**SB8 - Baseline Agreement**

**Responsible authority: St Austell Town Council (SATC)**

**Responsible Officer: David Pooley (Town Clerk)**

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| Service Provided, | **SATC are under no statutory obligation to provide any of the services below.**  SATC’s vision includes:  “St Austell will be an inspiring town that reflects its historic past but adapts and embraces the future”  “It will have a lively, interesting town centre and a range of facilities which will combine to make St Austell a welcoming, engaging destination for both visitors and local residents.”  **Town Centre events**  SATC organise the annual Remembrance Day parade and Church service in partnership with RBL.  SATC provides financial and volunteer support to an annual torchlight carnival.  **SATC Grants**  Event organisers can apply for grants of £250 from the Town Council’s Small Grants Scheme. Occasionally the Town Council may give larger grants for events which are expected to deliver significant social or economic benefits.  **Marketing**  In 2016 and 2017 a grant of £3,600 was paid to the BID towards a radio marketing campaign.  In 2015 an annual grant of £5,276 was agreed to pay towards Christmas lights for three years.  The Town Council funds the Discovery Map annually in the sum of approximately £2,000.  **Street Furniture**  The Town Council maintains figure post signs, map signs, cycle racks, bins, benches and red pots in Fore Street and Aylmer Place. |
| Number of Staff & Equipment | Town Clerk and Deputy Town Clerk deal with these functions. |
| Specification | Not applicable. |
| Performance Measure | **Events:** Public interest and support  **Marketing:** number of leaflets, adverts etc  **General:** Footfall |
| Existing Value of Contract/Service | * Marketing materials (e.g. guides, leaflets) = £2,500 approx. plus £3,600 contribution. * Events £4,500 * Christmas Lights - £5,276 annual contribution * SATC Grants Committee – total pot of £8,000 * Street furniture – approx. £750 per annum |
| Boundary Area | BID area |

**SB9 -** **Planting Baseline Agreement**

**Responsible authority: St Austell Town Council (SATC)**

Responsible Officer: Steve Skinner (Operations Manager)

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| Number of Staff &  Equipment | SATC  employs 4 staff who work across the whole of St Austell.  Associated equipment includes: lawn mowers, strimmers, blowers, 1 truck, 1 van, a knapsack sprayer, a chainsaw & 2 ride-on mowers |
| Specification | 1. Provision and/or planting and/or maintaining and/or cleaning and/or watering and/or control of:  Shrubs, hedges, trees, grass, weeds.  2. Design, procurement, planting & maintenance of bedding schemes.  3. Flower beds & planters  Trees, flower beds, planters etc are maintained on a regular basis with a clear programme throughout the year.  Maintain the planting and grass cutting in South Street, Trinity Street and Bodmin Road.  Weed spraying in zone 2 areas (NB. Much of BID area is Zone 1). |
| Performance Measure | Annual Royal Horticultural Society Britain in Bloom judging.  Public opinion |
| Contractual agreements | SATC are contracted to provide planting and grass cutting services for Cornwall Council in highways flower beds, on grass verges and in Cemetery Park and Holy Trinity Church grounds.  SATC contract with the BID to provide planting and maintenance of 12 red pots in Fore Street and Aylmer Place. (£1,200 per annum).  SATC contract out three weed sprays a year on pavements and kerbs in Zone 2 areas (approx. £11,000 pa)  SATC contracts out the maintenance of the grass bank and floral feature at the southern end of South Street (approx. £2,400pa).  1 x annual street wash (approximately £500). |
| Boundary Area | BID area |

