

Lancaster City Council Initial Baseline Services Assessment

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1. CCTV

Head of Service: Mark Davies, Head of Environmental Services

Date: June 2012

Number of Staff and Equipment deployed in BID area	5 staff on Remploy contract (with budget mandate to reduce operating hours and therefore staff) Fully equipped CCTV control room in Lancaster Police station 15 cameras on columns & in/on buildings (incl 2 cameras in Lancaster bus station)
Specification / Nature of Activity	Public space CCTV operation involving operation and monitoring of all cameras and hire/maintenance of equipment
Performance Measures	Monthly statistical information of crimes etc observed
Non compliance procedure	None – assumes that staff always monitor system. If that fails a new staffing contractor would be appointed.
Existing value of contract	Total system operation £376,500 (incl oncosts) for 2012/13. (Note not all costs can be split per camera)
Boundary area	Part of a 42 camera system that covers areas of Lancaster & Morecambe.

2. Civil Enforcement

Head of Service: Mark Davies, Head of Environmental Services

Date: May 2012

Number of Staff and Equipment deployed in BID area	3 FT Waste and Cleansing Enforcement Officer cover the Lancaster District. Specific time allocation to the BID Project area is not available as they are deployed throughout the District.
Specification / Nature of Activity	Enforcement activities associated with legislation relevant to: Abandoned vehicles parked on the highway Littering Trade Waste Fly-tipping / Illegal abandonment of waste Containers left out on wrong collection days, including incorrect use of waste & recycling containers
Performance Measures	Internal
Non compliance procedure	Issue of Fixed Penalty Notices Issue of Section 46 Notices Removal of Vehicles Issue of Court Proceedings for Fly-Tipping offences

3. Events

Head of Service: Richard Tulej, Head of Community Services

Date: April 2012

Number of Staff and Equipment deployed in BID area	A mix of officers and time but approximate equivalent to 1.5 – 2 FTE
Specification / Nature of Activity delivered in the BID area	<p>Events:</p> <p>Lancaster Fireworks Spectacular – daytime programme of city events and night programme of events leading people back into city - city's biggest event</p> <p>Unlocked – chair, help deliver and market the programme of events</p> <p>Lancashire Witches Steering Group – member of group, supporting marketing and delivery of some of the events</p> <p>Lancaster Events Forum – chair and co-ordinate events networking forum</p> <p>Museums events – the city council funds the county council to run museums, including the events</p> <p>Street Market involvement in retail sector and other events</p> <p>Event Safety Advisory Group – chair and co-ordinate on behalf of emergency services in order to support the safe delivery of city centre events</p> <p>2012 – Olympic Torch and Velocity Festival, incorporating city centre cycle race</p> <p>Visitor Information Centre events and promotions – Lancashire Day, St George's Day, Christmas opening, English Tourism Week</p>
Performance Measures	<p>Fireworks:</p> <p>No of attendees and resident/visitor split</p> <p>Economic value of fireworks festival</p> <p>No of enquiries about event to VIC and events venues</p> <p>No of hits to website</p> <p>Equivalent advertising value</p> <p>Safety of event</p>

	<p>Unlocked: No of attendees Economic impact No of enquiries No of hits to website Equivalent advertising value Safety of event</p> <p>Torch and Velocity As above</p> <p>ESAG Ensuring safe and successful events within city</p>
Existing value of contract	<p>Fireworks – £40k, including event, marketing and officer time 2011 – 16,000 attendees. In 2010, based on 10,000 attendees, 30% visitors and had an economic impact of £440,000</p> <p>Unlocked £1,500 plus officer time equivalent to £3,000</p> <p>Torch and Velocity £30k including officer time</p> <p>Others above - £20k</p>

4. Visitor Information

Head of Service: Richard Tulej, Head of Community Services

Date: April 2012

Number of Staff and Equipment deployed in BID area	3.5 FTE
Specification / Nature of Activity delivered in the BID area	<p>A central walk-in information service, open six days a week all year round (also open Sundays and Bank Holidays as appropriate).</p> <p>A portal for the following:</p> <ul style="list-style-type: none"> • City information – what to see, do, eat, stay • Information leaflets • Event information and bookings • Accommodation bookings • Travel information and bookings • Sales of publications, maps, gifts and souvenirs • Ticket booking for a range of attractions • Business support to visitor facing businesses • Online shop
Performance Measures	<ul style="list-style-type: none"> • No of visitor enquiries • Visitor spend • No of bookings taken • No of businesses supported
Non compliance procedure	
Existing value of contract	<p>Cost of service £181K Income £30K Net cost of service £151K</p>

5. Marketing & Promotion

Head of Service: Richard Tulej (lead officer – Gill Haigh)

