



Plymouth City Council
Baseline Service Contracts
2012-2017

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Public Conveniences

Head of Service: Jayne Donavan

Date: January 2012

Service provided within agreement	• Southside Street, Monday to Sunday • Phoenix Wharf, Monday to Sunday • Hoe Promenade Monday to Sunday • West Hoe Monday to Sunday • Devil's Point Monday to Sunday Unlocked daily by 07:30. Closed between 17:30 and 18:00 during Winter months and between 19:30 and 20:00 between 1st June and 31st August.
Specification	On each cleanse with a minimum of 4 visits per day, the mobile attendant will: • Wash with clean water containing approved cleaning agent and dry all hand basins, and taps • Clean and sanitise urinals, including the removal of litter and rubbish • Clean and sanitise lavatory pans and seats, soiled areas on walls, floors and doors • Replenish toilet paper and soap as required • Block out graffiti, (if large area toilet may need to be closed or graffiti attended at a more convenient time) Minor repairs on day of report: • Cleaning blocked drains • Lamp replacement Minor repairs within 1 week of report: • Repair or replacement of defective, damaged or missing door locks, damaged taps, toilet roll holders and toilet seats Major repair work undertaken in line with available resources and other priorities as circumstances dictate. In extreme circumstances toilets may need to be closed for these works. Additional pay per use extended opening or service available: • Quote given within 24 hours • Work completed on agreed dates as requested • Minimum of 2 hour charge
Performance measure	Inspections by Street Scene supervisors minimum once per week
Non-compliance procedure	Re-work as required following agreed decision by Street Services Supervisor and the BID's Street Operations Manager.
Existing value of service	Individual toilets costs are not expressed – they form part of 35 throughout the city. All cleansing staff are managed and employed by Street Scene Services. Daily supervision and operations will be discussed through daily liaison between the Street Scenes Supervisor and the BID Street Operations Manager.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

Street Cleansing Service

Head of Service: Jayne Donavan

Date: January 2012

Service provided within agreement	All streets across The Barbican and The Hoe areas are cleansed Monday to Sunday. The remaining areas are cleansed as appropriate to meet the agreed standard which complies with The Environmental Protection Act 1990, meeting the cleansing standards for medium intensity. The Environmental Protection Act 1990 grading system as follows: • A, clean of all litter and detritus • B, light • C, significant • D, Heavy The Cleanliness Standards are as follows • A, achieved after cleaning • B, restore to grade A on next cleanse • C, restore to Grade A on next cleanse During Bank Holidays normal service is provided to the primary tourism areas of The Barbican, The Hoe and West Hoe, with the exception of some streets in the Millbay area.
Specification	• Litter Bins are emptied when streets are attended; liners are changed when the bin is over one third full • Cleansing standards as outlined above • Emergency work attended as appropriate (spillages, dog fouling etc.) via direct contact with Waste Service Management Team • Man power: 0.75% of 1 FTE. • Equipment used may include: bass broom, shovel, flick broom, litter pickers, 3.5 ton caged vehicle with bin lift(for use with litterbins containing wheeled bins not waste collection), mechanical brooms large and small, where appropriate. Additional pay per use service available: • Power washing • Additional mechanical sweeping • Additional manual cleansing • Additional Waste Bin provision • Quote given within 24 hours • Work completed on agreed dates as requested • Minimum of 2 hour charge applies
Performance measures	Inspections by Street Scene supervisors minimum once per week
Non-compliance Procedure	Monitoring under the BID, cleansing and other environmental quality standards will be measured through regular inspection by the BID's Street Operations Manager and through business and residential feedback. Any failure to maintain acceptable standards will be escalated to the Head of Service.
Existing Value of Service	Taking into account some anticipated reduction in overall resources available to the Local Authority this equates to £89,769 per annum. This work is undertaken as part of the overall cleaning operation in the city, using equipment and manpower used in areas outside of the boundary of the BID area as required by the service. However the current street operatives in the Waterfront area equates to 4 FTE. With 0.75% of 1 FTE permanently in the area. The other 3 FTE will also work across the city. All cleansing staff are managed and employed by Street Scene Services. Daily supervision and operations will be discussed through daily liaison between the Street Scenes Supervisor and the BID Street Operations Manager.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	Employment of a permanent Waterfront Caretaker to promptly tackle urgent maintenance.
Cost of BID additional activity	£100,000

Graffiti and Fly-posting Removal

Head of Service: Jayne Donavan

Date: January 2012

Service provided within agreement	Removal of graffiti on PCC owned and maintained litter bins, street furniture and public conveniences, offensive within 1 hour of report, non-offensive within 24hrs.of report. Removal of fly posting on PCC owned and maintained litter bins, street furniture and public conveniences within 48hrs of report. Removal of fly posting on private/other land buildings or property – pay per use service • Quote given within 24 hours • Work completed within 48Hours of quote (weather and conditions permitting) • Disclaimer against damage will be required prior to commencement of work • Minimum of 2 hour charge
Performance measure	Inspections by Street Scene supervisors minimum of once per week.
Non-compliance Procedure	Monitoring under the BID, cleansing and other environmental quality standards will be measured through regular inspection by the BID's Street Operations Manager and through business and residential feedback. Any failure to maintain acceptable standards will result in a variation notice being submitted to the City Council.
Existing value of service	This work is undertaken by staff within the Street Scene department who work city wide, there are no dedicated staff/budget for this activity in the BID area. Note: Operational management of all cleansing staff and activities sits with the Street Scene Management team. Plymouth City Council reserve the right to revise service provision as required.
Boundary area	Waterfront Business Improvement District area.
Proposed BID additional activity	Employment of permanent Waterfront Caretaker to promptly tackle urgent maintenance.
Cost of BID additional activity	Accounted for within Street Cleansing Service agreement.