**SB6 – St Austell Business Improvement District**

**Closed Circuit Television (CCTV) – Service Baseline**

**Manager: David Pooley**

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| Purpose of Service | The main purposes of the St Austell Town Council owned cameras and equipment installed in St Austell town centre are:-  A reduction in the fear of crime, anti-social behaviour and reassurance of the public   * + To help secure a safer environment for those who live, work or trade in the area and those who visit the area   The detection, deterrence and prevention of crime and anti-social behaviour including:   * + Deterring and detecting crime   + Helping to identify, apprehend and prosecute offenders   + Providing the Police with evidence to take criminal action in the Courts   + The maintenance of public order   Assisting in aspects of traffic management within the Town Centre.   * + Assisting in improving the Town environment   + Assisting in the implementation of the Crime and Disorder Act 1998 (as amended)   The key objectives of the system are:-   * + To reduce the level of street crime, anti-social behaviour and public disorder.   + To detect, prevent or reduce the incidence of property crimes and offences against the person;   + To improve communication and the operational response of Police patrols.   + To reduce vehicle crime and improve general security in car parks;   + To improve public safety in the main retail streets, both in terms of personal security and security of buildings and premises   + To monitor major events such as carnivals and fairs that may take place within the town. |
| Service Provided, Number of Staff &  Equipment | 15 public space CCTV cameras owned and operated by St Austell Town Council are installed within or close to the BID area.  All cameras are colour pan, tilt and zoom fully functional cameras, linked by a combination of microwave circuits and hard wiring to a secure CCTV control room situated in the Newquay Police Station where monitoring is carried out under a contract with Newquay Town Council.  Management of the CCTV control room is the responsibility of Newquay Town Council. Monitoring is based on a rota system which provides more monitoring in the summer than winter. Additional hours can be negotiated and paid for separately.  Summer hours on average 20 hours per day.  Winter hours on average 12 hours per day.  **Cost = £43,000 per annum**. |
| Specification | CCTV images from all cameras are digitally recorded and stored for a period of 28 days with a facility to display, review and download. Images are of a quality to meet evidential standards to assist the police or other enforcing bodies and can be reviewed on behalf of or copies provided to representatives of those bodies on application in respect of the investigation of specific criminal or anti-social offences. Where the criteria under the Regulation of Investigatory Powers Act 2000 is met directed surveillance can be carried out when written authorisation has been granted by a nominated officer. Recorded images are owned by St Austell Town Council. Operation of the CCTV Control Room is subject to the policy and procedures set out in a Code of Practice and complies with the Data Protection Act and guidance from the Data Commissioner.  The maintenance of the cameras and associated equipment is contracted out with agreed and contractual periods for repairs, ensuring that the system remains in an operational state as required under the Data Protection Act 1998. |
| Performance Measure | St Austell Town Council owned and operated CCTV equipment:   * + Number of hours proactive monitoring.   + Number of incidents monitored by control room staff   + Number of times recorded camera images provide evidence that contributes to the investigation and detection of crimes or anti-social behaviour   + Number of times recorded camera images provide evidence to assist in the identification and prosecution (including caution or other method of disposal) of offenders |
| Boundary Area | St Austell BID area |

**SB –** **Public Conveniences**

**Responsible authority: St Austell Town Council (SATC)**

Responsible Officer: Steve Skinner (Operations Manager)

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| Number of Staff &  Equipment | SATC employ no dedicated public convenience staff. |
| Specification | SATC provide one public convenience in the Town Centre.  Priory Car Park Public Conveniences  These conveniences are open from 7.30 am through to 6 pm seven days per week.  The conveniences are cleaned two or three times per day by Cormac under a contract. |
| Performance Measure | Public opinion |
| Contractual agreements | Contract with Cormac for cleaning twice a day during the winter and three times a day during the summer (Monday to Saturday).  **Cost £22,000 per annum** |
| Boundary Area | BID area |

**SB –** **Car Parks**

**Responsible authority: St Austell Town Council (SATC)**

Responsible Officer: Steve Skinner (Operations Manager)

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| Number of Staff &  Equipment | SATC employ no dedicated car park staff. |
| Specification | SATC provide one open air car park with 290 spaces in the Town Centre.  Priory Car Park  This car park is open 24/7 365 days a year |
| Performance Measure | Car park income  Public opinion |
| Contractual agreements | Contract with Cornwall Council for car park enforcement (Monday to Saturday).  Cash collection contract with G4S.  Contract for mobile phone payment system with Phone and Pay. |
| Boundary Area | BID area |