

Baseline Agreement

Baseline Activity	Head of Service	Date
Closed Circuit Television (CCTV)	Mike Artherton	January 2005

Service Provided, Number of Staff & Equipment	<p>Total of 51 CCTV cameras: 43 colour pan, tilt and zoom cameras, 5 static colour cameras and 3 static black and white cameras within the BID area.</p> <p>The CCTV control centre provides up to 3 CCTV operators to proactively monitor and record, 24 hours a day, 7 days a week, 364 days per year.</p>						
Specification	<p>The footage is recorded and stored from all cameras for a period of 31 days with a facility to display and review. They provide quality evidence sufficient to assist the police or other enforcing bodies in the investigation of a possible criminal offence including on-going surveillance where the criteria are met as authorised by a nominated officer following discussions with the police or other enforcing bodies, under the Regulation of Investigatory Powers Act 2000. To obtain quality video evidence, which enables police or the Council to take civil criminal action in court where necessary</p> <p>The City Council maintains all CCTV equipment ensuring that the system remains in an operational state as required under the Data Protection Act 1998. In the event that a camera or component of the system fails the Council will repair or replace within a 48-hour period. In the event that a repair cannot be affected within the 48 hour time period then the particular camera or component/s are removed from service and replaced once repairs have been completed.</p>						
Performance Measure	<p>Number of incidents reported (proposed)</p> <p>Provision of adequate staffing & supervision</p>						
Non-Compliance Procedure	<p>Contractors liable for liquidated damages.</p>						
Existing Value of Contract/Service	<p>The baseline funding for City Centre CCTV revenue is as follows:</p> <table border="0"> <tr> <td>Camera Maintenance (all for 51 cameras)</td> <td align="right">£ 20,775</td> </tr> <tr> <td>CCTV Operator Staff</td> <td align="right">£ 62,431</td> </tr> <tr> <td>Recording media (Tape/CD)</td> <td align="right">£ 1,890</td> </tr> </table>	Camera Maintenance (all for 51 cameras)	£ 20,775	CCTV Operator Staff	£ 62,431	Recording media (Tape/CD)	£ 1,890
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CCTV Operator Staff	£ 62,431						
Recording media (Tape/CD)	£ 1,890						
Boundary Area	<p>BID area</p>						
Proposed BID Additional Activity	<p>Introduce CCTV and lighting into all five surface level car parks and yards that currently lack these facilities.</p>						
Cost of BID Additional Activity	<p>£75,000</p>						

Baseline Agreement

Baseline Activity

Head of Service

Date

Community safety and management

Mike Artherton

January 2005

Service Provided, Number of Staff & Equipment &	<p>To manage the Council's primary Crime Prevention CCTV system to:</p> <ul style="list-style-type: none"> • Detect incidents of a Criminal and/or Anti-social nature • Prevent crimes of a Criminal and/or Anti-social nature • Enhance the safety of Plymouth and Plymouth City Centre • Help reduce the fear of crime • Assist the Local Authority in their enforcement and regulatory functions within the Plymouth area • To assist in the overall management of Plymouth City centre • To assist in supporting civil proceedings • Provide a link between Police, Council, Retail Security and licensed premises to combat crime <p>Staff/Resources:</p> <ul style="list-style-type: none"> • 1 Council Officer (City Centre Team) • Total of 64 hours staffing per day (CCTV operators)
Specification	<ul style="list-style-type: none"> • To operate the CCTV system in accordance with the Data Protection Act 1998, Human Rights Act 2000 and Regulation of Investigatory Act 2000. • Provide evidence of sufficient quality for use in Criminal Proceedings
Performance Measure	<p>Statistics such as identified crime and prevented crime. Perceptions also play a large role but the measure of this is not formalised.</p>
Non - Compliance Procedure	<p>Contracted service with service provider, if a non-compliance situation arises they would be in breach of contract and mediation would take place possibly leading to cancellation of contract and new service provider awarded.</p>
Existing Value of Contract/Service	<p>£170,000 p/a</p>
Boundary Area	<p>The whole of Plymouth (including Barbican, Mutley, City Centre, St Budeaux, Devonport, Plymstock and Southway)</p>
Proposed BID Additional Activity	<p>Introduce foot patrols of uniformed and accredited wardens (two wardens in one year, rising to three/four in later years) in the BID Area. Wardens will be highly trained and with enforcement powers, including issuing on the spot fines, tackling incidents of anti-social behaviour, enforcing the retail exclusion scheme, removing illegal street traders and assisting the Police.</p>
Cost of BID Additional Activity	<p>£375,000</p>

Baseline Agreement

Baseline Activity	Head of Service	Date
Licensing and enforcement of street activities/markets	Lisa Cherry Mike Artherton	January 2005

Service Provided, Number of Staff & Equipment	<p>To manage Street Trading under the Local Government (Miscellaneous Provisions) Act 1982 to:</p> <ul style="list-style-type: none"> • enhance street scene • drive footfall • and manage & enforce illegal street trading <p>2 x City Centre Team staff (pro rata) Enforcement Officer (full time)</p>
Specification	<p>Each licenced trader/site (currently 10 sites) is provided with:</p> <ul style="list-style-type: none"> • annually renewable contract to trade • official street trading site (receiving all statutory approvals) • 10' x 6' purpose designed market stall • rental collection on a quarterly basis • 240V electrical supply, with twin 13A sockets • street enforcement patrols to prevent illegal street trading <p>All the stalls are insured by, maintained, stored, transported and erected onsite by each trader, as part of the conditions of their contractual agreement with the Council.</p>
Performance Measure	<p>Quality and mix of stalls. The existing stalls are outdated, in poor condition, and are to be replaced in 2005/06. Street trading is reviewed on an annual basis, including a review of rents, produce quality, mix of offer, and individual trader performance.</p> <p>Annual safety inspection of all stalls and site power supply.</p> <p>Management of illegal trading.</p>
Non-Compliance Procedure	Through the City Council's complaint procedure via City Council Officers & the Licensing Committee.
Existing Value of Contract/Service	Income generation of £70,000 p.a.
Boundary Area	City Centre and the Hoe Foreshore.
Proposed BID Additional Activity	N/A
Cost of BID Additional Activity	N/A

