

SB8 - Baseline Agreement

Responsible authority: Truro City Council

Responsible Officer: Roger Gazzard (Town Clerk)

Service Provided,	<p>TCC are under no statutory obligation to provide any of the services below. The City Council receives no funding from Business Rates.</p> <p>TCC's corporate objectives include:</p> <ul style="list-style-type: none">• 'To promote & enhance the economic & social well-being of the City of Truro for the benefit of its residents, business, & visitors.'• 'To enable people residing, working or visiting the City to have a feel good factor' <p>Lemon Quay</p> <p>TCC have a long term management agreement with Cornwall Council (the owner) to manage events on Lemon Quay (eastern end but not the western end where the MI Bar & Hall for Cornwall have tables etc). TCC shall manage Lemon Quay and activities on it in accordance with the agreement. There is a stakeholder group for Lemon Quay on which the Bid have a seat.</p> <p>A number of annual events are run including:</p> <ul style="list-style-type: none">• Christmas Markets• Christmas Fat Stock Show• College art show• Garden Truro <p>Also more frequently run events:</p> <ul style="list-style-type: none">• Arts & Crafts Market• Live music & other entertainment <p>Twice Weekly events:</p> <ul style="list-style-type: none">• Farmers' Market <p>Truro Parks & Gardens (Victoria Gardens, Hendra Play Area, & Boscawen Park)</p> <p>Regular programme of free weekend events for children throughout June, July, & August including magicians, clowns, puppet shows, wildlife, & brass bands etc. Also, events run on Sundays to Fridays in August</p> <p>TCC Grants Committee</p>
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	Event organisers can apply for grants of between about £500 & £1,000
Number of Staff & Equipment	Town Clerk provides overall co-ordination of the programme & additional TCC staff provide support as & when is necessary
Specification	<p>Events, fairs and commercial bookings: 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>TCC have a Lemon Quay Management Agreement with Cornwall Council. TCC shall not book any activity restricted by the categories contained in Part II of Schedule Two of the agreement. TCC take bookings for activities taking place on Lemon Quay. This agreement has reached the end of its period and is continuing on a six month rolling notice period. TCC has applied to Cornwall Council under its devolution proposals to enter into a further long term agreement.</p> <p>As and when is necessary, TCC hire wheelie bins etc for events on Lemon Quay</p>
Performance Measure	<p>Events, fairs and commercial bookings:</p> <ul style="list-style-type: none"> 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>Marketing: number of leaflets, adverts etc</p> <p>Markets: provision of markets on stipulated days</p> <p>General: Footfall</p>
Existing Value of Contract/Service	<ul style="list-style-type: none"> Marketing materials (e.g. guides, leaflets) = £14,000 approx. Events in parks & gardens (including advertising etc) = £11k including advertising

	<ul style="list-style-type: none">• TCC Grants Committee – total pot of £9,000 Lemon Quay – varies but approximately £106,000 per 2022/23. Officer time costs form part of total Truro City Council budget
Boundary Area	BID area plus Victoria Gardens & Boscawen Park

SB9 - Planting Baseline Agreement

Responsible authority: Truro City Council (TCC)

Responsible Officer: Richard Budge (Parks and Gardens Manager)

Number of Staff & Equipment	<p>TCC Parks and Gardens Department employs 32 staff: 6 of whom provide the city centre planting service.</p> <p>Associated equipment includes: lawn mowers, strimmers, blowers, 3 trucks, knapsack sprayers, sucking machine, chainsaws, rotavators, wood chippers, 1 tractor & trailer, & 1 ride-on mower</p>
Specification	<p>1. Provision and/or planting and/or maintaining and/or cleaning and/or watering and/or control of: Shrubs, hedges, trees, grass</p> <p>2. Design, Procurement, planting & maintenance of bedding schemes.</p> <p>3. Hanging baskets & planters</p> <p>Trees, hanging baskets, planters etc are maintained on a regular basis with a clear programme throughout the year.</p> <p>Maintain the planting and grass cutting on Furniss Island and Lemon Quay.</p>
Performance Measure	<p>Annual Royal Horticultural Society Britain in Bloom judging. Public opinion</p>
Contractual agreements	<p>TCC are paid to provide planting services for the following organisations:</p> <ul style="list-style-type: none"> • Totally Truro Ltd re Hanging baskets • Truro Cathedral • Cornwall Council • Museum • Other businesses etc re Hanging baskets and planting.
Boundary Area	<p>BID area plus Victoria Gardens</p>

