

APPENDIX 2: CANTERBURY CONNECTED BID

BASELINE STATEMENTS 2014-2019

Clearly statutory services have to continue to be provided by the relevant authorities; however, both statutory and discretionary service levels are always subject to resource constraints and the BID will work with the providers to minimise the impact of such pressures.

Details of the baseline services from Canterbury City Council, Kent County Council and Kent Police Authority for services delivered in the BID area are detailed below:

Canterbury City Council Services

Service	Business and Regeneration
Head of Service	Caroline Hicks
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Baseline Activity	Economic Development Policy
Notes of Service	This area aims to help create the right local conditions for economic success using both proactive and reactive interventions that have outcomes focused on achieving long-term and sustainable net economic benefits to the district. It uses and develops dedicated strategy and policy (e.g. economic) but also influences and contributes to the formulation of the Corporate agenda while interpreting Government and other policy in relation to the economy and specific to local economic development. As part of this, the collection, development and analysis of economic intelligence is of paramount importance as this underpins strong policy and drives forward and helps provide the rationale for local economic interventions. These activities are often carried out at a corporate and strategic level and as such will often include facilitation, enabling, lobbying, strategy, consultation, advocacy and partnership building which may not be visible or tangible but are essential in enabling interventions to happen.
Statutory or Discretionary?	Discretionary
Timing of activity	Year round - Monday to Friday
Staffing and equipment levels	2 FTE
Key Performance Indicators	<ul style="list-style-type: none"> • % of working age population in employment. • % of people working in knowledge-based businesses. • Average weekly wage level. • Level of new employment floor space available in the district (m2). • Wide range of economic intelligence (e.g. demography, businesses, employment/unemployment, skills etc.) these provide insights into the general health of the local economy. It also assists understanding of how jobs created/supported (economic impact)

	through our activities are leading to longer term economic improvements for district.
Boundary area	Canterbury District

Baseline Activity	Business Support
Notes of Service	<p>The team offers business support and advice, maintains and generates economic intelligence as well as acting as an advocate for the economy and strategic partner for businesses in the district. Areas of work include:</p> <ul style="list-style-type: none"> • Signposting to business support information • Delivery of small scale business support and networking events • Business directory • Signposting to access to finance • Start My Biz project • Operating an online commercial property register • Managing Red Dog Studios, studio space for creative industries in the city centre • Promote and attract commercial investment • Support and promote initiatives and activities that facilitate the provision of physical infrastructure • Support business development as well as employment, skills and inclusion initiatives • Managing the relationship with Canterbury City Partnership and associated SLA which is concerned with some aspects of city centre management including maintaining a key contact point between • Supports Canterbury 4 Business by managing its website, arranging all meetings and events (such as its annual conference) and providing general admin • Acting in an advocacy role to raise the profile of the local economy wherever and whenever this will advantage the Council's strategic aims for the local economy.
Statutory or Discretionary?	Discretionary
Timing of activity	All year round - Monday to Friday
Staffing and equipment levels	3 FTE
Key Performance Indicators	<ul style="list-style-type: none"> • Client enquiries (by type). • Jobs created/supported (economic impact). • External funding/value of support levered into Council and wider district. • Entirely digital Team newsletter (distributed to 2,430 business email contacts every other week). • Demand – the Team monitors and measure expressed demand for commercial property and take up of new build floor space. • Case studies (on specific enquiries, projects etc.) showing inputs, outputs and outcomes. • Wide range of economic intelligence (e.g. demography, businesses, employment/unemployment, skills etc.) – these provide insights into the general health of the local economy. It also assists

	understanding of how jobs created/supported (economic impact) through our activities are leading to longer term economic improvements for district.
Boundary area	Canterbury District

Baseline Activity	Tourism
Notes of Service	Tourism Marketing, Visit Canterbury Partnership, Visitor Information provision, projects and development, navigation and signage
Statutory or Discretionary?	The level of provision is at the discretion of the local authority
Timing of activity	Ongoing support. Visit Canterbury Partnership runs January to December each year.
Staffing and equipment levels	1.5 FTE in marketing team
Key Performance Indicators	Number of overnight stays to CCC district per annum, number of visitors overall to CCC district per annum, Number of Visit Canterbury partners, Number of unique users to Visit Canterbury websites, volume of bookings through Visit Canterbury websites, number of apps downloaded
Boundary area	Canterbury District