Baseline Agreement

Baseline Activity

Head of Service

Date

Street lighting

Norman Emmett

January 2005

Service Provided, Number of Staff & Equipment	Street lighting
Specification	<p>Maintenance is completed in accordance with the specification and conditions of contract for "The Street Lighting Maintenance 02-06"</p> <p>A 4 Year contract was awarded to SEC Lighting Services, Lee Mill. The contract commenced 1st April 2002.</p> <p>Planned maintenance, lamp replacement, emergency attendance to make safe and non performance rebates in accordance with Appendix A to the specification.</p> <p>The contract includes:</p> <p>Emergency attendance to RTA and vandalism within 2hrs.</p> <p>All faults are repaired within a target period of 5 working days. Lanterns are replaced in 10 working days. Deteriorated columns are replaced in 2 months.</p> <p>Annual lantern cleaning and inspection with painting every 7 years as programmed.</p>
Performance Measure	<p>The performance to all reported defects, target 98%. Any routine maintenance completed within 10 working days following the end of each month.</p> <p>Electrical testing every 6 years, as programmed.</p> <p>Night time inspection, every 2 weeks 1st October to 30th April, every 4 weeks 1st May to 30th September.</p>
Existing Value of Contract/Service	2003/04 revenue allocation: £1,567,696 (City-wide)
Boundary Area	BID Area
Proposed BIDs Additional Activity	N/A
Cost of BIDs Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Street cleansing	Peter Norton	January 2005

Number of Staff & Equipment	Street Cleansing (inc. litter bin emptying/washing)		
	<u>Mon to Fri</u> 06:00 to 08:00 4 large mechanical brooms 6 small mechanical brooms 9 vans (x 16 operatives) (1 supervisor)	<u>Saturday</u> 04:00 to 08:00 2 large brooms 2 'Street Kings' (x 4 operatives) 1 LDV (x 2 operatives)	<u>Sunday</u> 04:00 to 08:00 2 large brooms 2 'Street Kings' (x 4 operatives) 1 LDV (x 2 operatives)
	08:00 to 17:00 (19:00 in Summer) 4 operatives remove litter See * for breakdown of activity	11:00 to 17:00 (19:00 in Summer) 3 operatives de-litter 1 LDV (x 2 operatives)	11:00 to 17:00 (19:00 in Summer) 2 LDV (x 2 drivers)
	08:00 to 10:50 * 4 'Overton' vacuum cleaners attend BID area to maintain cleanse after early morning teams	Suction sweepers (x 2 operatives)	2 operatives de-littering
	11:00 to 17:00 winter – 19.00 summer * 4 operatives maintain cleanse - litter patrol		
	14:00 to 19:00 in Summer 2 additional operatives maintain cleanse – litter bins & litter hot spots		
	11:00 to 13:00 & 14:00 to 17:00 (19:00 in Summer) LDV caged van with driver & mate empty litter bins		
	08.00 to 13:00 & 14:00 to 16:30 2 applied sweepers (1 'ride on' and 1 '525') sweep the city centre		
Specification	The overall level of the Council's existing Street Services cleansing resource will continue throughout the lifetime of the BID. However, the BID will add value by establishing a BID area focussed cleansing team, on duty seven days per week, capable of 1 hour reactive response for the following tasks: litter picking, bin emptying (power washing of litter bins would be undertaken outside of core hours), fast food debris spillages, graffiti, fly posting and vandalism. This team will be multi skilled, flexible and accessible through a single hotline telephone		

	<p>number. N.B. According to this baseline there are at least 8 cleansing operatives working in City Centre daily. This team, supplemented by BID-funded cleansing staff, will be available to respond to calls and queries from businesses during the day, often before the 6 hours maximum time period specified in the Environment Protection Act 1990 (subject only to other priority workloads and safety considerations).</p> <p>The following lists the aspirations of the City Centre Company for the existing baseline:</p> <p>The cleaning specification needs to be uplifted at peak periods to take account of additional visitors and maintain the level of cleanliness at A or B. During the following periods 2 additional operatives equipped with Overtons should be provided in the City Centre from 11am to 5pm: Half Terms Summer Holidays Christmas (from the start of Late Night Shopping)</p> <p>Two mechanical sweepers are going to be tried in this area.</p> <p>A program of power washing and chewing gum removal should be trailed, with careful evaluation of the costs and benefits, and the rate at which gum staining returns. All streets, car parks and street furniture areas should be power washed bi annually.</p> <p>The whole of the public realm, including rear courtyards and all private land continue to be included in the daily cleansing specification.</p> <p>The cleansing of car parks should include Sundays. (There is currently no cleanse from Saturday morning until Monday morning).</p>
<p>Performance Measure</p>	<p>Cleansing Standards</p> <p>The Environmental Protection Act 1990 specifies the cleansing standards that should be met in Zone 1 Primary Retail.</p> <p>The Environment Protection Act 1990 & The Code of Practice on Litter & Refuse grading system used is:</p> <ul style="list-style-type: none"> A. Is clean of all litter and detritus B. Is light C. Is significant D. Is heavy <p>The cleanliness standards are:</p> <ul style="list-style-type: none"> A. Achieve after cleansing B. Restore to Grade A within 6 hours C. Restore to Grade A within 3 hours D. Restore to Grade A within 1 hour <p>The baseline target standard for the BID area is to consistently achieve grade A after cleansing and to restore to grade A within a maximum of 6 hours) as defined in the Environmental Protection Act 1990. There are between 10 and 16 daily (computer generated) inspections carried out. The amount of inspections per day depend upon the PC print outs with no less than 10 being carried out on a daily basis.</p>

