



Gull Control work for Worcester City

Baseline

The Statement of Partner Requirements 2016 (SoPR) outlines the current level of service provided by Worcester City through WRS.

Outline provided in SoPR (2016)	Detail
Administrating and managing gull control with additional budget provided £15,000	Procurement and management of contractor to undertake egg replacement work in City Centre. The contract is funded by £5,500 which transferred from EH into WRS budget in 2010. Historically no contract existed and work was commissioned annually. In 2016 WRS tendered the contract for three years; which was repeated for 2019 breeding season. The work has been provided by Red Kite Pest Control since prior to 2010.
Attending liaison meetings on Gull control	Attendance and representation at Severn Estuary Gull Liaison group (meetings historically once or twice a year). The group no longer meet and instead WRS have reported to Environment Committee annually.


Since 2016 the City Council put further funding into WRS to provide additional elements with the work programme for 2019/20 to include:

Additional Elements funded by Worcester City (£15,000 in 2019/20)	Detail
Management and Administration of additional gull control work	Attendance at Member's briefings & additional Committee meetings; drafting of Member's updates; Administration of Gull Forum
Expanded egg replacement programme	Widening of egg replacement work outside of city centre
Technical Resources (Gull Control)	Funding of up to 18.5 hours/week to fulfil additional gull control work required by Worcester City: <ul style="list-style-type: none"> - Facilitate expanded egg replacement work by identifying locations to treat; arrangement of equipment to access locations difficult to treat; provide advice on Council owned buildings; work with Worcester BID & partners to

	provide targeted advice and support for businesses; audit city centre activities including businesses and residents; targeted approach to advise private landlords on gull control; promote red roof trial and facilitate this if possible; promotion of responsible behaviours.
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If the Council wished Worcester BID to extend this work further, the following might be given some consideration

Potential areas for funding support from BID	Detail
Annual audit of gull control undertaken by businesses in BID area	Identify whether business controls gulls and method used Identify level of success Enable follow up action to be possible with those businesses that need support or are not contributing to the work.
Facilitate trial of gull deterrent roofing material	Work with businesses to arrange trial of roofing material similar to that of 'The Hive' which does not suffer from gulls nesting or perching on it.



Name – Andrew Round, Corporate Director Place



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Baseline Services Statement

Baseline Activity: Car Parking & Environment Enforcement

Head of Service: Alice Davey (Community Services). Ashley Snookes Parking & Enforcement Manager

Date: 6th June 2019

<p>Service provided. Number of staff and equipment</p>	<p>Parking Operations - 11 Civil Enforcement Officers are employed to provide enforcement throughout the city both "on" & "off" street under the Traffic Management Act 2004 and the Worcester City Council Off Street Parking Places Order 2009 & The Worcester City Council Off Street Parking Places [Croft Road] Order 2009. Supervision is provided through a Parking and Enforcement Manager and 3 Supervisors.</p> <p>The 14 car parks in the city are managed through the team as are road closure requests.</p> <p>Civil Enforcement Officers also patrol and enforce parking regulations in the various Residents Parking Zones throughout the city centre and other on street parking areas.</p> <p>An online parking appeals service is operated through 1 full time and 1 part time team member supported by an Administration Officer.</p> <p>Environmental Enforcement Policy is set through the Community Services strategic function, and is enforced through 1 full time Officer. The service also provides an abandoned vehicle service, where reported vehicles are checked, verified and if required and conditions are met removed through a jointly procured service across the County of Worcestershire.</p> <p>42 modern are park payment machines accepting contactless, credit and cash, check in check out enabled. Pay by phone payment system available. 11 shelters being procured during 2019.</p>
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Discretionary or Statutory Service	Statutory
Specification	<p>All surface level and the multi storey car parks as well as on street locations both where payment is required and where it is not are patrolled daily and form part of different routes allocated to the Officers. Town centre parking facilities are provided at the following car parks:</p> <p>Copenhagen Street – 157 spaces Cornmarket – 83 spaces Providence Street – 57 spaces Cattle Market – 183 spaces King Street – 112 spaces Newport Street – 136 spaces St. Martin's Gate – 780 spaces (multi storey) Clare Street – 50 spaces Commandery Road – 35 spaces Orchard House – 40 spaces Pitchcroft Moors – 332 spaces Tallow Hill – 97 spaces Tybridge Street – 72 spaces Croft Road – 238 spaces Croft Road Coaches / Lorries – 8 spaces</p> <p>TOTAL – 2340 spaces of which 1910 (shown in bold above) are within the proposed BID area (76%). There are also 55 disabled parking bays of which 34 are in the BID area (67%).</p> <p>There are currently, (June 2019), 3 on–street parking areas where payment is required: Silver Street, Severn Street and College Precincts. Severn Street and College Precincts are located within the BID area. Worcestershire County Council is currently carrying out a consultation exercise to increase on street parking areas in the City, and this includes areas within the BID area.</p> <p>The Environmental Operations team provides a team of cleaners/handypersons who daily clean all car parks including the removal of graffiti etc. There will be a maintenance contract in place from Autumn 2019 to carry out front line maintenance of all car park payment machines. All car parks are mechanically swept. Car park signage including tariff boards along with lifts, alarm & CCTV systems are all maintained through contracts managed by the City Council.</p> <p>Car parking charges are in operation in off street car parks between 0700 and 2100 hrs Monday to Sunday. Charges are between 60per hour up to £1.20 per hour. All day parking varies between £3.50 to £10.</p>