Service	Commissioned Services
Head of Service	Caroline Cooper
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Baseline Activity	Voluntary Sector grants and support
Notes of Service	Provides grants, concessions, advice and information to voluntary sector organisations. Includes assistance applying for external funding, governance advice etc. NB grant funding levels cannot be guaranteed for future years
Statutory or Discretionary?	Discretionary
Timing of activity	ongoing
Staffing and equipment levels	3FTE
Key Performance Indicators	<ul style="list-style-type: none"> • % of successful external funding bids supported by the CDOL service • Number of community and voluntary sector organisations supported each year
Boundary area	Canterbury District

Baseline Activity	Support and Development of Artists within the district
Notes of Service	<ul style="list-style-type: none"> • Provision of artist studios • Developing local, regional and national partnerships with key stakeholders • Provision of monthly artists market • Promotion of work and development opportunities through our website, newsletter and social media. • Grant funding available to local artists for projects that are match funded (TAP) • Written support of Arts Council grants that are made by artists within this area, and other bids where possible • Fund and support delivery partners- each project provide further job opportunities for local artists. • Support and development of CICs- i.e. Beach Creative, We Made It
Statutory or Discretionary?	The level of provision is at the discretion of the local authority.
Timing of activity	Ongoing support. TAP grants are available from April to December each year.
Staffing and equipment levels	One full time member of staff. Office/ Desk/ Computer/ Phone/ Internet and Email
Key Performance Indicators	<ul style="list-style-type: none"> • Occupied artist studios- retaining artists in the area • Increased number of cultural activities in the area • New artists moving to the area • Successful funding bids and match funding for cultural projects • Increased employment opportunities for artists and creatives. • Annual survey/ questionnaire
Boundary area	Canterbury District

Baseline Activity	Provision and Support of Cultural Activities and Events
Notes of Service	<ul style="list-style-type: none"> • Fund and support 7 major delivery partners- estimated total attendance of 170,000. • Overseeing management and facilitation of public art • Delivery of the Cultural Awards • Involvement with Beane programming meetings
Statutory or Discretionary?	The level of provision is at the discretion of the local authority.
Timing of activity	Ongoing support. Delivery partner activity takes place between April and October.
Staffing and equipment levels	One full time member of staff. Office/ Desk/ Computer/ Phone/ Internet and Email
Key Performance Indicators	<ul style="list-style-type: none"> • Attendance at the Culture Awards/ number of entries submitted • Evaluation of projects • Annual survey/ questionnaire
Boundary area	Canterbury District

Service	Commissioned Services
Head of Service	Joanna Jones
Telephone	01227 475 210
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Baseline Activity	Museums
Notes of Service	Strategic direction and delivery of: Beane Museum, Canterbury Heritage Museum, Roman Museum, Herne Bay Museum, Whitstable Museum and the Oast, and oversight of the Westgate Towers, including Collections management, Exhibition and Events Programming, Audience Development, Learning and Engagement, Marketing, and Commercial Services. The museums service is commissioned to deliver Visitor Services on behalf of the tourism team.
Statutory or Discretionary?	The level of provision is at the discretion of the local authority, however we have a statutory obligation to preserve and protect the Scheduled Ancient Monuments of the Roman Pavement and the Westgate Towers
Timing of activity	On-going
Staffing and equipment levels	6.5 FTE curatorial staff as well as 2 in marketing team and 10 FTE Visitor Services
Key Performance Indicators	<ul style="list-style-type: none"> • Number of visitors • Annual turnover • Number of children and young people engaged • Proportion of UK visitors from lower socio-economic groups
Boundary area	Canterbury District

Service	Commissioned Services
Head of Service	David Ford
Telephone	01227 862526
Email	David.ford@canterbury.gov.uk

Baseline Activity	Grounds Maintenance
Notes of Service	Grass cutting and grounds maintenance in parks and gardens. Management and monitoring of the grounds maintenance contract with Serco
Statutory or Discretionary?	Discretionary
Timing of activity	Ongoing
Staffing and equipment levels	A small part of the role of Commissioned Services (street scene).
Key Performance Indicators	Number of complaints
Boundary area	Canterbury District

Baseline Activity	Graffiti
Notes of Service	Facilitate Serco Graffiti Busters for graffiti removal. Also make graffiti wipes available to local groups for graffiti removal.