	<p>During the course of the working day, the city centre is monitored by the “City Centre Team” cleansing team leader who actions any remedial work as may be required. These inspections are undertaken as per the Environmental Protection Act & the Code of Practice on Litter and Refuse.</p> <p>In addition, the City Centre is monitored 3 times/annum by the Council’s Development Department Street Services for performance under BVPI 199.</p>
Non - Compliance Procedure	<p>Independent Monitoring: Under the BID, cleansing and other environmental quality standards will be measured independently using the - nationally recognised - ENCAM’s District Local Environmental Quality Survey. This will provide the City Centre Company with an independent measure of cleansing standards, covering a wide range of environmental issues e.g. litter, detritus, trade waste, pigeon waste, fly-posting, graffiti, levels of chewing gum, street furniture repair, etc</p>
Existing Value of Contract/Service	Budgeted £286,000 and actual delivery cost £406,413 in 2004/05
Boundary Area	BID Area
Proposed BIDs Additional Activity	<p>Clean Team: Rapid response, high visibility clean team on duty 7 days per week to enhance the level of cleansing and maintenance above the Council’s existing provision. One hour response time on most cleaning issues including litter, food waste, car parks, planters and spillages.</p> <p>Larger Litter Bins: Larger litter bins targeting food outlets & other high litter areas.</p> <p>Mechanised Sweeper: Mechanised cleaner and/or additional street sweepers to enhance cleanliness throughout the shopping day, 7 days a week.</p> <p>Graffiti and Fly posting: Graffiti and Fly posting removal including from private premises. Removal of illegal graffiti and fly posting within 48 hours.</p> <p>Independent Monitoring: Under the BID, cleansing and other environmental quality standards will be measured independently using ENCAM’s District Local Environmental Quality Survey.</p>
Cost of BIDs Additional Activity	<p>Clean Team: £275,000 Larger Litter Bins: £20,000 Mechanised Sweeper: £ 45,000 Graffiti and Fly posting: £25,000 Independent Monitoring: N/A</p>

Baseline Agreement

Baseline Activity	Head of Service	Date
Public conveniences	Peter Norton (Armada Way) Geoff Carter (Pannier Market)	January 2005

Number of Staff & Equipment	Location	Opening Hours	Staff Number	Disabled Facilities	Baby Changing
	Pannier Market	Mon-Sun 08:00 to 18:00	Male – 1 Female – 1	Yes	?
	Armada Way	Mon-Sun 06:00 to 18:00	Male – 1 Female – 1	Yes	Yes
Specification	<p>These facilities are regularly cleansed and have in the past won awards for cleansing standards. Open & staffed as specified above there are extended opening times for important events (e.g. Christmas late night shopping) & peak trading activity. The Drake Circus Shopping Centre will provide additional public conveniences at the eastern end of the City Centre by Autumn 2006</p> <p>Public toilets (ladies/gents/disabled) unlocked daily at 06:00. The facility for the disabled accessed using the national RADAR key scheme.</p> <p>2 operatives cleanse the toilets.</p> <p>Note: Mobile toilet cleaner to call into Armada Way toilets (ladies/gents) every two hours between 06:00 and 12:00 during the summer</p>				
Performance Measure	As per litter cleaning contract, graded on A to D assessment				
Non-Compliance Procedure	Re-work as required. Inspected daily by Street Services team leader				
Existing Value of Contract/Service	Individual toilets costs are not expressed – this toilet is one of 35 throughout the City.				
Boundary Area	BID Area				
Proposed BID Additional Activity	N/A				
Cost of BID Additional Activity	N/A				

Baseline Agreement

Baseline Activity

Head of Service

Date

Graffiti and fly posting

Peter Norton

January 2005

Service Provided, Number of Staff & Equipment	Removal of illegal graffiti and fly posting. 1 x operative (variable number of hours per day) additional staff used if required due to heavy attack of graffiti or fly posting
Specification	Remove illegal graffiti and fly posting: Offensive; attend within 1 hour of report Non Offensive; attend within 24 hours of report Information boards: check/cleanse weekly Armada Way public convenience graffiti check/cleared daily
Performance Measure	Daily inspection of BID area by Street Services team leader
Existing Value of Contract/Service	£63,859
Boundary Area	City-wide budget, no breakdown for BID area
Proposed BID Additional Activity	Graffiti and fly posting removal including private premises. Removal of illegal graffiti and fly posting within 48 hours
Cost of BID Additional Activity	£20,000

Baseline Agreement

Baseline Activity

Head of Service

Date

Gully emptying

Peter Norton

January 2005

Service Provided, Number of Staff & Equipment	Cleansing of street gullies. 2 x Operatives and Machine
Specification	2 x Cleanses per year. Gullies form part of the positive drainage system to remove water from the highway quickly and efficiently. Cleansing has the objective of removing detritus and ensuring the continued efficient function of the gully and its connection. All gullies on public Highway (including pedestrian areas) are cleansed; gullies on private land are not attended. Service to customers for the cleansing of gullies on private land can be provided at a cost to the customer.
Performance Measure	Inspections by Highways Department.
Existing Value of Contract/Service	£ 3,869.00
Boundary Area	BID Area
Proposed BIDs Additional Activity	N/A
Cost of BIDs Additional Activity	N/A

Baseline Agreement

Baseline Activity

Head of Service

Date

Trade waste collections

Peter Norton

January 2005

Service Provided, Number of Staff & Equipment	2x Operative, 1 x '6x2' Dennis Eagle Refuse Freighter
Specification	Emptying of trade refuse on a daily or multi-day collection. Trade waste collection throughout the BID area, various frequency Domestic waste collection from Morley Court, Harwell Court and Collin Campbell Court. Weekly collection. No recycling collection at this time.
Performance Measure	LPI 29, LPI 31, LPI37, LPI30
Existing Value of Contract/Service	£60,677.32
Boundary Area	BID Area
Proposed BID Additional Activity	N/A
Cost of BID Additional Activity	N/A