Performance Measure	Park Mark Accreditation Occupancy Rates (approximate measure) Parking income Machine outage of all machines in a single car park Customer complaints (corporate system)
Non Compliance procedure	Loss of Park Mark Accreditation
Existing value of contract / service	N/A – there is no uplift in the services provided for the BID
Boundary areas	City wide although almost all off street car parks are in city centre. On street parking patrols extend beyond the city centre and BID area. Key patrol areas for environmental enforcement are around 80% in City Centre BID area.
Proposed BID additional activity	N/A
Cost of BID additional activity	N/A

Head of Service Signature



NAME: ALICE DAVEY



**WORCESTER
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Baseline Services Statement

Baseline Activity: Street CCTV cameras

Head of Service: Alice Davey

Date: 7th June 2019

Service provided. Number of staff and equipment	<p>CCTV camera surveillance - 1 Manager within Worcester City Council</p> <p>24/7 Control room provided and located in Civic Offices in Pershore staffed by Wychavon District Council.</p> <p>Site council owns fibre, recording equipment, monitoring equipment and cameras.</p> <p>Wychavon District Council own the City Net radio.</p>
Discretionary or Statutory Service	Discretionary
Specification	<p>TOTAL – 70 cameras see map below.</p> <p>The City Council instruct repairs and maintenance through a third party contractor.</p> <p>Proactive cleansing and inspection occurs twice a year.</p> <p>Only requests for footage should come via Police or Insurance company with a recognised Crime Incident Number or Insurance Reference Number.</p>
Performance Measure	Surveillance Camera Commissioner – Code of Practice
Non Compliance procedure	Complaints procedure Surveillance Camera Commissioner – non compliance procedure
Existing value of contract / service	Circa £540,000
Boundary areas	See map below