Statutory or Discretionary?	Discretionary
Timing of activity	Ongoing
Staffing and equipment levels	A small part of the role of Commissioned Services (street scene).
Key Performance Indicators	<ul style="list-style-type: none"> • Number of complaints • Number of incidents
Boundary area	Canterbury District

Baseline Activity	Fly Tipping
Notes of Service	Contract with Serco to remove fly tipping on demand. Not a major problem in Canterbury city centre. SSEO's deal with more of litter and trade waste.
Statutory or Discretionary?	Statutory
Timing of activity	5 days a week (SSCE) and 7 days a week (Serco).
Staffing and equipment levels	Enforcement team officers action as part of their daily activities
Key Performance Indicators	<ul style="list-style-type: none"> • 'Fly capture' data from Environment agency measure response times. • Number of complaints • Number of incidents
Boundary area	Canterbury District

Baseline Activity	Dog Fouling
Notes of Service	Cleared with street sweeping function. Education (school and public) as a preventative measure via Street Scene Enforcement officers (SSEO's). Empty bin daily.
Statutory or Discretionary?	Statutory
Timing of activity	Ongoing
Staffing and equipment levels	Enforcement team officers' action as part of their daily activities.
Key Performance Indicators	Numbers of complaints
Boundary area	Canterbury District. Not a major problem in Canterbury City Centre

Baseline Activity	Pavement Litter
Notes of Service	Contract with Serco for litter picking and collection, street cleansing and bin emptying.
Statutory or Discretionary?	Statutory
Timing of activity	7 days per week
Staffing and equipment levels	Enforcement team – action twice per week (CEO's) SSEO's – action 5 days a week Serco – action 7 days a week
Key Performance Indicators	As per Serco Contract

Boundary area	Canterbury District. Standard of cleanliness dependant on area (higher in city centre). City Centre is on a constant cleaning regime.
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Baseline Activity	The Marlowe Theatre
Notes of Service	To provide our district with a world-class theatre, creating cultural experiences that inspire, enrich and entertain, through: <ol style="list-style-type: none"> 1. Inspiring our many different audiences with a broad range of theatrical experiences. 2. Encouraging participation and engagement by all members of our community. 3. Offering education and creative learning opportunities for young people. 4. Developing opportunities for local creative artists and theatre professionals. 5. Supporting the local economy through our activities and by attracting visitors to the district.
Statutory or Discretionary?	Discretionary
Timing of activity	The Marlowe Theatre offers year round activities. Events can take place on any day of the week. Many performances take place in the evenings and at weekends although mid-week matinees are common and our regular participatory classes and workshops take place throughout the week during the day and in the evening.
Staffing and equipment levels	The Marlowe Theatre currently has 47 full time and 13 part time staff, plus 132 staff on zero hours contracts working approximately 57,000 hours per year.
Key Performance Indicators	<p>Show related Financial Operation:</p> <ul style="list-style-type: none"> • Average attendance per production • Average attendance per month and per year • Total number of performances vs annual budget • Total annual number of seats sold vs annual budget • Per production gross box office vs target • Per production seats sold vs target • Ticket price paid per production • Ticket drift per production • Net show surplus per production • Net show surplus annual vs profiled budget monthly • Private property seat sales vs profiled budget and productions <p>Marketing Financial Operation:</p> <ul style="list-style-type: none"> • All marketing spend per production to £1 generated • All marketing spend per production to tickets sold • Direct show marketing to £1 generated per production (Industry) • Direct show marketing to tickets sold per production (Industry) <p>Marlowe Friends Financial Operations:</p> <ul style="list-style-type: none"> • Membership levels • Membership income vs previous period in last financial year <p>Box Office Financial Operation:</p> <ul style="list-style-type: none"> • Number of tickets sold per transaction • Number of paid booking fees • Number of postage fees

	<ul style="list-style-type: none"> • Zero hours actual to profiled budget Creative Financial Operation: <ul style="list-style-type: none"> • Number of participants
Boundary area	The Marlowe Theatre is sited in Canterbury City Centre and can demonstrate a direct economic impact on the surrounding businesses. 92% of our audience live within 30 miles of the theatre.