Baseline Agreement

Baseline Activity

Head of Service

Date

Power washing

Peter Norton

January 2005

Service Provided, Number of Staff & Equipment	Cleansing of street furniture to remove staining. 2x operative 1x Gully Machine
Specification	<p>1. Power washing of street furniture as follows; Frankfort Gate seating and surrounding pavement 3x weekly between 06:00 and 08:00 Monday, Wednesday and Friday</p> <p>2. All raised planter features 2x yearly (March and September).</p> <p>3. Taxi Ranks Sunday's between 06:00 and 10:00.</p> <p>4. Additional Power Washing On demand power washing for the removal of pigeon droppings, oil, grease and food droppings etc.within 24 hours of report</p>
Performance Measure	Inspection of work on completion by team leader or Foreman
Existing Value of Contract/Service	<p>1. £ 4,786.16</p> <p>2. No budget (efficiency savings)</p> <p>3. £ 9,855.52</p> <p>4. £ 4,771.50</p>
Boundary Area	BID Area
Proposed BID Additional Activity	N/A
Cost of BID Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Waste collections	Peter Norton	January 2005

Number of Staff & Equipment	2x Operative 1 x 6x2 Dennis Eagle Refuse Freighter
Specification	Emptying of Trade Refuse on a Daily or Multi day collection. Trade Waste collection throughout the Bid area, various frequency Domestic Waste collection from Morley Court, Harwell Court and Collin Campbell Court. Weekly collection. No recycling collection at this time
Performance Measure	LPI 29 Proportion of missed domestic refuse collections, collected within 24 hrs LPI 31 Number of domestic refuse collections made per year by each refuse collector LPI37 Number of missed bins per month LPI30 Proportion of trade waste contracts held by the service as a percentage of the available market in the city
Existing Value of Contract/Service	£ 60,677.32
Boundary Area	BID area
Proposed BID Additional Activity	
Cost of BID Additional Activity	

Baseline Agreement

Baseline Activity	Head of Service	Date
Events and marketing	David Draffan / Lisa Cherry	January 2005

Service Provided, Number of Staff & Equipment	<p>Events, fairs and commercial bookings:</p> <p>Includes 4 major events, 2 fairs / festivals and 100 (approx.) hire bookings per year for commercial use of space.</p> <p>Marketing:</p> <p>One full-time staff member, who co-ordinates city centre marketing activity and promotion.</p> <p>Currently we have two marketing campaigns per year, summer and Christmas.</p>
Specification	<p>Events, fairs and commercial bookings:</p> <p>The existing events/fairs/festivals are all of a sufficient scale and standard to attract additional shopping customers to the city centre shopping area.</p> <p>Marketing:</p> <p>The summer campaign includes a shopping leaflet/map, bus-side poster adverts and space in key city tourism leaflet. The winter campaign includes TV commercials and a Christmas leaflet. Throughout the year there is the www.plymouthcitycentre.co.uk website, city centre newsletters / meetings, J C DeCaux posters, radio campaigns and newspaper adverts.</p> <p>A shopping leaflet is prepared each year, following a review of its design standard.</p> <p>The City Centre website is periodically maintained and updated</p>
Performance Measure	<p>Events, fairs and commercial bookings:</p> <p>Clearly, if an event/fair generates sufficient customer spend for the organisers of the event/fair to return in the future, this is one important measure of its success and sustainability.</p> <p>Marketing:</p> <p>Feedback on the shopping leaflet from cruise ship passengers, conference delegates, coach parties and retailers has been extremely positive.</p>
Non - Compliance Procedure	TBD
Existing Value of Contract/Service	TBC
Boundary Area	BID area

<p>Proposed BID Additional Activity</p>	<p>Events: Promote four major regional events per year, following the retail calendar, to attract major sponsors (e.g Wrigleys) and create marketing opportunities.</p> <p>Entertainment: Deliver an exciting street entertainment programme, including weekend performance from Easter to Christmas, across the City Centre and for the life of the BID.</p> <p>Marketing: Deliver a regional advertising strategy, targeting ‘ABC1’ shoppers in outlying areas where customer penetration is low. Create a positive City Centre brand. Communicate effectively with stakeholders, shoppers and inward investment.</p> <p>Website: City Centre website with an individual page for every BID retailer, with weekly updates on shopping, transport, events etc. A target of 10,000 hits per month has been established. High quality images.</p> <p>Newsletter: City Centre newsletter made available bi-annually to Plymouth’s 242,000 residents, both electronically and through local newspapers.</p>
<p>Cost of BID Additional Activity</p>	<p>Events: £100,000</p> <p>Entertainment: £30,000</p> <p>Marketing: £ 250,000</p> <p>Website: £10,000</p> <p>Newsletter: £10,000</p>

Baseline Agreement

Baseline Activity	Head of Service	Date
Shopmobility Community car scheme Ring & ride Taxi-card	Geoff Eaton	January 2005

Service Provided, Number of Staff & Equipment	Shopmobility Community car scheme Ring & ride Taxicard
Specification	Shopmobility is the only scheme that operates specifically within the City Centre. The scheme, which runs from premises in Mayflower East Car Park, provides wheelchairs and scooters (currently free of charge) to help people who have limited mobility to shop and use City Centre services.
Performance Measure	12,707 trips between April 2003 and March 2004. The figure for 2004/5 is approx 10% down at present – due to the redevelopment of Drake Circus. Level of accidents and complaints. 7 recorded accidents involving Shopmobility clients between April and Dec 2004.
Non-Compliance Procedure	All complaints and accidents are recorded and investigated. Remedial action taken as appropriate.
Existing Value of Contract/Service	We currently receive from PCC an annual grant of £31,000 for the Shopmobility Scheme. This has remained unchanged since 1997. Remainder (£23,550 in 2003/4) from fundraising and donations.
Boundary Area	Within the pedestrianised area of Plymouth i.e. within Royal Parade, Charles Street, Cobourg Street, Western Approach, Union Street East.
Proposed BIDs Additional Activity	N/A
Cost of BIDs Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Park and ride (seasonal)	Chris Sane	11/01/05