Trade Waste Collections

Head of Service: Jayne Donavan

Date: January 2012

Service provided within agreement	Number of staff and equipment dependent on take up of service from customers. A charge is made for this service. Part of a trade waste crew which covers a large part of the city.
Specification	Emptying of trade waste on a daily or multi-day collection. Trade Waste collection throughout the BID area, from blue bags to 1100 litre bins at various frequencies per day and per week/fortnight. This depends on the service the client has purchased.
Performance measure	Number of missed bins per month.
Non-compliance procedure	Monitoring under the BID, cleansing and other environmental quality standards will be measured through regular inspection by the BID's Street Operations Manager and through business and residential feedback. Any failure to maintain acceptable standards will be escalated to the Head of Service.
Existing value of contract	Dependent on take up of service from customers. Part of a trade crew which covers large area of city.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

Domestic Waste Collections

Head of Service: Jayne Donavan

Date: January 2012

Service provided within agreement	Number of staff and equipment not quantified for the area, zonal crew which covers the central zone.Covers from Barbican to Eggbuckland.
Specification	Collection of domestic refuse on a weekly, recycling fortnightly collection. Collection throughout the BID area.
Performance measure	• Proportion of missed domestic refuse collections • Maximise the proportion of recycled waste compared to residual waste city-wide to encourage reuse, recycling and composting • Feedback from customers • Supervision and monitoring
Non-compliance procedure	Monitoring under the BID, cleansing and other environmental quality standards will be measured through regular inspection by the BID's Street Operations Manager and through business and residential feedback. Any failure to maintain acceptable standards will be escalated to the Head of Service.
Existing value of service	4 day week service Monday to Thursday. City-wide and not costed for BID area. Service changes for weeks with Bank Holidays depending upon whether it falls upon a Monday or Friday. In this instance alternate days can be moved to a Tuesday or a Friday. City-wide missed bin crew service available Monday to Friday. Street Scene / Environmental Services will ensure enforcement as appropriate.
Boundary area	Waterfront Business Improvement District area.
Proposed BID additional activity	Employment of a Waterfront Caretaker to react to hot spot issues
Cost of BID additional activity	Accounted for within the Street Cleansing Services agreement

Trees and Landscape Development

Head of Service: Jayne Donavan

Date: January 2012

Service provided within agreement	Maintenance of all PCC owned open spaces, structures and memorials including the following: • Flower beds • Shrub beds • Planted areas • Grass areas • Trees • Foreshore cleaning and repair of some structures (not slipways) • Park litter bins/dog bins • Playgrounds • Wildflower areas • Memorials and structures • The Belvedere • National Armada Memorial • Plymouth War Memorial • Royal Air Force and Allied Air Forces Monument • South African War Memorial • Royal Marine Memorial
Specification	• Planting should be of a good quality and fill the entire beds. Empty gaps are replanted on a phased programme. • Maintain any Council owned trees, hanging baskets and planters on the highway and Council property throughout the area. • All street trees in the area are inspected and pruned, where required. (Managed under our risk management process). • Trees in parks and open spaces are only pruned, or other works carried out, if potentially they are hazardous and according to the risk. • Beds should be free from litter and weeds. • Grass areas to be maintained throughout the season (March – October). • Maintain memorials and structures that fall under the responsibility of Environmental Services.
Performance measure	In accordance with the specification, Environmental Services will ensure: • Maintenance of shrub beds and rockeries-weed free, removal of dead and damaged growth and litter free. • Maintenance of flowerbeds-weed and litter free. Annual bedding is provided on 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. • Maintenance of hanging baskets and barrier boxes-watered and weed free. Hanging baskets are provided in the area. • Maintenance of grass areas – grass cut, litter free and edged. • Maintenance of trees – removal of dead or damaged wood, removal of suckers and stakes and ties checked on young trees. • Maintenance of playgrounds – sweep, litter free and equipment inspected to ensure safety. • Maintenance of hedges – kept tidy, bases free of litter. • Regular entry to Southwest in Bloom competition.

	Promotion of sponsorship opportunities, to enhance planting schemes. Proposed additional activity Themed flower display in front garden on Plymouth Hoe. Cost dependant on theme and will change each year.
Non-compliance procedure	Monitoring under the BID, cleansing and other environmental quality standards will be measured through regular inspection by the BID's Street Operations Manager and through business and residential feedback. Any failure to maintain acceptable standards will be escalated to the Head of Service.
Existing value of service	Appropriate apportionment methods have been used to calculate budget for this area, taking into account anticipated reduction in overall resources available to the Local Authority – budget has been calculated at £125,026 per annum for this area.
Boundary area	Waterfront Business Improvement District area.
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

Grounds Maintenance (inc. weed spraying)

Head of Service: Jayne Donavan

Date: January 2012

Service provided within agreement	Weed control of hard surfacing under PCC ownership. (contract list of sites)
Specification	Weed spraying. Provide 3 herbicide sprays per annum, 'contact only' (glyphosate) to the kerb side channels, paving, hard surfacing and tree bases. The first treatment in April and second treatment takes place in June/July and the third spray in September/October. Once dead (straw coloured), depending on growth conditions weeds are removed under the street cleansing contract.
Performance measure	90% of weed growth killed on each spray.
Non-compliance procedure	Monitoring under the BID, cleansing and other environmental quality standards will be measured through regular inspection by the BID's Street Operations Manager and through business and residential feedback. Any failure to maintain acceptable standards will be escalated to the Head of Service.
Existing value of service	Unable to cost without linear metre length of road or path.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

Plymouth Trading Standards Service

Head of Service: Robin Carton

Date: January 2012

Service provided within agreement	The Public Protection Service's Trading Standards unit aims to protect and promote the safety and economic and environmental interests of Plymouth's consumers and businesses. It aims to ensure that Plymouth's prosperity is not jeopardised by unfair or illegal trading. Particular consideration is given to the protection of customers who may be vulnerable. The unit enforces laws concerned with the quality, quantity, marketing, description and safety of a whole range of goods and services.
Specification	• A programme of intelligence-led targeted business interventions to monitor and improve business compliance with legislation • The sampling and testing of goods and services • Improving community safety and reducing anti social behaviour by tackling underage sales • The investigation of cases of consumer fraud and criminal activity that creates consumer detriment or damages the interests of legitimate businesses • Enabling the resolution of disputes between consumers and traders through advice, information and intervention The trading standards service supports local businesses by: • Providing free advice on consumer law issues • Promoting good traders through the Buy with Confidence trader approval scheme • Providing information or training on consumer law • Testing and verifying the accuracy of weighing and measuring equipment • Advising on how a business can protect itself when purchasing goods and services
Performance measure	The number: • Of interventions made and non-conformities found • Investigations completed and formal actions taken • Goods and services examined and tested • Consumers and businesses advised and assisted • Pieces of weighing and measuring equipment tested and verified Non-compliance procedure: In line with the service'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.
Existing value of service	Public Protection Service has an enforcement budget of £1,317,260 for the whole city and apportionment methods have been used for this area, taking into account anticipated reduction in overall resources available to the Local Authority, this has been calculated as £21,076 per annum. This cannot be broken down accurately to specific areas of work as much is reactive but

	includes Trading Standards, Environmental Health and Licensing.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	Business training seminars on consumer issues. Priority investigation of complaints about unfair trading. Officer attendance at out of hours events
Cost of BID additional activity	N/A