Service	Direct Services
Head of Service	Douglas Rattray
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Baseline Activity	Facilitate use of public open space for events
Notes of Service	<ul style="list-style-type: none"> • Application process for use of public open space • Liaison with multi agency events group, and other internal/external agencies • Support and develop large scale annual events • Work closely with community to develop skills in event management • Oversee use of public open space with aims to provide a safe, cultural environment
Statutory or Discretionary?	The level of provision is at the discretion of the local authority.
Timing of activity	Ongoing support.
Staffing and equipment levels	1FTE Office/ Desk/ Computer/ Phone/ Internet and Email
Key Performance Indicators	<ul style="list-style-type: none"> • Repeat annual events • Attendance at events • Increased number of activities taking place in the district • Safe events- risk mitigated by officer intervention • Evaluation from particular projects • Ongoing high profile for cultural events • Feedback from safe attendance at high risk events i.e. Military • Parades and Olympic Torch • Positive feedback from external agencies i.e. Kent Police
Boundary area	Canterbury District

Baseline Activity	Market Management
Notes of Service	<ul style="list-style-type: none"> • Operate three weekly markets in Canterbury city centre • Manage the safe set up and dismantling of the market. • Manage the street cleansing and waste disposal needs related to the market • Coordinate and collect fees from market traders • Promote the market where possible. • The Thursday Green Shoots market is specifically focussed on young and starts up businesses and supports the Start My Biz programme. This market also operates from 10am to 7pm to support Thursday

	late night shopping.
Statutory or Discretionary?	Discretionary
Timing of activity	Year round on a Wednesday, Thursday and Friday as well as extra street markets in the run up to Christmas
Staffing and equipment levels	1 FTE
Key Performance Indicators	Income
Boundary area	St George's Street, Canterbury

Baseline Activity	Licensing Admin and Enforcement
Notes of Service	<ul style="list-style-type: none"> • Processing applications and issue of licenses • Conducting Hearings • Health Act • Sunday Trading • Sex Entertainment Venues and Boatmen • Alcohol and entertainment • Gambling • Taxis and private hire vehicles drivers • Street trading permits • Street and house to house collection permits • Lotteries • Enforcement of licences and permits • Licensing inspection visits
Statutory or Discretionary?	Statutory
Timing of activity	7 days/week. Enforcement works also carried on during out of office hours
Staffing and equipment levels	2 FT Officers 1 Manager (FT)
Key Performance Indicators	<ul style="list-style-type: none"> • No of complaints • No of hearings (Licensing Enforcement related) • No of license revoked • Positive review outcome (high compliance premises)
Boundary area	Canterbury District

Baseline Activity	Community Safety and CCTV
Notes of Service	<ul style="list-style-type: none"> • Canterbury Community Safety Partnership (CCSP) including support for District Watch and Neighbourhood Watch schemes • Work closely with Police to reduce crime and fear of crime. Also increasing the number of offenders brought to justice in Canterbury district • Community Safety Officers coordinating local community projects, surgeries etc. in addition to patrols and reporting • Coordinating Partnership Anti-Social Behaviour Group • CCMU out of hour's service for both council and outside Organisations (e.g. Thanet DC, Serco etc.)

	<ul style="list-style-type: none"> • Lifeline services – 1374 private (23.3% CT1 post code users) and 1750 council (10.3% CT1 post code users), either via hardwired systems or a dispersed unit • ANPR System – helping police to identify direction of travel of wanted vehicles • CCTV network - a total of 345 cameras monitored from the control room located at Canterbury City Council. <ul style="list-style-type: none"> ○ 132 main cameras covering open spaces, car parks, internal council owned buildings in Canterbury, Whitstable and Herne Bay. ○ 161 other cameras located on EKS elderly scheme front doors (ISDN line) to ensure residents safety. Also monitor outside venues that are not council owned. ○ 5 mobile cameras (WCCTV) used to survey areas at short notice ○ 12 static cameras (within the council) to monitor public areas, interview rooms and CCMU front internal door. ○ 11 cameras installed at Marlowe theatre (inside & outside) ○ 24 cameras installed at Beaney institute and Museum • Partnership working to increase awareness of issues and ensure reduction in acquisitive crime, ASB, Violent crime, Domestic violent and substance misuse. Also hold multi-agency awareness events. • Coordinated approach to road safety. Local Road Safety awareness to reduce crash rate incidents across Canterbury district. • Establish Speed Watch Schemes within the Canterbury district • Proactive work in Student areas to ensure residents (students and public) safety • Targeted and coordinated work with street drinkers – Canterbury • One stop shop – runs weekly at Canterbury and Herne Bay for DV victims • Neighbourhood Tasking Group – working with partner agencies to work with the community to resolve community issues, such as ASB, graffiti, nuisance, etc. Coordinate tasking group to address the need of the community • Alcohol Control Zone in Canterbury district including the city centre.
Statutory or Discretionary?	Community Safety Partnership is statutory. Others are discretionary
Timing of activity	<p>Community Safety Partnership meets four times a year. Neighbourhood Tasking Group meets fortnightly. All CCTV operators work a twelve hour daily shift commencing at 0600hrs or 1800hrs. Domestic Violent officer, CCTV control room supervisor, Community Safety Officer, manager, project officer work 9am – 5pm Monday to Friday. CCTV control room supervisor also work to cover shifts when needed. Lifeline Co-ordinators works 8am – 4pm Monday to Friday CCTV monitored 24hours a day, 365 days a year.</p>