<p>Services Provided, Number of Staff & Equipment</p>	<p>Park & Ride City Centre Bus Services Public Information Terminals JC Decaux / Advertising and Shelter installations</p>
<p>Specification</p>	<p>Park & Ride For 2004 there is a Christmas Shoppers Sunday special, which runs from Coypool & Milehouse. The Park & Ride operates until 8.30pm on 20, 21 & 22 December and until 9.30pm on Thursday late night shopping evenings. During the late night shopping evenings there is an offer of free parking in all City Centre car parks between 4.00pm & 9.00pm. A concessionary £0.80 return fare will be available on all travel into the City Centre after 4.00pm from within the boundaries of the City. This includes the Park and Ride from Coypool and Milehouse.</p> <p>Summer 2004 saw a 'quid per car' park and ride promotion for both Milehouse and Coypool sites.</p> <p>A new P&R site is being developed on the A386 (Airport site) which will improve links through Derriford Hospital, Milehouse into the City Centre.</p> <p>City Centre Bus Services Firstbus offered a special fare promotion for travel into the City Centre on Saturdays and Sunday from 20 November until Christmas.</p> <p>Approximately 150-160, commercial and subsidised, bus services per hour (daytime peak) service Royal Parade per hour. 110 services per hours via the Viaduct and 40 services per hour via Union Street.</p> <p>Less services operate outside retail opening times.</p> <p>Terminals 4 Public information terminals operate within the City Centre providing a variety of 'free to use' electronic services/channels for City centre users, including: Public transport journey planning, car share enquiries, job search, Council information, Street Service fault reporting etc. Services and Channels offered can be developed over time.</p> <p>JC Decaux As part of a city-wide advertising and street furniture maintenance contract a variety of commercial and 18 'Council information panels' (6-sheet) are offered in the City Centre. This contract provides, inclusive of replacement and</p>

	<p>maintenance, all bus shelters within the City centre. A significant number of non-advertising shelters are fitted with solar powered lighting. The Council information panels can be used for the promotion of Council services and events at a significantly reduced cost. The Advertising exclusivity contract preclude any other advertising within the City.</p>
Performance Measure	<p>Park and Ride – Number of passenger trip/by time per site – TBC</p> <p>City Centre Bus Services – Number of services offered commercially or through subsidy per hour by time/by weekday - TBC</p> <p>Public Information Terminals – Number of ‘hits’ or channel sessions served per terminal point – TBC</p> <p>JC Decaux – Number of City Centre shelters, Number of commercial advertising panels in City Centre – Number of ‘council information panels’ in City Centre - TBC</p>
Non - Compliance Procedure	<p>Park and Ride services are provided by Plymouth Citybus under contract to the City Council including SLA and operational standards. Contract to be re-tendered 2006.</p> <p>City Centre Bus Services – Vast majority of services provided commercially by Plymouth Citybus and First Devon and Cornwall (+ some minor operators). Failure to operate registered services within an statutory agreed late/early running window can lead to commercial fines by Area Traffic Commissioners.</p> <p>Public Information Terminals – Service provided under contract for 20 years including SLA and Maintenance procedures.</p> <p>JC Decaux – 20 year advertising exclusivity contract across the City's administrative boundary.</p>
Existing Value of Contract/Service	<p>P&R – Contract and tender prices commercially sensitive.</p> <p>City Centre Bus Services – Vast majority provided commercially by City bus operators.</p> <p>Public Information Terminals – Contract and tender prices commercially sensitive.</p> <p>JC Decaux – Contract and tender price commercially sensitive.</p>
Boundary Area	City of Plymouth
Proposed BIDs Additional Activity	Provide a free/subsidized fully liveried bus, managed by a local bus operator
Cost of BIDs Additional Activity	£50,000

Baseline Agreement

Baseline Activity

Head of Service

Date

Planning

Paul Barnard

January 2005

Service Provided, Number of Staff & Equipment	Provide all statutory Planning functions in the BID Area
Specification	<p>The Council will continue to undertake its statutory Planning responsibilities. However, the City Centre Company will act as a 'primary' consultee for Plymouth City Council for the following Planning matters:</p> <ul style="list-style-type: none"> • Local Plan/Development Framework • Planning applications • Master plans • Development plans / frameworks • Housing, transport, car park, leisure, commercial and other proposals • Ground landlord management powers <p>In addition, the City Centre Company will (in close consultation with the Council) act to prepare, consult on and manage its own proposals/submissions, including development frameworks (e.g. City Centre Precinct Urban Design Framework), public realm design guides (e.g. Street Furniture Design Guide), or city centre landscape / public realm improvement plans.</p> <p>The Company will act pre-emptively to ensure a co-ordinated approach to the development of the city centre, including the implementation of the Mackay vision and major retail developments.</p>
Performance Measure	<p>Planning applications Dealing with Planning applications in accordance with the Government's BVPI 109 performance requirements: Majors (40% of decisions within 13 weeks) Minors (65% within 8 weeks) Others (80% within 8 weeks)</p> <p>Compliance with 'consultation protocol' for Planning matters between the Council and the Company: Pre-application consultations, as appropriate Notification of major Planning applications, giving the Company 21 days to comment</p> <p>Improvements to the Council's website, enabling electronic access to Planning applications.</p>
Non-Compliance Procedure	Refer to Protocol