Environmental Health, Health & Safety, Environmental Quality

Head of Service: Robin Carton

Date: January 2012

Service provided within agreement	The Public Protection Service aims to protect and promote the safety, health and environmental interests of Plymouth consumers and businesses. The service 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.
Specification	• Food law enforcement and advice • Health and safety enforcement and advice • Licensing enforcement and enquiries • Port health functions • Infectious disease control • Public health awareness and training • Business training team • Public health and Statutory Nuisance enforcement • Environmental Monitoring • Land Quality • Emergency Planning • Animal health and welfare • Pest control • Waste enforcement The Environmental Health Service supports local businesses by: • Where appropriate, conducting a program of advice and visits. • Premises are inspected at varying frequencies according to the risk they pose. • Business support packages to assist compliance and improve business efficiency and profitability through risk reduction. • Monitoring and enforcement of Evening Night-Time Economy (ENTE) to provide an increase in public safety and a reduction in crime and disorder. E.g. taxi regulation, licensing compliance inspections • Enforcement of Cumulative Impact Policy (CIP) area and to provide advice to businesses within this area. Reduces negative impact and improves the local environment for residents and visitors. • Advising businesses and improving safety of public events through event planning and membership of Event Safety Action Group (ESAG). E.g. Co-ordination of public agencies E.g. Emergency response for Firework Championships. • Regulation of waste issues to improve local environment. • Providing advice and information to traders and identifying all non-conformities. • Responding to and investigating complaints received from the public or businesses. • Routine sampling of food products for composition and hygiene tests. An annual sampling program is produced each year targeting local production and the raw materials used

	locally. <u>Non-Compliance procedure</u> In line with the Council's enforcement policy, officers will consider the level of non-conformity and will either advise or take formal enforcement action considered appropriate to achieve the desired outcomes. Increased officer presence during events, e.g Bank Holidays, Fastnet etc. Increased trade business support, e.g training
Performance measure	The number of: • Inspections conducted and non-conformities found. • Investigations completed • Formal actions taken • Samples produced • Businesses advised • Training courses run • Requests for services completed. • Crime and disorder statistics • No. of noise complaints
Existing value of service	Public Protection Service has an enforcement budget of £1,317,260 for the city and apportionment methods have been used for this area, taking into account anticipated reduction in overall resources available to the Local Authority, this has been calculated as £21,076 per annum. This cannot be broken down accurately to specific areas of work as much is reactive but includes Trading Standards, Environmental Health and Licensing.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

**Community Safety and Management:
Licensing and Enforcement**

Head of Service: Robin Carton

Date: January 2012

Service provided within agreement	The Public Protection Service's Licensing unit provides regulation and enforcement of licence conditions and unlicensed activities. Receipt, processing and issuing of licences. Covering: • Gambling • Sale of alcohol, regulated entertainment and late night refreshment (Licensing Act 2003) • Lotteries • Sex establishments • Street collections • House to house collections • Scrap metal dealers • Private hire licensing • Hackney carriage licensing • Provision of hackney carriage rank space and regulation of the ranks
Specification	Applications processed and determined in line with various statutory time requirements as in force at the time. Policies reviewed in accordance with statutory requirements, normally every 3 years. Visits to premises undertaken according to risk, local intelligence, performance, local priorities and complaints. Proposed additional activity: • Use of road closures to protect public safety during large events • Facilitation of a Pub Watch liaison group for licensed premises • Potential for low cost training on regulatory compliance issues • Additional rank space and regulation of ranks for over ranking and failure to proceed • Potential for taxi marshals to control rank usage
Performance measure	According to statutory time scales
Existing value	Public Protection Service has an enforcement budget of £1,317,260 for the whole city and apportionment methods have been used for this area, taking into account anticipated reduction in overall resources available to the Local Authority, this has been calculated as £21,076 per annum. This cannot be broken down accurately to specific areas of work as much is reactive but includes Trading Standards, Environmental Health and Licensing.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	Employment of an Evening and Night Time Economy Manager Creation of a BID Hotline service for businesses within the BID area.
Cost of BID additional activity	£54,000

Planning

Head of Service: Paul Barnard

Date: January 2012

Service provided within agreement	The Council will undertake its statutory planning responsibilities. Plymouth Waterfront Partnership will be treated as a consultee for Plymouth City Council for the following planning matters, allowing at least 21 days to comment: • Local Plan/Local Development Framework • Planning and advertising consent applications • Master plans and site statements • Development frameworks/ Neighbourhood plans • Housing, transport, car parks, leisure, commercial and other proposals • Compliance and enforcement matters If there are any pre-applications received as part of the Development Enquiry Service for the BID area Planning Services will recommend that the developer contacts PWP, subject to any issues of commercial confidentiality.
Performance measure	Dealing with planning applications in accordance with our service improvement target as set out in the Planning Service Business Plan. For 2011/12 this is: • Majors (80% of decisions within 13 weeks) • Minors (86% within eight weeks) • Others (92% within eight weeks) Compliance with the Statement of Community Involvement and the level of service agreed above. Non-compliance procedure Refer to protocol.
Existing value of service	TBC
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	Provide PWP with information necessary for it to act as a consultee as required.
Cost of BID additional activity	N/A

Street Trading and Enforcement

Head of Service: David Draffan

Date: January 2012

Service provided within agreement	To manage Street Trading under the Local Government (Miscellaneous Provisions) Act 1982. • Enhance street scene • Drive footfall • Manage and enforce illegal street trading
Specification	There are currently 7 licensed ice cream sites on Plymouth Hoe and each site: • Operate from the traders own purpose built ice cream van • Renewable annual contract to trade • Site fees are payable quarterly • Street enforcement patrols to deter/ prevent illegal street trading
Performance measure	Sites are regularly monitored by the Street Trading Manager and Environmental Health officer to ensure all traders are compliant and meet current legislation.
Non-compliance procedure	This is managed through the city council's complaint procedure and the Licensing Committee
Existing value of service	£36,944 per annum
Boundary area	Waterfront Business Improvement District area
Proposed additional activity	To explore the possibility of changing prohibited streets to consent streets in the BID area.
Cost of BID additional activity	N/A