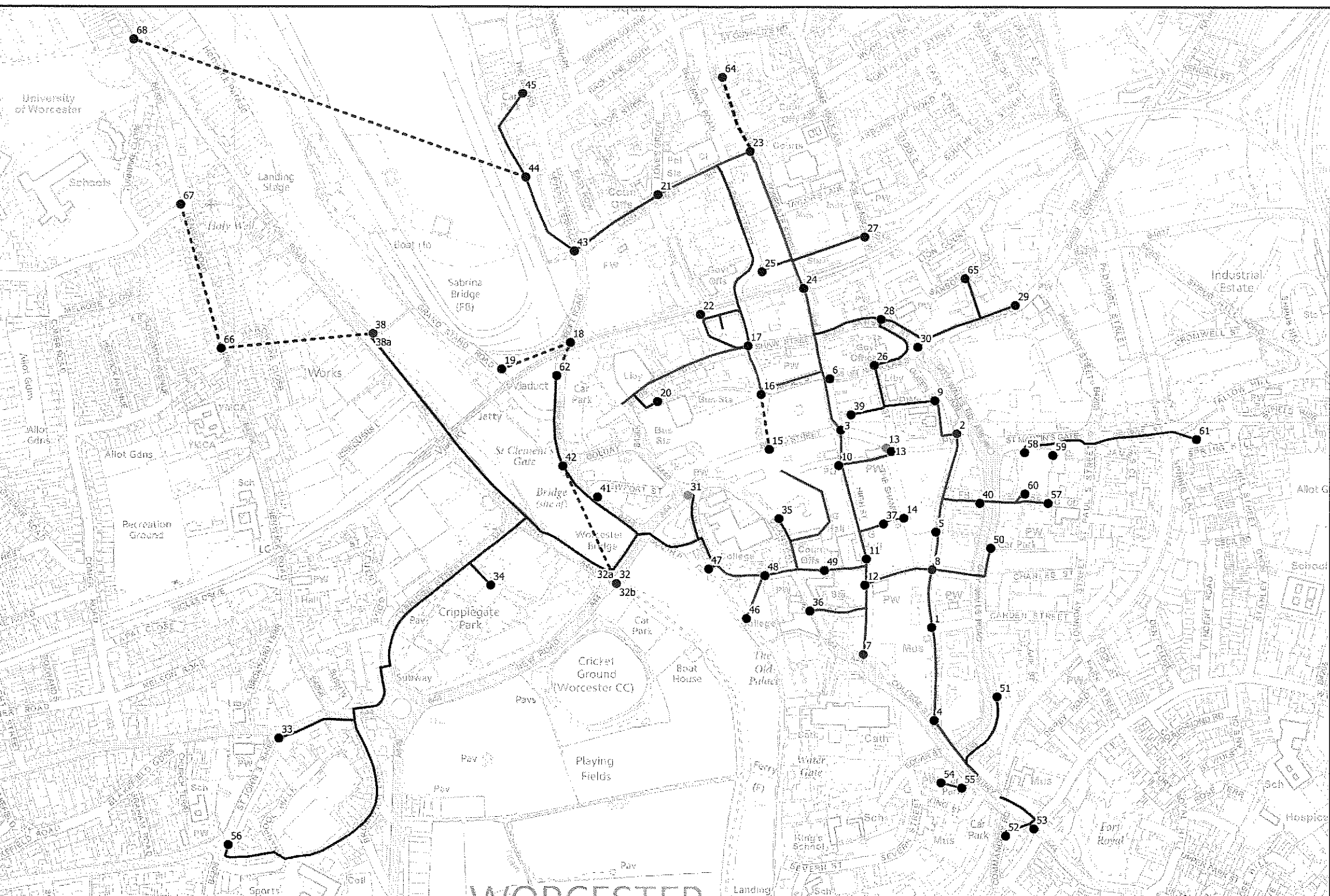
Proposed BID additional activity	<ul style="list-style-type: none"> • Private CCTV systems to compliment coverage • Wayleave agreements for cameras attached to third party buildings
Cost of BID additional activity	



Signature

NAME_Andrew Round, Corporate Director, Place

Worcester City Council - Camera Locations



Legend

- Worcester City CCTV
- Analogue
 - Digital HD
 - New - Digital HD
- CCTV Ducting
- existing ducting
 - second phase ducting
 - wifi
 - analogue wifi
 - new ducting



Worcester
CITY COUNCIL

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Date: 21/01/2019

Produced by: Warwick Neale



**WORCESTER
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Baseline Services Statement

Baseline Environmental Health Provision by WRS (City wide service)

Mark Cox - WRS

Date: 1st April 2019

<p>Service provided. Number of staff and equipment</p>	<p>Worcestershire Regulatory Services is the shared service delivering Environmental health and Licensing functions for the six district councils in Worcestershire and managing/ delivering a range of other services for partners including management of the county council's Trading Standards Service</p> <p>The team is divided into three divisions with each unit headed up by a Team Manager:</p> <ul style="list-style-type: none">• Community Environmental Health• Technical Services• Licensing & Support services <p>The three teams are supported by a Head of Service, a Business and Relationships Manager and a number of posts providing administrative, financial and clerical support, along with specialist support officers covering IT functionality and intelligence development, assessment and processing.</p> <p>WRS's front door is via a telephone service staffed by officers trained to deal with as many service requests as possible at first point of contact</p> <p>The provision of Environmental Health Services in Worcester City is in accordance with the Statement of Partner Requirements in the following key areas with establishment as indicated:</p>
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Community Environmental Health Team:

FTE per function for Worcester City:

Nuisances	2
Food Safety & IDs	2
Health & Safety	0.5
Health & Wellbeing	0.2
Water Safety	0.1

Statutory Nuisance investigations (noise, smoke, light, dust, accumulations etc), Drainage Investigations, Water Quality, Water Sampling, Filthy & Verminous premises, Public Burials, Licensing Consultations as Responsible Authority;

Food safety interventions, investigation of food/ water borne infectious disease, microbiological sampling, investigation of food complaints, response to Food Alerts, running FHRs Scheme.