Existing Value of Contract/Service	N/A
Boundary Area	BID Area
Proposed BID Additional Activity	N/A
Cost of BID Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Estate management services	Jon Hall	January 2005

Service Provided, Number of Staff & Equipment	Management of Council's estate property within the BID Area.
Specification	<p>Although the BID cannot 'require' PCC to do anything with its building assets, the City Centre Company will be invited to comment as a consultee on a variety of matters.</p> <p>The majority of the City Centre is let on individual ground leases where the buildings themselves actually belong to the respective tenants. Where the Council owns the shops around the Pannier Market and Frankfort Gate, the respective leases provide their own timetabling and mechanisms for organising compliance with various obligations - repairs, signage, alterations, etc.</p> <p>Estate Management Services</p> <p>In regard to the various Ground Leases and Occupational Leases granted by the City Council, the Council will deliver best estate management practice in so far as financial and staffing resources may allow. Lease covenants will be observed and enforced as considered to be in the best commercial interests of the City Council.</p> <p>Disrepair Issues reported to the Council's Commercial and Valuation team will be acknowledged within 5 working days and an appropriate request to initiate repair works will be issued within a further 5 working days, if considered appropriate. Further steps will be taken to address any inaction as may be provided for within any respective leasing agreement.</p> <p>Consultation The Council will undertake consultation with the BID Company in regard to major structural alterations, significant changes of use of premises, redevelopment schemes, changes to ground landlord policies, signage policies, management partnerships and significant changes to the operation of the Pannier Market.</p>
Performance Measure	Compliance with the above specification.
Non-Compliance Procedure	
Existing Value of	N/A

Contract/Service	
Boundary Area	BID Area
Proposed BIDs Additional Activity	N/A
Cost of BIDs Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Trading Standards	Les Netherton	January 2005

Service Provided, Number of Staff & Equipment	Plymouth Trading Standards unit has 10.6 full time officers. The unit is fully equipped to provide a local Trading Standards service and can call on specialist equipment and expertise where necessary.
Specification	<p>The Trading Standards service sets out to reduce consumer detriment, and to ensure a fair and safe trading environment, within which, informed demanding consumers and informed successful business trade.</p> <p>Officers of the service carry out market surveillance to ensure goods and services meet standards of quality, quantity and safety set out in legislation.</p> <p>Activities undertaken by Trading Standards include: -</p> <ul style="list-style-type: none"> • a programmed routine inspection of business where officers will audit a trader and provide advice on steps to take should any non-compliance be identified. • the sampling and testing of goods and services. • advising consumers on consumer rights and how to enforce them. • advising businesses on consumer rights and steps that should be taken by traders. • the investigation of cases of consumer fraud and criminal activity that creates consumer detriment or damages the interests of legitimate businesses. <p>The trading standards service supports local businesses by:</p> <ol style="list-style-type: none"> a) providing free advice on consumer law issues. b) providing information or training on consumer law. c) checking and reporting on the accuracy of weighing and measuring equipment. e) advising on how a business can protect itself when purchasing goods and services. <p>The Trading Standards service can also organise high accuracy calibration checks of weights and measures equipment</p>
Performance Measure	<p>The number of:</p> <ul style="list-style-type: none"> • inspections conducted and the no conformities found; • investigations completed; • formal actions taken; • samples procured; • consumers or businesses advised; • training courses run; • level of consumer detriment assessed.
Non - Compliance Procedure	In line with the Council's enforcement policy officers will consider the level of non conformity and will either advise or

	take a formal enforcement action considered appropriate to achieve the desired outcomes. Customer satisfaction
Existing Value of Contract/Service	
Boundary Area	BID area
Proposed BIDs Additional Activity	N/A
Cost of BIDs Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Environmental Health	Les Netherton	January 2005

Service Provided, Number of Staff & Equipment	
Specification	<p>Provides advice, support and training to the business community whilst recognising that Environmental Health is mainly an enforcement and advisory service engaged in responding to complaints and requests for assistance/advice as well as proactive inspection and public health programs.</p> <p>The service is structured into two main divisions: Commercial Service which includes, food law enforcement, health and safety enforcement, port health, infectious disease control public health awareness and business training team,</p> <p>Environmental Protection which includes; Enforcement of legislation relating to Public Health and Statutory Nuisance, (noise and nuisance, co-ordination of environmental issues in an emergency, dealing with drainage and pollution problems) Monitoring of the environment to secure improving conditions (air quality, radiation, noise dust, industrial processes); Land Quality; A dog warden service; Pest Control and Animal Health and Welfare.</p> <p>Where appropriate officers conduct a program of inspections of businesses. Premises are inspected at varying frequencies according to the risk they present. Officers will provide advice and information to traders and will identify all none conformities.</p> <p>Officers will routinely sample food products for composition and hygiene tests. An annual sampling program is produced each year targeting local production and the raw materials used locally.</p>
Performance Measure	<p>The number of:</p> <ul style="list-style-type: none"> • inspections conducted and the non conformities found; • investigations completed; • formal actions taken; • samples procured; • businesses advised; • training courses run; • requests for service completed, customer satisfaction.
Non - Compliance Procedure	<p>In line with the Council's enforcement policy officers will consider the level of non conformity and will either advise or take a formal enforcement action considered appropriate to achieve the desired outcomes. Customer satisfaction</p>

Existing Value of Contract/Service	
Boundary Area	BID area
Proposed BID Additional Activity	N/A
Cost of BID Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Christmas lights and events	Dave Roberts	January 2005