**Leisure & Visitor Attractions:
The Elizabethan House**

Head of Service: James Coulton

Date: January 2012

Service provided within agreement	Whilst operating as an attraction, the management of an historic building on New Street, The Barbican, including the following: ▪ Public access to the Elizabethan House ▪ Provision of interpretation within the Elizabethan House ▪ Commissioning of maintenance from the corporate property team NB: A full review of attractions will be undertaken in light of the Visitor Plan. The baseline will be reviewed further at that time.
Specification	▪ Access throughout the year between 10am to 12pm and 1pm to 4.30pm on Tuesdays to Saturdays and Bank Holiday Mondays ▪ Promotion of the Elizabethan House to visitors through leaflets, PR, listings and content on websites ▪ Promotion of the Elizabethan House to schools through the museum education booklet, INSET days and other opportunities ▪ Management of booked school groups in the Elizabethan House ▪ Organisation of weddings and civil ceremonies when required ▪ Provision of advance publicity if house is closed due to civil ceremony ▪ Maintenance of interpretation within the building ▪ Provision of events and activities on key date ▪ Management of loans related to objects on display within the building ▪ Conservation of objects within the building when required
Performance measure	▪ Number of visitors ▪ Number of school visits
Non-compliance procedure	Delivery planning and monitoring will be agreed between Head of Place Management and Waterfront BID Manager.
Existing value of service	Net annual budget - £15,305
Boundary area	Waterfront Business Improvement District Business area
Proposed BID additional activity	In partnership with Destination Plymouth, a review of visitor information and marketing will be undertaken as part of the Visitor Plan.
Cost of BID additional activity	Accounted for within the Marketing agreement.

**Leisure & Visitor Attractions:
Smeaton's Tower Lighthouse**

Head of Service: James Coulton

Date: January 2012

Service provided within agreement	Location: The Hoe, Plymouth, PL1 2NZ Whilst operating as an attraction, the management of an historic structure, including: • Public access to the tower • Provision of interpretation within the tower • Commissioning of maintenance from the corporate property team NB: A full review of attractions will be undertaken in light of the Visitor Plan. The baseline will be reviewed at that time.
Specification	• Access throughout the year between 10am to 12pm and 1pm to 4.30pm on Tuesdays to Saturdays and Bank Holiday Mondays • Promotion of tower to visitors through leaflets, PR, listings and content on websites • Organisation of weddings and civil ceremonies when required • Provision of advance publicity if tower is closed due to civil ceremony • Maintenance of interpretation panels • Provision of events and activities on key date • Management of booked schools groups in the Elizabethan House • Promotion of tower to schools through the museum education booklet and INSET days • Conservation of objects within the building when required
Performance measure	• Number of visitors to the tower • Number of school visits
Non-compliance procedure	Delivery planning and monitoring will be agreed between Head of Place Management and Waterfront BID Manager.
Existing value of service	Net annual budget £6,952
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	In partnership with Destination Plymouth, a review of visitor information and marketing will be undertaken as part of the Visitor Plan.
Cost of BID additional activity	Accounted for within the Marketing agreement.

**Leisure & Visitor Attractions:
The Merchant's House**

Head of Service: James Coulton

Date: January 2012

Service provided within agreement	Whilst operating as an attraction, the management of an historic building on St. Andrew's Street, including the following: ▪ Public access to the Merchants House ▪ Provision of interpretation within the Merchants House ▪ Commissioning of maintenance from the corporate property team NB: A full review of attractions will be undertaken in light of the Visitor Plan. The baseline will be reviewed further at that time.
Specification	▪ Access throughout the year between 10am to 12pm and 1pm to 4.30pm on Tuesdays to Saturdays and Bank Holiday Mondays ▪ Promotion of the Merchants House to visitors through leaflets, PR, listings and content on websites ▪ Promotion of the Merchants House to schools through the museum education booklet, INSET days and other opportunities ▪ Management of booked school groups in the Merchants House ▪ Organisation of weddings and civil ceremonies when required ▪ Provision of advance publicity if house is closed due to civil ceremony ▪ Maintenance of interpretation within the building ▪ Provision of events and activities on key date ▪ Management of loans related to objects on display within the building ▪ Conservation of objects within the building when required
Performance measure	▪ Number of visitors ▪ Number of school visits
Non-compliance procedure	Delivery planning and monitoring will be agreed between Head of Place Management and Waterfront BID Manager.
Existing value of service	Net budget £9,491
Boundary Area	Waterfront Business Improvement District area
Proposed Bid additional activity	In partnership with Destination Plymouth, a review of visitor information and marketing will be undertaken as part of the Visitor Plan.
Cost of BID additional activity	Accounted for within the Marketing agreement.

**Leisure & Visitor Attractions:
Mount Wise Swimming Pool**

Head of Service: James Coulton

Date: January 2012

Service provided within agreement	The current service is: • 25m rectangular pool • Lane swimming (between 12 noon and 1pm) • Paddling pool • Activity pool • Sunbathing terrace Opening dates: 28th May until 4th September Opening times: Monday to Friday: 12noon to 6pm (from 25th July to 4th September. 10:00a.m – 6:00pm) Weekends: 10:00a.m to 6:00pm NB: A full review of attractions will be undertaken in light of the Visitor Plan. The baseline will be reviewed further at that time.
Specification	• To provide a clean, welcoming environment for people to swim in accordance with industry standards. • To provide late night swimming 6-7pm on Tuesdays and Thursdays
Performance measure	• Total number of attendance • Total number of children on learn to swim programme
Non-compliance procedure	In partnership with Destination Plymouth, a review of visitor information will be undertaken as part of the Visitor Plan to ensure the best quality of service is provided.
Existing value of service	Culture, Sport & Leisure budget CC0968 Employees: £62,083 Premises: £31,197 Transport: £100 Supplies and services: £22,575 Total: £115,955
Boundary area	Outside of Waterfront Business Improvement District area.
Proposed BID additional activity	Whilst operating as a Waterfront attraction the BID will ensure the site is integrated into the visitor marketing.
Cost of BID additional activity	Accounted for within the Marketing agreement.