Date: April 2012

Number of Staff and Equipment deployed in BID area	2.5 staff covering district – approx 50% time spent on Lancaster. Therefore 1.25 FTE
Specification / Nature of Activity delivered in the BID area	<p>Marketing:</p> <ul style="list-style-type: none"> • Production and distribution of <ul style="list-style-type: none"> - Visitor Guide - Attractions leaflet - Guided Walks Guide - What's On • Specific campaigns and materials eg Lancashire Witches 400 leaflet and Visit Card • Target group travel market • Manage visitor facing website including district wide What's On • Co-ordinate city centre filming • Press and promotions – local, regional, national and international • Advertising • Support key publications about city • Photography/Video • Social media and e-marketing • Specific marketing of the markets • Joint marketing on a range of projects • Fund museums marketing activity • Events marketing
Performance Measures	<p>No of Visitor Guide requests No of website hits to city pages on city, coast, countryside and Visit Lancashire Lancaster pages No of web pages viewed No of film and media enquiries supported EAV of PR</p>
Non compliance procedure	
Existing value of contract	Approximately £30,000. Bear in mind some of this amount includes the BID area but is not limited to it.
Boundary area	

6. Markets

Head of Service: Mark Davies, Head of Environmental Services

Date: June 2012

Number of Staff and Equipment deployed in BID area	To be determined following closure of Lancaster Indoor Market (currently 4 staff cover all the markets in Lancaster) Charter Market involves no equipment but utilizes highway space. Assembly Rooms market – ground floor of Assembly Rooms, King Street, Lancaster. Space and assorted tables allocated to traders.
Specification / Nature of Activity	Provision of markets
Performance Measures	Various to cover nos of stalls occupied or spaces vacant. Rental income received.
Non compliance procedure	Not applicable
Existing value of contract	No specific contract in place. Charter Market net surplus £60K 2012/13 Assembly Rooms net surplus £5.5K 2012/13

7. Parking Management

Head of Service: Mark Davies, Head of Environmental Services

Date: June 2012

<p>Number of Staff and Equipment deployed in BID area</p>	<p>Off Street management and administration and provision of on-street parking services 7 staff On and Off Street parking enforcement 11 staff</p> <p>Off Street surface car parking is provided as follows:-</p> <p>Lancaster – Pay and Display - 1,000 spaces Morecambe and Heysham – Pay and Display – 1,700 spaces</p> <p>Multi-storey parking is provided in Lancaster at the following locations:-</p> <p>St Nicholas Arcades – Pay and Display - 292 spaces Marketgate – Pay on Foot - 115 spaces Parksafe – Pay on Foot Guaranteed Security – 260 spaces</p> <p>Penalty Charge Notices (PCNs) issued to vehicles parked in contravention of the on and off street parking regulations. PCNs issued by Civil Enforcement Officers using hand held computers (HHC) and cameras, integrated software used to monitor and follow up unpaid PCNs.</p> <p>62 Pay and Display machines and associated computers, software, telemetry systems used for revenue collection and control</p>
<p>Specification / Nature of Activity</p>	<p>Off Street car park management</p> <p>On and Off Street parking enforcement through partnership arrangements with Lancashire Parking Services in accordance with the Traffic Management Act, 2004 and on and off street traffic regulations and parking places orders.</p> <p>Management of On Street Parking Services in partnership with LSP including 14 residents parking schemes, pay and display parking and parking bay dispensations and suspensions.</p>

Performance Measures	<p>Parking enforcement monitored by annual return by LPS to the Home Office.</p> <p>Civil Parking Enforcement (CPE) operations monitored by the Traffic Penalty Tribunal (TPT) with quarterly and annual returns submitted.</p> <p>On Street parking operations monitored by LPS and Lancashire County Council</p> <p>Off Street parking operations monitored by City Council</p>
Non compliance procedure	<p>Parking enforcement through TPT</p> <p>Parking operations are reported through the respective authority portfolio holders and Cabinets as appropriate and through partnership and contractual arrangements</p>
Existing value of contract	To be confirmed

8. Street Cleansing

Head of Service: Mark Davies, Head of Environmental Services

Date: May 2012

Number of Staff and Equipment deployed in BID area	2 schmit machines 2 beat sweepers 6 – 9:30am 7days a week = £1400 per week Mon & Tues, Beat sweeper, 10am – 4pm = £350 per week Wed to Sat. 1 Beat Sweeper, 10 – 6pm = £900 per week (Sun Square is done by property services) Bins – 135 at various locations in the town centre BID area.. Emptied daily from 6am = £1600 per week Graffiti & Gum removal – £3000 per annum
Specification / Nature of Activity	As above
Performance Measures	Internal

