

The Gateway Area Forum – Issues Raised

The following questions were asked during Councillors Question Time, but were unable to be answered in full at that time. These will be progressed by Democratic Services and updated regularly.

Date of Meeting	Issue Raised	Action Taken/ Outcome	Completed
10 th July 2008	Could the operating rules for the National Concessionary Bus Pass (NoWcard) be explained	<p>If you are living in Blackpool and aged 60 or over, you will be eligible for free travel on any local bus service anywhere in England after 9.30am and before 11pm Monday to Friday and all day on Saturday, Sunday and Bank Holidays.</p> <p>Locally, you will be allowed to travel free after 9.30am Monday to Friday and all day Saturday, Sunday and Bank Holidays on the trams in both Blackpool and Wyre, on any local bus service and on the Knott End Ferry.</p> <p>Unfortunately, passes are not valid on buses outside the times stated above or on the trams. If you reside in Scotland or Wales, unfortunately these passes are not valid at all in England.</p>	Yes
10 th July 2008	Why are all calls directed through Customer First and why are messages not returned particularly by the Planning and Environmental Health Departments.	All calls are routed through Customer First. The Customer First service is currently being reviewed and the way we serve our customers is being heavily scrutinised as part of this. In addition, we are also working with our telephone providers to actively investigate ways of improving our telephony service.	Yes

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		<p>Planning and Environmental Services are not aware of any particular problems with messages not being returned. If specific details are provided these will be investigated. For planning the details should be provided to Ian Ward and to Dave Rothwell for Environmental Services.</p>	
<p>10th July 2008</p>	<p>What is Lancashire Constabulary's stance on the policing of Middle and Lower Walk particularly with regard to male prostitution.</p>	<p>The Policing is done in line with the Association of Chief Police Officers Guidance on Policing Public Sex Environments.</p> <p>The main key points are the ones detailed below:</p> <p>Historically Public Sex Environments have been linked primarily with gay and bisexual men, reinforced by previous legislation that provided an offence of gross indecency specific to those people. As a consequence policing activity would often be focused on pro-active enforcement of this legislation often in the absence of specific complaint. Ostensibly, Public Sex Environments were considered by the police solely as a Lesbian, Gay, Bisexual and Transgender issue. Coupled with this is a legacy of lack of confidence in the police by many within the Lesbian, Gay, Bisexual community, which dates back to pre 1967 when 'homosexuality' was illegal.</p> <p>This guidance recognises that our understanding of Public Sex Environments has changed and as a consequence the approach to policing them needs to change accordingly. It is now recognised that;</p>	<p>Yes</p>

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		<ul style="list-style-type: none"> • Previous methods of policing Public Sex Environments have adversely affected the relationship between the police and Lesbian, Gay, Bisexual and Transgender people. • Previous methods of policing Public Sex Environments have discouraged users from reporting crime to the police. • In light of the above, serious offences are being committed against users of Public Sex Environments that are going unreported e.g. serious assault, robbery etc • Criminals are committing offences within Public Sex Environments knowing that the victims are unlikely to report them to the police. • That unless research and analysis suggest otherwise, it should not be assumed that Public Sex Environments are a Lesbian, Gay, Bisexual and Transgender issue. (An increasing cause of complaint concern sexual activity between heterosexual/bisexual couples and voyeurism.) 	

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		<ul style="list-style-type: none"> • That Public Sex Environments should be considered as part of any local policing plan and included in mainstream policing. • That in the absence of complaints, crime prevention and public safety for all users should be the key priority for policing Public Sex Environments That consensual sexual activity can be upsetting and distressing for other people who witness it, and that specific complaints should be investigated in accordance with existing Association of Chief Police Officers Guidance on Policing Public Sex Environments. 	
10 th July 2008	What progress has been made obtaining compensation from United Utilities for the loss of water supply earlier this year?	<p>Councillor Taylor has written on numerous occasions to United Utilities and has received a letter of explanation dated 24th September 2008. United Utilities advised:</p> <p>“During a significant incident which affected in excess of 30,000 properties, over the weekend of 20, 21 and 22 January 2008, some of our customers were without water. I confirm we recorded the water pressure at Carshalton Road and Eves Road, dropped to zero on two occasions. Please find enclosed graph and details below showing this pressure drop at our pressure monitoring point on Clevedon Road.</p> <ol style="list-style-type: none"> 1. Sunday 20 January 2008 at 6.30pm until 10.30pm (5hours) 2. Monday 21 January 2008 at 11.45pm until 4.45pm (5hours) 	Yes

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		<p>Under our Guaranteed Standards of Service, we have compensated any customers who were affected by a single loss of supply lasting greater than 12 hours. Additionally, we paid discretionary compensation to customers that were affected by multiple supply interruptions throughout the incident that totalled in excess of 12 hours. Unfortunately, we were unable to pay any compensation, for the loss of supply, to residents of Carshalton Road and Eves Road as they did not meet the criteria detailed above.</p>	
10 th July 2008	<p>In light of the recent arson attacks, what measures does the Council operate to monitor the vacant factory buildings in Carshalton Road.</p>	<p>The role of Building Control does not involve the monitoring of vacant buildings. Building control has the responsibility under the Building Act 1984 for making sure that reported dangerous buildings and structures are dealt with as far as possible to prevent injury to the public. These can include: loose or falling roof tiles, walls or fences in danger of collapse, unstable chimneys, buildings that become unstable due to age, storm damage, fire damage or vehicle impact, buildings that become dangerous due to negligent actions of builders or other persons carrying out alteration work etc.</p> <p>A building surveyor has visited the area and reported that there were no issues with the buildings and that all units appeared to be secure at that time.</p>	Yes
29 th June 2009	<p>A Member of the Forum asked where information regarding the Respect agenda could be found</p>	<p>Information about the Respect agenda, which is about preventing and tackling anti-social behaviour can be found on the Home Office website, www.respect.gov.uk</p>	

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29 th June 2009	The condition of some of the carriageway markings e.g. double yellow lines in the area are missing or not visible therefore making any restrictions unenforceable.	<p>Built Environment Division confirmed that if yellow lines are faded, it is likely that the corresponding order is unenforceable and if they are missing there is definitely an issue.</p> <p>Parking services generally note where there are anomalies in restrictions if they are spotted whilst officers are on duty and these are either rectified by parking services or passed to Transportation/Street scene for action.</p>	
29 th June	Signage on Claremont Road and Westminster Road was not legal because there were signs missing, such as “no left turn” and “no entry”.	<p>A review of the signing and road markings in the Sherbourne Road area of Claremont Ward has recently been completed following complaints received from Claremont ward.</p> <p>With regard to Westminster Road/ Claremont Road, the signing is extensive telling drivers to turn right at Westminster/Claremont junction.</p> <p>On Claremont Road, the lack of a ‘No Entry’ sign on the rear of the existing one way sign immediately east of Westminster Road, was identified. A ‘no entry’ sign will be erected in the near future, along with other signs and lines in this area.</p>	