**Leisure & Visitor Attractions:
Tinside Lido Swimming Pool**

Head of Service: James Coulton

Date: January 2012

Service provided within agreement	Location: Plymouth Hoe, Tinside Lido The current service is: Facilities: • Three fountains • Changing cubicles and lockers • Sunbathing terrace • Refreshments • Lift access Opening dates: 28th May to 18th September Opening times: Monday to Friday: 12noon to 6pm (from 25th July to 4th September. 10:00a.m – 6:00pm) Weekends: 10:00a.m to 6:00pm NB: A full review of attractions and visitor information will be undertaken as part of the Visitor Plan. The baseline will be reviewed further at that time.
Specification	• To provide a clean, welcoming environment for people to swim in accordance with industry standards. • To provide late night swimming 6-7pm on Tuesdays and Thursdays
Performance measure	Total number of attendances
Non-compliance procedure	Delivery planning and monitoring will be agreed between the Head of Place Management and Waterfront BID Manager.
Existing value of service	Net budget: £149,817
Boundary area	Waterfront Business Improvement District area.
Proposed BID additional activity	In partnership with Destination Plymouth, a review of visitor information and marketing will be undertaken as part of the Visitor Plan.
Cost of BID additional activity	Accounted for within the Marketing agreement.

**Leisure & Visitor Attractions:
The Tourist Information Centre**

Head of Service: James Coulton

Date: January 2012

Service provided Within agreement	Location: Plymouth Mayflower Visitor Centre, 3 - 5 Southside Street, The Barbican, Plymouth, PL1 2LR Plymouth City Council currently provides a free Visitor Information Service, to assist prospective visitors and those visiting the city on holiday, business, to shop or to study. Services include: • Nationally Networked Tourist Information Centre. • Free local and national bed booking service • Comprehensive information on attractions, accommodation, events, public transport and facilities in Plymouth and the surrounding area. • Free maps and guides to the area. • Tickets agencies for major events and attractions. • Holiday Information Service for the UK (a reciprocal arrangement with other TIC's around the UK) • Public transport information and timetables. • Access information for Disabled visitors to the city. • Well stocked shop with a wide range of books, local gifts, confectionary and a Plymouth clothing range. • Mobile TIC, used for greeting cruise ship passengers at Millbay and for manning major events eg. Fireworks. • Operation of Plymouth mayflower Visitor Centre which opens alongside the TIC's opening hours. • Distribution of Plymouth Holiday Guide to individual enquiries and mail drops. • Web author for Visit Plymouth and Visit Devon websites, the TIC also provides proofing and copy for regional and national publications. The experienced staff offer impartial advice and assistance on all of the above alongside general information on council services for residents, with a high level of customer focus and service. Operating hours: April – October Monday – Saturday 0900 – 1700, Sunday 1000 – 1600 November – March Monday – Friday 0900 – 1700, Saturday 1000 – 1600 NB: In partnership with Destination Plymouth, a review of visitor information will be undertaken in line with the Visitor Plan. The baseline will be reviewed at that time.
Specification	• Nationally networked by meeting Visit England quality criteria, location and accessibility requirements, minimum opening hours etc. • Accommodation booking service using only nationally accredited accommodation to maintain quality standards. • The TIC is not restricted by a membership or charge for display scheme and is therefore able to offer impartial, comprehensive, current advice and information for all enquiries. • The TIC offers an extensive regional ticketing agency service on a commission basis. • Holiday Information Service is primarily hosted during shoulder and low season to promote UK wide destinations and the TIC arranges supply of Plymouth literature to

	other TICs on a reciprocal basis, at peak times when space is limited information is not displayed but is still available. • Mobile TIC can be provided alongside normal TIC operating times to provide additional support and coordination for specific events and groups of visitors. • Every effort is made to source locally produced gifts and books but also to match requirements of our customers. • Plymouth Mayflower Visitor Centre is managed and maintained by the TIC staff throughout the year opening alongside the TIC, promoted to visitors and groups. • Enquiries for Plymouth Holiday guide received by post, email, telephone and bulk mail drops throughout the year. Requests are dealt with immediately. Staff ensure Visit Plymouth / Devon websites are well populated and kept up to date.
Performance measure	Customer service feedback questionnaires. Mystery shopper visits, telephone and email enquiries by Visit England compared nationally. Footfall, accommodation booking, and overseas visitors monitored. Shop turnover and stock regularly reviewed.
Non-compliance procedure	Delivery planning and monitoring will be agreed between Head of Place Management and Waterfront BID Manager.
Existing value of service	Net annual budget: £99,860
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	In partnership with Destination Plymouth, a review of visitor information and marketing will be undertaken as part of the Visitor Plan.
Cost of BID additional activity	Accounted for within the Marketing agreement.

**Leisure & Visitor Attractions:
Major Events**

Head of Service: James Coulton

Date: January 2012

Service provided within agreement	Location: Plymouth Hoe Plymouth City Council's Events Team currently provides free, large annual events on Plymouth Hoe for local residents and visitors to the city. Events include: • British Firework Championships (BFC) working in partnership with The Events Services Association (TESA) delivering this event over 2nights. • Armed Forces Day (AFD) – last Saturday in June • Bonfire and Firework Night – 5th November. The events staff manage the Hoe bookings for third party events and offer impartial advice, safety guidance and some assistance to event organisers. The PCC events team also monitor Hoe fairgrounds. Other events include: • The Half Marathon • Lord Mayor's Day • Special Events • Sports Relief • Veterans Day NB: A full review of events will be undertaken as part of the Visitor Plan. The baseline will be further reviewed at that time.
Specification	• delivery of high profile free events • increase the visitor economy • develop partnerships with private and voluntary bodies locally, regionally, and nationally • produce and implement health and safety procedures, site plans and emergency (evacuation) plans, liaising with emergency services, police and external security companies • organise catering tenders • manage budgets and organise resources • market and publicise events • provide information and parking for persons with disabilities
Performance measure	• customer surveys at BFC and AFD • website feedback • estimated attendance at events
Non-compliance procedure	Delivery planning and monitoring will be agreed between the Head of Place Management and the Waterfront BID Manager.
Existing value of service	A total budget of £59,305 has been allocated for the following events: • Bonfire Night • Half Marathon • Lord Mayor's Day • National Firework • Special Events

Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	In partnership with Destination Plymouth, a review of events will be undertaken as part of the Visitor Plan.
Cost of BID additional activity	£389,000 across the five year period.

