

WESTON BID

Supporting Weston Businesses

Baseline

Agreements

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1. CCTV
2. Grounds Maintenance
3. Highways
4. Purple Flag
5. Seasonal Illuminations
6. Street Cleaning

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North Somerset Council

Baseline Activity

CCTV

Service Provided/Number of staff & Equipment

24-hour monitoring of town centre CCTV cameras.

Primary objective – prevention, detection and reduction of crime and disorder and anti-social behaviour

Equipment in BID area only: 17 x Pan Tilt Zoom (PTZ) colour 'on street' cameras.

2 Deployable CCTV Cameras which can be deployed at various locations as needed within the bid area but not specifically for it.

Minimum of 1 operator providing 24/7 monitoring of all town centre CCTV cameras

Specification

Images from all cameras are displayed on overview and spot monitors in the CCTV control room and are currently recorded 24/7 on NVRs in real time producing the best possible evidence.

Footage is currently retained for 28 days unless seized as evidence

All CCTV cameras, control room/recording equipment is owned by North Somerset Council with significant contributions and support from Weston Town Council. It is maintained by an outside contractor

All control room staff are DBS and Police Vetted as well as licensed by the Security Industry Authority for public space surveillance.

The CCTV Control Room holds the Surveillance Camera Commissioner's Certificate of Compliance and is registered with the Office of the Information Commissioner (OIC) and all data storage and disclosure of CCTV images is conducted in accordance with the Data Protection Act

Planned, directed surveillance on individual subjects/premises is only conducted with the appropriate authorisations and in strict adherence to the provisions of the Regulation of Investigatory Powers Act and Article 8 of the Human Rights Act

Performance Measure

Number of incidents/events monitored

Number of viewings facilitated mostly by police but can be other agencies with the appropriate powers of enforcement

Number of arrests involving CCTV Non –compliance procedure

Contractual agreement with service provider to maintain CCTV system and repair faults for individual cameras the next working day subject to the fault being with the control of the contractor. (The contractor does not have control over other companies such as B.T or Western Power).

Critical faults, complete loss of control or multiple cameras will be attended to within 4 hours and repaired subject to where the contractor has control

Existing Value of Contract/ Service

Operating the Control Room costs approx. £400k pa although not fully dedicated to BID area
Equipment maintenance - £6,500 pa (including cleaning of all cameras within the bid area).
This does not include the costs of replacement equipment out of warranty.

Rental BT Redcare communication links - £4,000 pa

Boundary Areas

BID area

Proposed BID additional activity

BID provides provision of SafetyNet and radio equipment so that CCTV operators can communicate directly with all Radio link members and statutory agencies. BID provides DISC crime reporting software.

Value of BID Activity

Radio Link Equipment including Safety Net £3,000.

DISC £1,000.

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Baseline Activity

Grounds Maintenance

Service Provided/Number of staff & Equipment

The following maintenance takes place within the town centres Parks & Open Spaces:

- * Litter & Bin Collection
 - Litter collection on grassed area
 - Daily or three times a week collection of litter bin within the parks
- * Shrub bed maintenance
 - Annual Prune
 - Weeding
- * Hedge maintenance
 - Annual hedge trimming
 - Weeding
- * Weeding of hard standing
 - Twice a year weed spraying of pathways within such area as the Wintergardens/Italian Gardens/Town Square
- * Grass Cutting
 - Mowing & Strimming

All of the above tasks are undertaken by teams that also attend to other sites in and around the Weston area.

Specification

The general specification for the above tasks:

- * Litter & Bin Collection
 - Parks & Open Spaces to be litter picked to an Environmental Protection Act Grade A Standard. Litter Bins in high profile sites to be emptied daily, all other sites 3 times a week.
- * Shrub bed maintenance
 - To provide a high quality shrub display that are healthy, vigorous and maximises the aesthetic qualities of the specific genus.
 - To provide weed free displays
- * Hedge maintenance

To provide high quality hedges that are healthy vigorous and maintained to a neat and tidy appearance

*** Weeding of hard standing**

Once a year weed spraying of pathways within area such areas the Winter Gardens/Italian gardens. Remove weeds by hand where needed

*** Grass Cutting**

Ornamental grass to be kept to a height between 8 mm – 12 mm during the growing season.

Amenity grass to be kept to a height of between 15 mm –35 mm during the growing season.

Obstacles to be strimmed within 24 hours of the initial cut.

Performance Measure

The contract is monitored by the council's client officer and area officer.

Non –compliance procedure

Rectification & Default system. Rectification notices are issued for service failure and gives the contractor a timescale to rectify the issue. Defaults are issued for not rectifying a rectification notice to the required standard or within the timescale given. Defaults also generate a financial penalty

Existing Value of Contract/ Service

The Weston Super Mare town centre parks and open spaces form part of a larger contract which covers ground maintenance throughout the district which totals £850,000.

Boundary Areas

BID area

Proposed BID additional activity

Area Officer support as outlined in a Service Level Agreement dated March 2017 between TCP and NSC.

Value of BID Activity

Dedicated TCP Area/Highway Officer support.to all BID Levy payers.