9. Town Centre Management

Head of Service: Mark Davies, Head of Environmental Services

Date: June 2012

Number of Staff and Equipment deployed in BID area	<p>No specific staff or equipment deployed within the boundaries but specific street trading concession locations within pedestrianised area have been approved by Licensing Committee</p> <p>Site provided for Christmas tree and contribution made of £1500.</p> <p>Community radios monitored – users buy own equipment</p> <p>Maintenance of Sun Square</p>
Specification / Nature of Activity	City centre management
Performance Measures	No. of concessions granted
Non compliance procedure	None
Existing value of contract	<p>None. Net cost of £9.2k 2012/13</p> <p>Sun Square maintained as required – no specific funds allocated</p>

10. Museums and Culture

Head of Service: Richard Tulej, Head of Community Services

Date: May 2012

<p>Number of Staff and Equipment deployed in BID area</p>	<p><u>Maritime Museum</u> Full-time & Part-time staff – 6 ft equivalent Maritime Museum& Exhibits/Collections Small Shop and Café Education Offer – school tours/visits</p> <p><u>City Museum</u> Full-time & Part-time staff – approx 8 FT equivalent City Centre Museum & Exhibits/Collections Small Shop Education Offer – school tours/visits</p> <p>Regular exhibition programme throughout the year which is themed.</p> <p><u>Dukes Theatre Funding</u> 16 Full-time & 29 Part-time staff 860 days of freelance employment Dukes Theatre & DT3 Youth Theatre</p> <p><u>Ludus Dance</u> 9 Part-time staff 215 days of freelance employment Ludus Dance Centre</p>
<p>Specification / Nature of Activity</p>	<p>Museums service Dukes - Touring theatre shows, new productions, youth theatre and diversionary activities, cinema, gallery space, education and training, working with volunteers, catering and bar Ludus – Dance centre classes programme, live dance events at the Dukes and other local venues, education and training, working with volunteers</p>
<p>Performance Measures</p>	<p>Detailed targets set out in Service Level Agreement around contributing to Economic Growth, Health & Wellbeing, Community Leadership and Clean, Green & safe Places</p>
<p>Non compliance procedure</p>	<p>Part of the Service Level Agreement</p>
<p>Existing value of contract</p>	<p>Museums Service: £549, 000 Dukes Theatre: £143,900 Ludus: £22,200</p>

11. Licensing

Head of Service: Sarah Taylor, Head of Governance

Date: May 2012

Number of Staff and Equipment deployed in BID area	3 Members of staff. Unable to split staff time as engaged in the whole Lancaster City Council Area
Specification / Nature of Activity	<p>All offences or breaches committed under the licensing Act 2003 including –</p> <p>Ensuring the correct authorisations are in place.</p> <p>Ensuring that licences are displayed correctly</p> <p>Ensuring that conditions attached to the licences are complied with</p> <p>Ensuring that the following Licensing Objectives are maintained:-</p> <ol style="list-style-type: none"> 1. The protection of children from harm 2. The prevention of Public Nuisance 3. The prevention of Crime and Disorder 4. Public safety <p>The Regulation of Hackney carriage and Private Hire Vehicles including:-</p> <p>Ensuring that all vehicles and drivers are correctly licensed</p> <p>Spot checking vehicles to ensure their safety.</p> <p>Ensuring that drivers comply with all current legislation, terms and conditions of licences.</p> <p>Ensuring that there are no illegal unlicensed vehicles operating in the district in order to ensure public safety.</p> <p>Ensuring that private hire vehicle are not illegally plying for hire.</p> <p>The provision and enforcement of taxi ranks.</p> <p>The Regulation and Control of Street Collections and House to House collections including:-</p> <p>Ensuring that the correct permissions are in place</p>

	<p>Requesting financial returns</p> <p>Entering a voluntary site management agreement with the Public Fundraising Association in order to control face to face collectors who are otherwise not regulated by any legislation.</p> <p>Carrying out joint operations with Trading Standards Officers to raise public awareness of bogus House to house collectors.</p> <p>The Regulation and Control of Street Cafes</p> <p>Ensuring that appropriate policies and conditions are in place in order to allow street café's licensed to enhance the area.</p> <p>Ensuring that conditions are complied with.</p> <p>The Enforcement of Smoke Free Legislation</p> <p>Ensuring that correct signage is displayed on premises and in licensed private hire and hackney carriage vehicles.</p> <p>Ensuring that smoking is not taking place on licensed premises or licensed private hire and hackney carriage vehicles.</p>
Performance Measures	Internal
Non compliance procedure	<p>Warnings verbal/written</p> <p>Fixed penalty Notices (smoking)</p> <p>Report to relevant Committee</p> <p>Prosecution</p>
Existing value of contract	None