**Leisure & Visitor Attractions:
Marketing**

Head of Service: Matthew Cross

Date: January 2012

Service provided within agreement	Provision of centralised city marketing activity to promote the city to visitors based on the marketing objectives identified in the Visitor Plan.														
Specification	• Work with events team, grow events and festivals to provide more reasons to visit the Waterfront, generating additional bed nights and visitor spend. • Manage a structure for raising income from events within the city that can be disbursed back to partners like PWP to increase visibility of activity. • Work with PWP to create the best in class visitor website integrating existing ‘Shopplymouth’ site and other city marketing digital assets. • Actively promote the Waterfront area to prospective targeted investors to attract high quality hotel and leisure operators improving the quality of the visitor offer and visitor levels. • Support Waterfront events packaging them as city events and promoting through city marketing channels.														
Performance measure	• Visitor numbers • Visitor perceptions • PR value • Digital measures – Search Engine Optimisation and online visitor numbers														
Non-compliance procedure	Re-work as required. Delivery planning and monitoring will be agreed between Head of City Marketing and Waterfront BID Manager.														
Existing value of service	<table><tr><td>2012</td><td>2013</td><td>2014</td><td>2015</td><td>2016</td></tr><tr><td>40,000</td><td>35,000</td><td>14,000</td><td>14,000</td><td>0</td></tr></table> The above funding has been committed from CDC legacy funds to visitor marketing in general. It can be assumed that the majority (if not all) of this funding will be directly relevant to Waterfront businesses. Funding runs out in 2015 based on the Visitor Plan allocation. However by that time income will be increased from other sources such as sponsorship					2012	2013	2014	2015	2016	40,000	35,000	14,000	14,000	0
2012	2013	2014	2015	2016											
40,000	35,000	14,000	14,000	0											
Boundary area	Waterfront Business Improvement District area														
Proposed BID additional activity	Work with Waterfront BID and other partners to maximise national visitor destination marketing														
Cost of BID additional activity	£680,000 marketing budget across the five year period.														

Car Parks

Head of Service: Clive Perkin

Date: January 2012

Service provided within agreement	Car parking provision, management and enforcement of Traffic Regulation Orders. Service comprises of 69FTE		
Specification	The following car parks reside within the proposed boundary, which are managed by the Parking Service, within Plymouth Transport and Highways;		
	Car Park	Type	PCC budget allocated to asset*
	Elphinstone	Pay and display	£43,316
	Exchange Street	Pay and display	£44,572
	Bretonside B	Pay and display	£10,905
	Bretonside C	Pay and display	£10,905
	Pier Street	Pay and display	£845 – pending sale not included in total
	* budget figures include NNDR, capital charges and energy costs which may change, favourably or adversely, at any time.		
	The following additional estates/assets are also within the proposed boundary, managed by the Parking Service, within Plymouth Transport and Highways		
	Service/premises	Function	PCC budget allocated*
Bretonside Bus Station	Bus, Coach and overnight lorry parking facilities	£79,500 (£3,000 allocated to maintenance)	
budget figures include NNDR, Capital charges and energy costs which may change, favourably or adversely at any time.			
Performance measure	Income and occupancy. Occupancy measured via Transport and highways VMS system. Income monitored by Parking. Both are heavily impacted by current economic climate and cannot be relied on alone as effective performance measures. Currently there are no plans for refurbishment of car parks in the PWP area. However PPM (planned preventative maintenance) will be undertaken within the budget stated.		
Non-compliance procedure	Monitoring and reviews by the CCTV and Parking Manager and the Waterfront BID Manager will be conducted quarterly and any unresolved issues will be escalated to the Head of Service.		
Existing value of Service	£87,758		
Boundary area	Waterfront Business Improvement District area		
Proposed BID additional activity	N/A		
Cost of BID additional activity	N/A		

Closed Circuit Television (CCTV)

Head of Service: Clive Perkin

Date: January 2012

Service provided within agreement	Operation, management and maintenance of CCTV surveillance system. Service comprises 1FTE with staffing of CCTV control centre outsourced
Specification	3 static cameras at Bretonside bus station 1 camera in Southside St. The following additional cameras are within the proposed Waterfront boundary which are the responsibility of others. 1 Tinside Lido
Performance measure	Monitoring status of camera faults and operation. Recording of incidents and data disclosure
Non-compliance procedure	Monitoring and reviews by the CCTV and Parking Manager and the Waterfront BID Manager will be conducted quarterly and any unresolved issues will be escalated to the Head of Service.
Existing value of service	Currently £76,325 budget for city Apportioning the budgets with the CCTV control centre equates to budget allocation of £966 towards the operation of the cameras listed above.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

Maritime Services and Waterfront Slipways

Head of Service: Clive Perkin

Date: January 2012

Service provided within agreement	The management and/or provision of boat moorings, boat storage, storage units, slipways, navigation lights, boat licenses and boatmen licences. Service comprises 2FTE
Specification	The assets within the PWP area of interests are: • Richmond Walk slipway • Richmond Walk Sea wall (to boat store) • Stonehouse steps • Strand Street slipway • West Hoe Pier • Boatman's steps • Elphinstone car park sea wall • Elphinstone slipway • Phoenix Wharf • Commercial Wharf slipway • Commercial Wharf sea wall • Barbican landing stage • Mayflower steps West Pier south side • West Pier north side harbour steps • West Pier north side harbour steps • Teat's Hill slipway
Performance measure	Programme of structural surveys and inspections to monitor condition of assets – programme currently being developed within transport and highways. Details can be provided, in respect of frequency of inspections, once work completed
Non-compliance procedure	Monitoring and reviews by the Maritime Services Manager and the Waterfront BID Manager will be conducted quarterly and any unresolved issues will be escalated to the Head of Service.
Existing value of service	Budget for Maritime Services is £124 broken down as follows: • Landing places - £36,911 • Boat licenses - £19,131 • Boat storage - £30,808 • Boat moorings - £30,039 • Barbican landing stage - £7,106 Expenditure is related to income and should income be adverse we would reduce expenditure accordingly to offset any adverse position.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