Service Provided, Number of Staff & Equipment	<p>Provision of Christmas lights, Christmas lights switch-on and Christmas late night shopping entertainment.</p> <p>Current lighting display stock and infrastructure (photographic record of existing Christmas light display needed).</p>
Specification	<p>Lights</p> <p>Lights provided in all shopping streets within BID area, starting mid-November.</p> <p>Switch-on and Entertainment</p> <p>Entertainment (charitable) covers the 6 late night shopping Thursdays leading to Christmas.</p> <p>Entertainments organised in accordance with the HSE Event Management guidelines and TV broadcasting guidelines.</p> <p>Locations set to attract maximum numbers of passing shoppers, being mindful of sound transference to nearby shops.</p> <p>Some in-house services provided (small stage and equipment). Other services bought in (large stage and equipment). Good media involvement – radio and TV stations.</p>
Performance Measure	<p>Lights</p> <p>Existing stock of lights and infrastructure (poles, switching gear etc) erected, taken down, maintained, stored and repaired as necessary, or replaced with equivalent standard when obsolete. Note: Within the current budget is necessary to replace a percentage of the existing stock on an annual basis. Council covers cost of power usage.</p> <p>Christmas lights quality and event content quality is subject to individual's perception and impossible to measure, other than by public feedback.</p> <p>Continue to seek private sector sponsorship to enhance the displays on an annual basis.</p> <p>Switch-on and Entertainment</p> <p>High profile celebration of Christmas lights switch-on. Set via HSE Event Management guidelines.</p>

Non-Compliance Procedure	N/A
Existing Value of Contract/Service	Current annual budgets: £40k Lights and £6k Switch-on event
Boundary Area	City Centre / Guildhall Square
Proposed BID Additional Activity	Expand the City Centre Christmas lights including the new LED tree lights in BID area. Additional weekend entertainment
Cost of BID Additional Activity	Forms part of BID lighting and events budgets

Baseline Agreement

Baseline Activity	Head of Service	Date
CCTV, lighting & cleanliness in car parks	Cleanliness: Peter Norton	January 2005

Service Provided, Number of Staff & Equipment	<p>CCTV: The CCTV control centre provides up to 3 CCTV operators to proactively monitor and record, 24 hours a day 7 days a week, 364 days per year.</p> <p>Cleanliness: 2 cleaners working 8:30am – 4.00pm on foot. Under the control of the Car Parks manager covering all car parks. Need to review this comment – also early morning cleanse not detailed Mon – Sat.</p>
Specification	<p>CCTV: Currently the only car park that has a full system of CCTV is Theatre Royal Car Park, although this system needs upgrading.</p> <p>All other Multi-Storey Car Parks have either no cameras or only partial coverage, mainly on exits/entrances but not on levels of the car parks.</p> <p>Currently provide full system of CCTV in Theatre Royal Car Park.</p> <p>Mayflower East & Charles Cross Car Park have no CCTV.</p> <p>Western Approach provides CCTV at exit/entrance points and stairwells. There is no CCTV in the parking areas of Western Approach.</p> <p>Mayflower West only has CCTV on the top open areas.</p> <p>Lighting:</p> <p>Lighting in stairwells replaced within 1 day.</p> <p>Lighting on levels of the car parks replaced when a number of lights are broken and then programmed in for repair/replacement on ad-hoc basis.</p> <p>Lighting should meet British Standard 5489 (Part 9). Theatre Royal, Regent Street and Western Approach Car Parks do not meet this specification.</p>

	<p>Cleanliness:</p> <p>Responsibilities including removal of offensive graffiti, cleaning of spills, rubbish, waste etc. Cleaners are on foot and are not provided with transport.</p> <p>Any offensive material or waste that is a threat to public safety is removed in 1 hour. Any other cleaning call outs are prioritised and dealt with as and when possible.</p> <p>Stairwells jet washed once every 3 years. Anti-fungal treatment and re-decoration carried out once every 5 years. (However, if risk to Health and Safety cleaned within 1 hour) Jet washing stairwells – once every 3 years Anti-fungal and paint – once every 5 years</p> <p>Must meet Health and Safety requirements (Health and Safety At Work Act 1974) and also Section 17 – Community Safety (Section 17 Crime and Disorder Act 1998)</p>
Performance Measure	As above
Existing Value of Contract/Service	
Boundary Area	BID Area
Proposed BID Additional Activity	<p>CCTV & Lighting:</p> <p>Introduce CCTV and lighting into all five surface level car parks and yards that currently lack these facilities.</p> <p>Introduce crime reduction measures in all car parks to gain secure car park status, including signage, foot patrols and secure access.</p> <p>Cleanliness:</p> <p>Rapid response, high visibility clean team on duty 7 days per week to enhance the level of cleansing and maintenance above the Council’s existing provision. One hour response time on most cleaning issues including litter, food waste, car parks, planters and spillages.</p>
Cost of BID Additional Activity	<p>CCTV and Lighting: £75,000</p> <p>Safer Car Parks: £50,000</p> <p>Cleanliness: £275,000</p>

Baseline Agreement

Baseline Activity

Head of Service

Date

Highways maintenance

Peter Norton

January 2005

Number of Staff & Equipment	2 full time staff, on a needs-led basis.
Specification	<p>Maintenance of public highway All emergency Highway repairs should be completed within 24 hours.</p> <p>Repairs to the highway should be uniform and avoid the use of 'black top' tarmac except as an interim repair to make the site safe.</p> <p>All street furniture should be painted every three years including play areas and seating. Note: Litter bins are currently cleaned/redecorated by Street Services. Lamp and banner columns are currently cleaned/redecorated by Street Lighting.</p> <p>Responsive Repairs and Inspections: The Council has a duty to maintain the highway for the safe use of the public throughout the City including the BID area. This will include surface potholes/defects and other highway related equipment such as bollards, fences/barriers, signs, lighting, gullies and fixed planters.</p> <p>In the City Centre, each street is formally inspected on a monthly basis and is "walked". Informally we have a dedicated two person maintenance gang, virtually constantly within the area, wandering around, generating their own instant footway repair works, when found. As a result City Centre claims against the Council have dropped from 51 in 2001/02 to 3 in 2004/05 to date.</p> <p>Routine Maintenance For non-hazardous defects and repairs of a more minor nature, the Council will respond in a responsive manner with the works taking place within its Contractors programme. This could be as a result of routine inspections, follow-ups to temporary responsive repairs and/or third party reports. Typically this would be small areas of surface repair/patching, straightening/replacing damaged signage, white and yellow lines, repairs/replacement of damaged bollards/barriers, repairs to gullies/drainage, repairs/replacement of seats and notice boards.</p> <p>Budgets for this type of work are limited and therefore repairs will tend to be directed at safety concerns rather than appearance. Painting of other street furniture such as electrical control cabinets, bollards, railings, trading posts, cycle hoops etc is scheduled on a 7 year cycle but further works are carried</p>