Intelligence led Health and Safety interventions at workplaces;

Equipment that is held by WRS and can be used in Worcester City centre (subject to competing demands across the six Worcestershire District Council areas and through contractual obligations): Dust monitor, Continuous Nitrogen Dioxide Analyser, weather station, survey equipment, landfill gas analysers, numerous noise monitoring equipment and accessories.

The service is structured in teams comprising the following:

Technical Services Team: Air Quality, IPPC/ Pollution Control, Planning Consultations, Dog Warden and animal welfare service, sewer baiting, Duty Officers (call handlers and first point of contact), IT and Database administrators; Gull Control work.

Licensing Team: process and issue licences primarily in relation to public safety and the prevention of crime and disorder under the Licensing Act 2003,

	<p>Gambling Act 2005 ,Taxi legislation, Street Trading, Street collections, Animal activities, Sex Shops and Charitable collections etc. The service engages with business via taxi forums and pub watch type arrangements. Enforcement work is intelligence led with spot-checks on Taxis, working with other outside agencies like the Police and VOSA. Also engage in multi-agency enforcement via MATES protocol.</p> <p>WRS Licensing team is 15, but no one is allocated to an individual district. Time recording suggests 3.69FTE are committed to Licensing activities across the whole of Worcester City.</p> <p>Not included in Shared Service and retained by Worcester City: Fly tipping enforcement; Contaminated Land (Planning Department); Land Drainage (Engineers).</p> <p>Services Contracted Out: Pest Control</p>
Discretionary or Statutory Service	
Specification	<p>The overall purpose of EH has not changed however, the way it is discharged has changed significantly and the budget has fallen significantly.</p> <p>The WRS Statement of Partner requirements specify the service level agreements for all environmental health functions for each of the 6 partners.</p>
Performance Measure	<p>Activity data and performance measures are reported to the WRS Board quarterly, including a breakdown of the data for Worcester City.</p> <p>National KPI's/ Measures/ Viewpoint/ Satisfaction Survey's:</p> <p>LAEMS return (Food Safety)</p> <p>Food Hygiene Rating System: Number of businesses broadly compliant</p> <p>Business satisfaction survey</p> <p>LAE 1 return (Health and Safety enforcement activity)</p>

	<p>Drinking Water Inspectorate return</p> <p>Health & wellbeing Activity data reported to Public Health</p> <p>Customer satisfaction survey</p>
Non Compliance procedure	<p>a) Non compliance identified during the course of regulatory activity subject to WRS Enforcement Policy and National Guidance, Legislation and Case Law, where decision regarding appropriate enforcement action subject to a range of prescribed tests;</p> <p>b) Non compliance of WRS Environmental Health service to adhere to operating procedures, subject to complaint via Worcester City Council Complaints Procedure</p>
Existing value of contract / service	Current partner contribution for Worcester City is £507,000 for the whole of the city, however they are currently spending and extra £15,000 on gull control work.
Boundary areas	District Boundary
Proposed BID additional activity	<p>Further taxi enforcement subject to additional funding.</p> <p>Enforcement of no-idling provisions to improve Air Quality,</p> <p>Additional research work in relation to progressing air quality measures e.g. EV charging point needs for businesses,</p>
Cost of BID additional activity	Generally additional WRS capacity costs around £39-45 per hour, depending on the nature of work and level of expertise required. This is a full cost recovery rate.



Signature -

NAME: Andrew Round, Corporate Director, Place



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Baseline Services Statement

Baseline Activity: Floral displays

Service Manager: Team Manager, Street Scene

Date: 5th July 2019

Service provided. Number of staff and equipment	The City Council provide hanging baskets in St Andrews Gardens only.
Specification	N/A
Boundary areas	N/A
Proposed BID additional activity	None
Cost of BID additional activity	N/A

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NAME (PLEASE PRINT) __Andrew Round, Corporate Director, Place