Highways Maintenance and Management

Head of Service: Tom White

Date: January 2012

Service provided within agreement	All services are provided on a needs led basis, i.e. staff, plant, labour etc. will be commensurate with the work in hand at any particular time. Plymouth Transport and Highways, the partnership between Plymouth City Council and Amey LG Ltd, is responsible for the design, implementation, operation and maintenance of: • Roads and footways • Road markings • Bollards • Pedestrian guard rails • Restraint Barriers (crash barriers) • Bridges and other highway structures, e.g. retaining walls • Permanent road signs (regulatory and direction signs) • Street lighting and illuminated bollards (via separate contract – see below) • Traffic signals and pedestrian crossings (via separate contract – see below) • Road gullies and highway drainage • Other street furniture e.g. seating, planters etc. • Winter Service (gritting, snow clearance etc.) Note that maintenance of grass verges, trees and other soft estate forming part of the public highway is undertaken by Parks Services on behalf of Plymouth Transport and Highways.
Specification	Safety Defects and Safety Inspections Safety defects (Category 1 defects) are those defects that require prompt attention because they represent an immediate or imminent risk of one of the following: • injury to any party using or repairing the Area Network; • significant disruption to the normal flow of traffic through the Area Network; • structural deterioration of part of the Area Network; • damage to a third party's property or equipment; • damage to the environment; • liable to leave the authority in breach of one or more of his statutory duties; • failure to effectively enforce the legality of an asset that has a mandatory or prohibitory function; • failure of an asset to fulfil its intended function where such an asset protects the road user and/or facilitates the safe use of the Area Network; and/or • offence to road users from graffiti that is obscene, blasphemous or otherwise offensive; • confusion to road users from unauthorised marks on the highway; • and/or facilitates the safe use of the Area Network; and/or • offence to road users from graffiti that is obscene, blasphemous or otherwise offensive; • confusion to road users from unauthorised marks on the highway; Regular safety inspections are undertaken to identify Category 1 defects as indicated in Table 1. Additional inspections may be necessary in response to user or community concern or as a result of incidents or extreme weather conditions. Table 1 - Safety

	Inspection Frequency	
	Road type or maintenance district	Inspection frequency (months)
	Principal roads (Class A)	1
	Non-principal roads (Class B)	3
	Non-principal (Class C) and unclassified roads (as follows):	
	District 1 (City centre)	1
	District 2 (St Peter and Waterfront)	6
	District 15 (Drake)	9
	District 16 (Sutton & Mount Gould)	6
	The performance requirements for Category 1 defects are summarised in Appendix 1. Such defects are corrected or made safe at the time of inspection, i.e. within the Defect Verification period, if reasonably practicable. In this context, making safe may constitute displaying warning notices, coning off or fencing off to protect the public from the defect. If it is not possible to correct or make safe the defect at the time of inspection, repairs of a permanent or temporary nature are carried out as soon as possible and in any case within the Hazard Mitigation period. Permanent repairs are carried out within the Permanent Repair period. Other highway defects: Category 2 defects are all non-hazardous defects and repairs of a more minor nature. Plymouth Transport and Highways undertake such repairs as resources allow.	
Non-compliance procedure	Monitoring and reviews by the Highway Maintenance Manager and the Waterfront BID Manager will be conducted quarterly and any unresolved issues will be escalated to the Head of Service.	
Existing value of service	Annual highway maintenance revenue expenditure (general maintenance) for Plymouth as a whole is approximately - £2m Much of the highway maintenance is reactive in nature, consequently expenditure within the BID area will be commensurate with the volume of work undertaken in any given year. However, the estimated annual cost for providing this service is £70,500	
Boundary area	Waterfront Business Improvement District area	
Proposed BID additional activity	N/A	
Cost of BID additional activity	N/A	

Street Lighting

Head of Service: Tom White

Date: January 2012

Service provided within agreement	Street lighting maintenance is undertaken by Plymouth City Council's street lighting contractor, SEC Lighting Services Ltd in accordance with the Term Maintenance and Installation of Street Lighting Illuminated Traffic Signs Contract.
Specification	See below
Performance measure	The performance requirements for the contract are as follows: • Emergency attendance to road traffic accidents and vandalism within 2 hours • All faults are repaired within a target period of five working days. • Defective lanterns are replaced in 10 working days. • Deteriorated columns are replaced in two months • Annual lantern cleaning and inspection • Painting as resources allow • Electrical testing every six years, as programmed. • Night time inspections, every two weeks 1 October to 30 April, every four weeks 1 May to 30 September.
Non-compliance procedure	Monitoring and reviews by the Highway Maintenance Manager and the Waterfront BID Manager will be conducted quarterly and any unresolved issues will be escalated to the Head of Service.
Existing value of service	Annual highway maintenance revenue expenditure for Plymouth as a whole is approximately: £1.1m Much of the highway maintenance is reactive in nature, consequently expenditure within the BID area will be commensurate with the volume of work undertaken in any given year. However, the estimated annual cost of providing this service is £73,000.
Boundary area	Waterfront Business Improvement District area
Proposed Bid additional activity	N/A
Cost of BID additional activity	N/A

Traffic Signals and Pedestrian Crossings

Head of Service: Tom White

Date: January 2012

Service provided within agreement	Traffic signal maintenance (including traffic signal controlled crossings) is undertaken by Plymouth City Council's traffic signal contractor, Siemens Traffic Controls Ltd.
Specification	In accordance with the Traffic Control Maintenance Contract
Performance measure	▪ Priority 1 faults – 2 hours ▪ Priority 2 faults – 24 hours ▪ Annual inspection (general, functional and electrical) ▪ Annual bulk lamp change
Non-compliance procedure	Monitoring and reviews by the Highway Maintenance Manager and the Waterfront BID Manager will be conducted quarterly and any unresolved issues will be escalated to the Head of Service.
Existing value of service	Annual highway maintenance revenue expenditure for Plymouth as a whole is approximately - £150,000. Much of the highway maintenance is reactive in nature, consequently expenditure within the BID area will be commensurate with the volume of work undertaken in any given year. However, the estimated annual cost of providing this service is £26,000.
Boundary area	Waterfront Business Improvement District area
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

