7</sup> Possibly heard of .... <sup>8</sup>  
 Not heard of ..... <sup>9</sup>
- The Cumbria Asset Reinvestment Trust**  
 Definitely heard of <sup>10</sup> Possibly heard of .... <sup>11</sup>  
 Not heard of ..... <sup>12</sup>

**3. Have you taken any training in the last six months to improve your job prospects?**

Yes <sup>1</sup> No <sup>2</sup>

If "yes", please give brief details.

**4. Do you think that the job and training opportunities in your local area have changed over the last six months?**

**Job opportunities**  
 More <sup>1</sup> About the same <sup>2</sup> Fewer <sup>3</sup>

**Training opportunities**  
 More <sup>1</sup> About the same <sup>2</sup> Fewer <sup>3</sup>

As part of our commitment to putting customers first and achieving greater equality, 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** .....

 **1** Return completed questionnaires by Friday 13 January 2012

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

 Complete online at [www.carlisle.gov.uk/carlislefocus](http://www.carlisle.gov.uk/carlislefocus)



# Don't let thieves steal your Christmas

The tree is decorated, the stockings are hung and piles of presents are perfectly wrapped. What a lovely sight – especially for thieves.

**Follow these simple steps to keep your home and property safe this festive season:**

- Don't leave your gifts on show.
- Lock windows and doors before you leave home.
- Keep mobile phones, cash and keys out of sight.
- If you go out in the evening, close the curtains and set light timers.

# Your Council, Your Services

## A

Abandoned vehicles ..... 01228 817200  
Access for disabled people ..... 01228 817000  
Allotments ..... 01228 817200

## B

Benefit Advice Service ..... 01228 817400  
Free confidential advice on all aspects of the benefits system. Monday to Thursday, 2pm to 4pm  
Benefits claims ..... 01228 817200  
For all enquiries about Housing and Council Tax benefits.  
Benefit fraud hotline ..... 0800 783 9120  
Bereavement Services ..... 01228 817000  
Building Control & Building Regulations 01228 817000  
Business rates ..... 01228 817000

## C

Cemeteries and crematorium ..... 01228 817000

### Community Centres

Belah Community Centre ..... 01228 548748  
Botcherby Community Centre ..... 01228 596992  
Brampton Community Centre ..... 016977 45023  
Currock Community Centre ..... 01228 591868  
Denton Holme Community Centre ..... 01228 528692  
Downagate Community Centre ..... 01228 560810  
Greystone Community Centre ..... 01228 558602  
Harraby Community Centre ..... 01228 537831  
Longtown Community Centre ..... 01228 791876  
Morton Community Centre ..... 01228 531105  
Petteril Bank Community Centre ..... 01228 530190  
Yewdale Community Centre ..... 01228 591270

Complaints about City Council services 01228 817200  
Contaminated land ..... 01228 817000  
Conservation areas ..... 01228 817000  
Council Tax ..... 01228 817200

## D

Dangerous structures ..... 01228 817000  
Disc parking ..... 01228 817200  
Drains – Blockages ..... 01228 817000  
Dustbin emptying ..... 01228 817200  
Dog Fouling and Dog Control Orders .... 01228 817000

## E

Elections/Electoral Registration ..... 01228 817000  
Enterprise Centre ..... 01228 625700

## F

Fly posting and Fly tipping ..... 01228 817200  
Food safety ..... 01228 817000  
Freedom of Information requests ..... 01228 817000

## G

Graffiti ..... 01228 817200  
Guildhall Museum ..... 01228 618718  
Gully emptying ..... 01228 817000

**CARLISLE**  
CITY COUNCIL



[www.carlisle.gov.uk](http://www.carlisle.gov.uk)

## H

Health and Safety at work ..... 01228 817000  
High hedges ..... 01228 817000  
Historic Building Grants ..... 01228 817000  
Housing and Homelessness ..... 01228 817000  
Out of hours emergencies ..... 01228 511061

## I

Industrial estates/units ..... 01228 817000

## L

Land charges ..... 01228 817000  
Licensing ..... 01228 817000  
Listed buildings ..... 01228 817000  
Littering ..... 01228 817200  
Local Plans ..... 01228 817000

## M

Mayor's Office ..... 01228 817007

## N

Noise nuisance ..... 01228 817000

## P

Parking permits ..... 01228 817200  
Parking fines ..... 01228 817200  
Parks and Green Spaces..... 01228 817200  
Pest control ..... 01228 817000  
Planning applications ..... 01228 817000  
Play areas ..... 01228 817200  
Pollution ..... 01228 817000

## R

Recycling ..... 01228 817200  
Refuse and special waste collections .... 01228 817200

## S

Sands Centre ..... 01228 625222  
Sheepmount Stadium ..... 01228 625599  
Shopmobility ..... 01228 625950  
Stony Holme Golf Course ..... 01228 625511  
Street cleaning and lighting..... 01228 817200  
Swifts Golf Course ..... 01228 625530

## T

Talkin Tarn Country Park ..... 016977 3129  
The Boathouse Tearoom at Talkin Tarn 016977 41050  
Taxi licensing ..... 01228 817000  
Tullie House Box Office ..... 01228 618700  
Tullie House Museum & Art Gallery ..... 01228 618718

## W

Workshops for business use ..... 01228 817000



If you can't find the Carlisle City Council service you need,  
telephone 01228 817000 or visit [www.carlisle.gov.uk](http://www.carlisle.gov.uk)