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Baseline Activity

Highways

Service Provided/Number of staff & Equipment

The Highways Act 1980 places a duty upon the Highway Authority (North Somerset Council in this instance), to maintain the highway in a safe condition for road users, this includes all highway assets such as, Carriageways, Footways, Drainage Road signs and Road Markings. To ensure compliance with this all roads and footways in the town centre are inspected monthly. A risk-based approach is used to assess defects and the timeliness of repairs required. There is one Area Officer employed for this area to undertake these inspections. In addition, the Area Officer provides a response to urgent matters that could impact on the safety of those using the highway, such as unsafe shop fronts, unsecured scaffolding etc. The Council's term maintenance contractor, provide repair crews and in addition resource is available from Glendale and Somerset Wood recycling for minor repairs and cutting back vegetation etc.

Specification

Overall duty imposed by Highways Act however, the Highway Inspection Manual provides guidance on types of defects and repair timescales.

Performance Measure

The term maintenance contract has Key Performance Indicators to monitor compliance with completion deadlines for repairs. The minimum performance standard is set at 95% for repairs to be completed within timescale and this is usually exceeded.

Non –compliance procedure

Defect process within the contract process for poor workmanship and continual significant failure to meet KPI's can lead to penalties within the contract

Existing Value of Contract/ Service

£8.5M per year

Boundary Areas

BID area/town centre

Proposed BID additional activity

Area Officer support as outlined in a Service Level Agreement dated March 2017 between TCP and NSC.

Value of BID Activity

Dedicated TCP Area/Highway Officer support.to all BID Levy payers.

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Baseline Activity

Purple Flag

Service Provided/Number of staff & Equipment

Joint Police and Council licensing activity, ensuring good management of licensed premises

MAVIS Bus

Additional Police Patrols

Specification

Operations include checks to ensure compliance with licensing conditions and is a multi-agency project. Much of this work has been mainstreamed by Police and Council MAVIS Bus – constrained by available funding and multi-agency commitment. Project provides on the spot first aid and a safe haven for people whose night out has gone wrong. Has generally run during the summer/payday weekends and in the lead up to Christmas. Additional Police patrols – focused in BID area at peak time/large events to provide reassurance and early intervention

Performance Measure

Numbers of interactions

Treatment of minor injuries resulting in less admissions to A&E

Existing Value of Contract/ Service

Historically, the Community Safety Partnership has provided at least £40K per annum additional funding for these activities. The Home Office funding stream which provided this money has now ended. Some activity is mainstreamed.

Boundary Areas

BID Area

Proposed BID additional activity

BID wardens engage with MAVIS and other agencies on nights of action.

Town Centre Manager works with Steering Group to maintain Purple Flag accreditation.

Value of BID Activity

£1000 for annual PF renewal and TCP officer support.

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Baseline Activity

Seasonal Illuminations

Service Provided/Number of staff & Equipment

Provision of Xmas tree, cross street, wall/column mounted, tree illuminations within the BID area i.e., Grove Village, Italian Gardens/Town Square, Waterloo Street, Boulevard, BLC, Regent Street and Orchard Meadows.

Provision of “Welcome to Weston” and Grove Village cross street illumination signage all year round.

Future – considering the Boulevard tree removal, an alternative lighting scheme will be sourced for this area.

Specification

As detailed within contract with Gala. TCP will organise installation and takedown & will ensure that all necessary documentation is provided by the contractor.

Performance Measure

All Xmas illuminations & features to be installed in readiness for official switch on & removed one week after epiphany – dates supplied annually by TCP.

Non –compliance procedure

All installations visually inspected by TCP/BID team daily and any defects will be reported to contractor for rectification.

Existing Value of Contract/ Service

Gala c.£30,000 pa (includes Worle)

Switch on event – budget supplied annually by WTC.

Boundary Areas

BID area

Proposed BID additional activity

Switch on event and the festive period will be complemented by BID socials/marketing.

Value of BID Activity

c.£1,000 Marketing and Events support.
TCP officer support.

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Baseline Activity

Street Cleansing

Service Provided/Number of staff & Equipment

Every road is mechanically swept every morning 362 days a year as part of the present street cleansing contract. In addition, there are 3 operatives that patrol the Town Centre between 8.30am and 5pm, 362 days a year. Daily sweeps also take place with a 3.5T caged tipper, driver & operative 7 days a week to support with the emptying of litter bins and removal of fly tipping and black bags – from 6am to around 11am

One weed spray application is carried out during May each year but it is expected that this area to be weed free as managed by the barrow operatives.

A scrubber dryer is used to keep surfaces clean mainly in Big Lamp Corner, Italian Gardens, Princess Royal Square and the esplanade. Especially after events where NSC look to charge for these services.

Specification

The Town Centre is classed as Zone 1 as specified in the Environmental Protection Act 1990 and monitored to the times set out in the Act.

Performance Measure

Cleansed is measured daily, however is documented at least monthly. The previous NI195 inspections placed North Somerset Council within the top 10% of Local Authorities.

Non –compliance procedure

The Contract specifies that the Client Officer can issue Rectification Notices to the Contractor for failure to cleanse as per Contract Specification. The Contractor then has the timescale specified within the EPA to get the area up to a Grade A standard. Failure to do so will result in a default being issued which involves monetary payments against the Contractors.

Existing Value of Contract/ Service

The Weston Super Mare town centre activity forms part of a larger contract which covers cleansing throughout the district.

Boundary Areas

BID area

Proposed BID additional activity

Area Officer support as outlined in a Service Level Agreement dated March 2017 between TCP and NSC.

Value of BID Activity

Dedicated TCP Area/Highway Officer support.to all BID Levy payers.