**Highways Maintenance:
Licensing and Enforcement**

Head of Service: Tom White

Date: January 2012

Service provided within agreement	Plymouth Transport and Highways is responsible for numerous enforcement and licensing functions conferred upon the authority by Highways Act 1980, Traffic Management Act 2004, New Roads and Street Works Act 1991 and the Road Traffic Regulations Act 1984. These include, but are not limited to: ▪ Licensing of skips, scaffolds, and tables and chairs for pavement cafes ▪ Control of building materials and making of excavations ▪ Control of vegetation from private properties ▪ Vehicle crossings over footways and verges ▪ Traffic regulation orders/Temporary traffic regulation orders ▪ Agreeing requests for road signs ▪ Coordination of utility companies (street works), e.g. gas, water electricity
Specification	Highways Act 1980 Plymouth Transport and Highways processes and issues licenses and permits as required. Ad hoc inspections are undertaken to ensure compliance with the Act, e.g following customer complaint or as may be revealed by routine inspections. New Roads and Street Works Act 1991 Plymouth transport and Highways operates and maintains a central register of road and street works and ensures that all works on the public highway are notified and recorded. The provider notifies its own works, planned or unplanned and ensures parity with statutory undertakers with respect to the timing of its own works. Plymouth Transport and Highways undertakes sample inspections of Statutory Undertakers' works and responds to related complaints and enquiries.
Performance measure	Highways Act 1980 Licenses and permits are issued within 3 working days subject to the requestee meeting the application requirements. Requests for enforcement under the Highways Act 1980 or new Roads and Street Works Act 1991 will normally be investigated within 10 working days of receiving notification of a problem. Issues considered urgent i.e. which might be considered a safety defect will be investigated within 24hrs. Enforcement is subject to the processes and notice periods laid down in the relevant act.
Non-compliance procedure	Monitoring and reviews by the Highway Maintenance Manager and the Waterfront BID Manager will be conducted quarterly and any unresolved issues will be escalated to the Head of Service.
Existing value of service	The estimated annual cost of providing this service is £5,800
Boundary area	Waterfront Business Improvement District boundary area
Proposed Bid additional activity	N/A
Cost of BID additional activity	N/A

Administrative, ICT and Office Space Support

Head of Service: David Draffan

Date: January 2012

Introduction

Plymouth City Council currently provides a range of support services to the Plymouth Waterfront Partnership.

As part of its contractual commitment to the Waterfront BID, the Council will continue to provide (as a minimum) the existing (2011/12) levels of support service to the Plymouth Waterfront Partnership throughout the lifetime of the BID (2012-17). This support will be provided through the Destination Plymouth structure and Economic Development service.

Plymouth Waterfront Partnership

The Plymouth Waterfront Partnership currently employs one full-time member: Waterfront Manager.

In addition, the Council currently employs a Street Operations Manager and Finance & Administration Manager, both of whom shall also be partly seconded to support the Waterfront BID Company through the Destination Plymouth structure.

Support Services

The existing support services are listed below, along with their baseline standards and levels that the Council will provide the Waterfront Partnership throughout the lifetime of the BID:

Human Resources

Policies: The Council will continue to recruit, train and support staff in the Waterfront BID / Place Management Team, in accordance with the Council's policies. These policies cover: Recruitment and selection; Equal Opportunities; Managing attendance; Disciplinary procedures.

Support: The Council will continue to provide human resources support, including advertisements for new posts, sending job packs, collation of applications, interviews, taking up references, medicals, letters of appointment, contract, probationary periods, terms and conditions, job evaluations, restructuring, Union consultations, capability issues due to long term sickness and sometimes eventual dismissal.

Performance management: We offer support to managers to guide staff members through the process and bring them up to the required standards.

Health & Safety: Occupational Health; Sickness referrals; Counselling support.

Training: The Council will offer and provide any scheduled training to the Waterfront BID / Place Management Team staff.

ICT

The Council will provide ICT support to the Waterfront BID / Place Management Team commensurate with the level of service required and funded, and in line with the policies and procedures prevailing at any given time.

The service expected to be delivered supports the following functional areas i.e. Telephone and fax, PCs, network access, Internet access, software and any associated peripheral devices. Any faults or work requests will be managed under the same procedures as operated by the Council as a whole.

Office Accommodation

The Council will continue to provide the Waterfront BID / Place Management Team with adequate office accommodation. This office accommodation will be in a centrally situated location, within a 10-minute walk of the Waterfront BID Area. The office should provide each of the staff with a suitably designed desks and adequate filing cabinets.

Administration

The Council will continue to provide the Waterfront BID / Place Management Team with photocopying, stamps, telephone costs, stationery and all other reasonable administration costs associated with managing the Waterfront BID. The Council will continue to pay the rental, heat, light, power and telephone costs associated with the Waterfront BID / Place Management Team.

Legal

The Council will provide a full legal service to the Waterfront BID / Place Management Team.

BID Levy

The Council will cover the costs of billing, collection and enforcement for the Waterfront BID Levy, including meeting any Court costs, to a maximum of £9,000 per annum. However, if the cost exceeds £9,000 per annum the Company will contribute towards the additional costs

Banking

The Council will act as a payroll bureau for salary and invoice payments, and for receipt of any income.

Cheque payments will go out as PCC pre-printed cheques signed by the Council's Director of Corporate Resources, although invoices will be required to be correctly addressed to Plymouth Waterfront Partnership Ltd for VAT purposes.

Payment Authorisation

Waterfront BID / Place Management staff will have authority to place orders on the Company's behalf up to the level designated by the Board. Orders above those limits will need to be agreed in advance by an appropriate board member with appropriate documentation i.e. signed letter, e-mail etc and held as a record. The Council's ordering system does not allow different authority levels for different groups of accounts, however the requirement mentioned above and a monthly exception report for the board's finance group will regulate the levels of orders being raised.

Accountancy and Audit Support

Plymouth City Council's finance service will provide accountancy and payments support to the Waterfront BID for the following areas:

- Day to day orders and payments
- Routine budget and expenditure queries
- Jointly responsible with the operational team for producing a financial report to each board meeting and sub-board meeting as appropriate
- Assistance in cash flow forecasts
- Preparation of VAT returns
- Management of Payroll for all Waterfront BID / Place Management Team staff.

Business and Performance Team

The Council's Business and Performance Team will continue to provide the Waterfront BID / Place Management Team with the full range and level of services currently provided. This includes assistance/advice with website development and maintenance; publications, image and internal Council communications; loan of all available equipment e.g. cameras, digital projector, laptop.