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Baseline Services Statement

Baseline Activity: Litter Bin Provision, Emptying and Maintenance

Service Manager: Team Manager, Street Scene

Date: 3rd July 2019

Litter Bin Provision, Emptying and Maintenance	
Service carried out:	<p>Installation, emptying and maintenance of litter bins across the City Centre.</p> <p>In the region of 53 cast iron bins within city centre area emptied on average 3 times per day as needed. Other bins provided in outer city centre areas.</p> <p>Repair and maintenance of litter bins including painting.</p> <p>Work is spread across a number of operatives working in the city centre and is flexible to suit need.</p> <p>Further to agreement by Environment Committee in January 2019, solar powered 'Smart' bins will be installed in summer/autumn 2019. This will include bins which are suitable for mixed recycling along the High street. The initial installation is for 16 Smart bins 10 for residual waste and 6 for recycling. There is a further option for 12 residual bins within the next 12 months, to replace existing cast iron bins. These bins will provide additional capacity and will therefore be emptied less frequently.</p>
Boundary areas	BID area
Proposed BID additional activity	Increased provision of litter bins in key areas and regular emptying of them.

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NAME (PLEASE PRINT) Andrew Round, Corporate Director, Place



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Baseline Services Statement

Baseline Activity – Public Conveniences

Service Manager: Team Manager, Street Scene

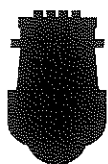
Date – 3rd July 2019

Public Conveniences

Service provided	<p>Public toilets within the BID area:</p> <p>Angel Place – open 07:15 – 16:45 daily using 20p coin operated barriers. Disabled usage 24hours. Baby changing facilities available</p> <p>Toilets cleaned twice a day by staff on their route.</p> <p>All monies are collected on a Thursday every week by security firm, assisted by a member of staff</p> <p>Cornmarket – open from 07.30 hours using 20p coin operated self contained units. Disabled usage approximately during shop opening hours with baby changing facilities in disabled toilet.</p> <p>Cleansing at the Cornmarket takes place when staff are there on route.</p> <p>Pods locked from 17. 30</p> <p>On Sunday toilets open 9.30-16.00</p>
Boundary areas	As outlined in BID area
Proposed BID additional activity	None
Cost of BID additional activity	N/A

Signature

NAME (PLEASE PRINT) __Andrew Round – Corporate Director, Place



**WORCESTER
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Baseline Services Statement

Baseline Activity: Public Seating Provision and Maintenance

Service Manager: Team Manager, Street Scene

Date: 3rd July 2019

Service provided	Maintenance and refurbishment of benches as and when required
Service carried out:	<p>Provision of good quality (cast iron, featuring Worcester City branding) benches in the City Centre area, including repair, maintenance and cleansing.</p> <p>Includes temporary removal of benches to facilitate city centre events such as the Victorian Fair and Carnival.</p> <p>We currently have 48 benches in place within the City Centre area</p>
Boundary areas	BID area
Proposed BID additional activity	
Cost of BID additional activity	

Signature _____

NAME (PLEASE PRINT) Andrew Round



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Baseline Services Statement

Baseline Activity: Street Cleaning

Service Manager: Team Manager, Street Scene

Date: 3rd July 2019

Street Cleaning

Service Carried out:

Monday – Friday

Emptying litter bins within BID area

Daily between 06:00 and 08:30

Emptying and cleaning BID area litter bins daily between 11:00 and 17:00

Mechanical Sweeping

Daily between 05:00 and 08:00

Street sweepers/litter pickers with barrows remove litter and sweep where necessary, in City Centre BID area

Daily between 10:00 and 18:00

Street washing

Daily as needed (subject to available resources)

Saturday

Emptying litter bins within BID area

Between 06:00 and 08:30

Mechanical Sweeping

Between 05:00 and 09:00

Electric van emptying and cleaning BID Area litter bins

Street sweepers/litter pickers with barrows x 2 remove litter and sweep where necessary, in City Centre BID area

Mechanical Sweeping

Between 10:00 and 18:00

Sunday

Emptying litter bins within BID area

Between 06:00 and 08:30

Mechanical Sweeping

Between 05:00 and 09:00

	Street sweepers/litter pickers with barrows remove litter and sweep where necessary, in City Centre BID area
Performance Measure	N/A
Non Compliance procedure	N/A
Existing value of contract / service	N/A
Boundary areas	As outlined in BID area
Proposed BID additional activity	None
Cost of BID additional activity	None



Signature

NAME (PLEASE PRINT) _Andrew Round_____