	<p>out should this be possible.</p> <p>Licensing functions Responsible for licence management of: Skips; Scaffolds; Tables and Chairs for pavement cafes; charitable events; window cleaners; access by others</p> <p>Statutory undertaker functions Responsible for co-ordination of street works e.g.: gas, electricity, redevelopment, construction work</p> <p>Responsible for enforcement of obstructions on the highway such as advertising boards, goods on the pavement</p> <p>Responsible for road traffic signs Transport Dept and other directional signs.</p> <p>Responsible for maintenance of new highway schemes/proposals, banners, bollards and road markings.</p>
Performance Measure	<p>Maintenance of public highway Any defects that are considered to require attention to safeguard the public are noted for further action:</p> <p>Category 1 defects - these are the most potentially hazardous (e.g. trips over 20mm, badly rocking slabs, demolished bollards/barriers) will be scheduled for a “make safe” repair within 24 hours. In the case of paving slabs and/or blocks this could mean they will be removed and a temporary “bitmac” filling used. If a permanent repair is not possible on the first visit, then the necessary repair is programmed for appropriate follow-up works.</p> <p>Category 2 defects - these are the less hazardous but of some concern (e.g. moving/broken slabs, minor trips, dislodged/bent bollards/barriers) will be scheduled for attention within 28 days.</p> <p>Adhoc safety inspections will be undertaken should a third party report a defect. The Council also provides an “out of hours” response service for emergency highway matters via the central CCTV Control Room.</p>
Existing Value of Contract/Service	Street furniture annual repair budget for BID area £10,000. Additional budget for seats = £15,000/annum
Boundary Area	BID Area
Proposed BIDs Additional Activity	N/A
Cost of BIDs Additional Activity	N/A

Baseline Agreement

Baseline Activity	Head of Service	Date
Trees and landscaping	Peter Norton	January 2005

<p>Services Provided, Number of Staff & Equipment</p>	<p>Last year Parks replanted parts of Cornwall Street £12,500 and completed tree work £6,800. In 2005/06, parks intend to do the same amount of work in Cornwall street. Stripping areas, replanting and tree work. However we would need to consult with the businesses.</p> <p>2 full time and 2 part time staff maintaining all planters and soft landscaping.</p>
<p>Specification</p>	<p>Planting should be of a good quality and fill the entire beds. Empty gaps are replanted on a phase programme. Maintain any Council owned trees, hanging baskets and planters on the highway and Council property throughout the City including the BID Area.</p> <p>All street trees in the BID area are inspected and pruned, where required, on a 3 year rolling programme.</p> <p>Trees in parks and open spaces are only pruned, or other works carried out, if they are dangerous. There is no budget for planting of new trees, when provided these are funded through sponsorship.</p> <p>Beds should be free from litter and weeds at all times. If litter is deposited then it will be cleared within a maximum of 6 hours.</p>
<p>Performance Measure</p>	<p>Maintenance of shrub beds and rockeries – weed free, removal of dead and damaged growth and litter free.</p> <p>Maintenance of flowerbeds – weed and litter free. Annual bedding is provided on roundabouts and sponsored sites twice per year (summer and winter bedding displays) and once per year at non-sponsored sites (summer bedding only). The summer bedding is planted in May and removed in late September. Winter bedding is planted in October and removed in April. Summer bedding is maintained on a fortnightly basis and winter bedding on a monthly basis.</p> <p>Maintenance of hanging baskets and barrier boxes – watered and weed free. Hanging baskets are provided in the BID area, in and around Frankfort Gate. 200 barrier boxes are provided in the BID area.</p> <p>Maintenance of waterways – ensure in good working order, litter and foam free</p> <p>Maintenance of grass areas – grass cut, litter free and edged.</p> <p>Maintenance of trees – removal of dead or damaged wood, removal of suckers and stakes and ties checked on young trees.</p> <p>Maintenance of New George Street playground – sweep, litter free and equipment inspected to ensure safety.</p> <p>Maintenance of hedges – kept tidy, bases free of litter.</p>

	Regular entry to Southwest in Bloom competition. Promotion of sponsorship opportunities, to enhance planting schemes.
Existing Value of Contract/Service	The existing value of contract for the Parks section in the BID Area is £151,000.
Boundary Area	BID Area
Proposed BID Additional Activity	Superior floral/shrub displays at City Centre gateways and a themed upgrade of existing displays across the City Centre.
Cost of BID Additional Activity	£60,000

Baseline Agreement

Baseline Activity

Head of Service

Date

Grounds maintenance

Peter Norton

January 2005

Service Provided, Number of Staff & Equipment	
Specification	Grounds maintenance (inc. weed spraying). Provide two herbicide sprays per annum. The first spray consists of a residual (diuron) spray on the footway and a 'contact only' (glyphosate) spray to the curb side channels and tree bases. The second treatment takes place in July/August and consists of 'contact only' spray to footway and curb side channels. Once dead (straw coloured) weeds are removed under the street cleansing contract.
Performance Measure	
Existing Value of Contract/Service	
Boundary Area	BID area
Proposed BID Additional Activity	N/A
Cost of BID Additional Activity	N/A