SB10 – Visit Truro

Managers: Abi Steel/Kathryn Follett (Truro City Council)

<p>Service Provided, Number of Staff & Equipment</p>	<p>TCC provides a comprehensive destination marketing service for Truro. The main elements are: -</p> <p>Provision of information to both visitors and residents at its Tourist Information Centre in Boscawen Street. The provision of information to telephone, e mail, and other methods of communication.</p> <p>A membership scheme for accommodation providers.</p> <p>The City of Truro Guide (This has been restricted due to covid)</p> <p>A specific website "visitruro" is maintained for the purposes of destination marketing.</p> <p>Social media etc marketing particularly of specific events</p> <p>Attendance at national holiday shows.</p> <p>Production of other materials such as maps.</p>
<p>Specification</p>	<p>Open at stipulated time and providing following basic services:</p> <ul style="list-style-type: none"> • Information Leaflets • Event Information • Town Centre Guide • Range of Local Products • Local & relevant national travel information
<p>Funding</p>	<ul style="list-style-type: none"> • Funded by Truro City Council
<p>Performance Measure</p>	<ul style="list-style-type: none"> • Number of people assisted • Information on types of enquiry
<p>Boundary Area</p>	<p>Situated within the BID area and promoting many of the services within that area</p>

SB6 - Truro Business Improvement District

Closed Circuit Television (CCTV) – Service Baseline

Manager: Roger Gazzard

Purpose of Service	<p>The main purposes of the Truro City Council owned cameras and equipment installed in Truro City centre are:-</p> <ul style="list-style-type: none">A reduction in the fear of crime, anti-social behaviour and reassurance of the public<ul style="list-style-type: none">○ To help secure a safer environment for those who live, work or trade in the area and those who visit the area <p>The detection, deterrence and prevention of crime and anti social behaviour including:</p> <ul style="list-style-type: none">○ 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 <p>Assisting in aspects of traffic management within the Town Centre.</p> <ul style="list-style-type: none">○ Assisting in improving the Town environment○ Assisting in the implementation of the Crime and Disorder Act 1998 (as amended) <p>The key objectives of the system are:-</p> <ul style="list-style-type: none">○ 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.
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<p>Service Provided, Number of Staff & Equipment</p>	<p>23 public space CCTV cameras owned and operated by Truro City Council are installed within the BID area.</p> <p>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 Cornwall Fire and Rescue command and control centre at Tolvaddon. They are also linked to the Cornwall Council emergency control room at County Hall and can be monitored from that location.</p> <p>Management of the CCTV control room is the responsibility of Cornwall Council. Monitoring services are contracted out by Truro City Council to the Cornwall Fire and Rescue service. Monitoring is currently for 44 hours per week but can be started immediately at any time on the request of the police, and additional hours can be purchased at a subsidised rate reflecting purely the costs of monitoring and not infrastructure costs.</p>
<p>Specification</p>	<p>CCTV images from all cameras are digitally recorded and stored for a period of 31 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 a 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 Truro City 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.</p> <p>The maintenance of the cameras and associated equipment is contract 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.</p>
<p>Performance Measure</p>	<p>Truro City Council owned and operated CCTV equipment:</p> <ul style="list-style-type: none"> ○ Number of hours proactive monitoring. ○ Number of incidents monitored by control room staff

	<ul style="list-style-type: none"> ○ 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	Truro BID area

SB – Public Conveniences

Responsible authority: Truro City Council (TCC)

Responsible Officer: Richard Budge (Parks and Gardens Manager)

Number of Staff & Equipment	TCC employ four cleaners and also open and close the conveniences
Specification	<p>TCC provide five sets of public conveniences in the City Centre.</p> <p>Lemon Street The Leats Green Street Bridge Street Moorfield Car Park</p> <p>With the exception of Green Street these conveniences are open from 6.30/7 am through to 7/8 pm seven days per week. They are shut one day per year, Xmas day.</p> <p>The conveniences are cleaned two or three times per day by TCC staff.</p>
Performance Measure	Public opinion
Contractual agreements	None

Boundary Area	BID area
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