12. Refuse and Recycling

Head of Service: Mark Davies, Head of Environmental Services

Date: May 2012

Number of Staff and Equipment deployed in BID area	<p>1 Refuse Collection Vehicle. 1 Recycling Vehicle 2 Drivers, 2 Operatives.</p> <p>Vehicles and staff work in residential areas throughout the BID Project area, at least one day per week.</p> <p>Approximately 2-4 hour's week.</p>
Specification / Nature of Activity	<p>Access restrictions apply to BID Project area. Access available up to 10.30hrs with no return until after 17.00hrs Monday to Saturday.</p> <p>Collection of residual waste. Collections made are either in supplied orange sacks or 240L containers.</p> <p>Communal recycling is provided to some domestic residences recycling boxes to other.</p>
Performance Measures	Internal
Non compliance procedure	Section 46 Notices Fixed Penalty Notices

13. Street Furniture and Grounds Maintenance

Head of Service: Mark Davies, Head of Environmental Services

Date: May 2012

<p>Number of Staff and Equipment deployed in BID area</p>	<p>76 hanging baskets; once a year plus watering once a week depending on weather. £1200pa</p> <p>10 flowerbeds, 7500 plants * twice a year = £4500pa (inc. staff time)</p> <p>Various trees. Pruning once a year for CCTV £1500</p> <p>Public toilets – are privately owned. We pay Market £10,000pa for public use of the toilets.</p> <p>Benches (under grounds maintenance) – Memorial Garden (2) and Dalton Square (4)</p> <p>Seats – 42: Market St / Sq (10), Cheapside (8) Sir Simons Arcade (3), Penny Street (6), Church Street (2), Dalton Square (1), New Street (4), Queen Street (4) Rosemary Lane (1), St Georges Quay (3)</p> <p>Finger Posts – 17: Aldcliffe Road - Penny St bridge, Dalton Square – Town Hall, Great John Street / Dalton Sq, Church St / Stonewell, Cheapside / Church St, Cheapside – Horseshoe Corner, Penny St / Brock St, Market St – Marketgate, Market St – Sun St, Market St / King St, Covell Cross / China St, Fleet Square, St Georges Quay, Church St / New St, Market St – Sir Simon's Arcade, Wood St – Bus Station, Common Garden St / King St</p> <p>Amenity Lighting:</p> <p>Aalborg Square - 5 lamp columns Dalton Square - 8 pedestal lamps Penny Street - 1 column two globes New St. - 1 column four globes Moor Lane - 1 memorial lamp column St Johns Churchyard - 4 floodlamps</p>
<p>Specification / Nature of Activity</p>	<p>As above</p>
<p>Performance Measures</p>	<p>Internal</p>

14. Commercial Refuse Collection

Head of Service: Mark Davies, Head of Environmental Services

Date: May 2012

Number of Staff and Equipment deployed in BID area	<p>1 Refuse Collection Vehicle. 1 Recycling Vehicle 2 Drivers, 1 Operative.</p> <p>Vehicles and staff work throughout the BID Project area part of each day Monday to Saturday. Morning and early evening. Approximately 1.5 hours per day.</p>
Specification / Nature of Activity	<p>Access restrictions apply to BID Project area. Access available up to 10.30hrs with no return until after 17.00hrs Monday to Saturday.</p> <p>Delivery of Trade Sacks (chargeable).</p> <p>Collection of trade waste and trade recycling.</p> <p>Collections made are either in pre-paid sacks or commercial containers.</p>
Performance Measures	Internal
Non compliance procedure	Termination of services Fixed Penalty Notices
Existing value of contract	Unable to quantify, service is available throughout the district.

15. On-street Recycling

Head of Service: Mark Davies, Head of Environmental Services

Date: May 2012

Number of Staff and Equipment deployed in BID area	<p>1 Recycling Vehicle 1 Driver</p> <p>Vehicle and staff operate 3 times per week, Monday, Wednesday and Friday. Approximately 1 hour per day.</p>
Specification / Nature of Activity	<p>Access restrictions apply to BID Project area. Access available up to 10.30hrs with no return until after 17.00hrs Monday to Saturday.</p> <p>Collection from On-Street Recycling Containers. Co-mingled facilities for Paper/Cardboard and Cans/Glass and Plastic Bottles.</p> <p>8 Locations situated around the BID Project area.</p> <p>Locations: o/side BHS Market Street o/side TK Max Church Street o/side Police Station George Street o/side McDonalds Cheapside o/side Yorkshire Bank, Common Garden Street o/side Bus Stops Common Garden Street Meeting House Lane Cable Street near Bus Station</p>
Performance Measures	Internal