Staffing and equipment levels	<p>2 FTE Community Safety Officers 1 Community safety project officer (FT) 1 Domestic Violent officer (FT) 1 Community safety manager (FT) 1 CCTV control room supervisor (FT) 9 CCTV Operators (7 FT and 2 PT). 2 Lifeline Co-ordinators (1FT, 1PT)</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Successful delivery of CCSP Priorities Action Plan with all milestones achieved. Priorities include acquisitive crime, violent crime, domestic violent, substance misuse, road safety and ASB. • ASB local indicators - linked to ASB Nuisance, ASB Personal and ASB Environment. • DV local indicators - repeat victims of Domestic Violence • Lifeline complaints resolved within 2 days (faults and lost pendants) • % of private lifeline installed to those returned • Customer's call response time (within 60 seconds) • Management performance report • Daily and monthly CCMU briefing reports
Boundary area	Canterbury District

Baseline Activity	Street Scene Enforcement
Notes of Service	<p>Deals with enforcement and monitoring of Council services provided by external contractors to ensure that the statutory services of refuse and recycling collections, street scene services are delivered to the required standard. It is the first contact point for the public on many street scene activities</p> <p>Enforcement to ensure compliance include:</p> <ul style="list-style-type: none"> • Street cleansing • Public conveniences • Trade waste – duty of care on waste disposal (right days & time) • Domestic waste – duty of care on waste disposal (right days & time) • Dog Control orders – ensure dog are on leads and not causing nuisance • Un taxed Cars – report to DVLA • Abandoned bikes – attach notice and order removal after 14 days • Fly posting – facilitate removal by Serco (large/on high speed road). Otherwise remove as part of daily activities
Statutory or Discretionary?	Policy statutory, enforcement discretionary
Timing of activity	8am – 5pm 5 days a week
Staffing and equipment levels	4 SSEO's (FT)
Key Performance Indicators	<p>As per Serco Contract</p> <ul style="list-style-type: none"> • Number of complaints • Number of incidents
Boundary area	Canterbury District

Baseline Activity	Car Parking - Enforcement
Notes of Service	<p>Enforcement in car parks to ensure compliance including:</p> <ul style="list-style-type: none"> • Car parking enforcement • Liaison with Transportation to provide improvements to car parks, facilities, the local environment and personal safety • Resident on street parking • Pay and display on street parking • Administration of parking permits, cards and mobile phone options • Management of off-street parking including three Park and Ride car parks one Multi Storey and 12 variable stay City centre car parks (numbers of spaces and pricing vary). • Provision of direct customer services at the City Council Offices, website and online application and payment portal. • Preparation of annual On and Off Street orders (including tariffs), publicity and consultation • Cash collection, financial reconciliation and banking
Statutory or Discretionary?	There is a statutory duty to provide off-street car parking. The level of provision is at the discretion of the local authority.
Timing of activity	<p>Daily patrol (including hot spots) between 7.45am – 8.45pm (7 days/week including bank holidays).</p> <p>Car park charges currently apply Monday to Sunday 7am to 9pm (free outside these times) *</p> <p>Customer Services desk during City Council opening times 9am – 5pm (*)</p> <p>Daily cash collections and banking (*)</p> <p>Weekly site inspections linked to annual capital improvement programme (*)</p> <p>Annual preparation of official parking Orders (*)</p>
Staffing and equipment levels	<p>Enforcement admin team; 2.6 staff and 16 parking attendants (13 FT and 3 PT).</p> <p>Parking Management; 5.2 FTE's including 3 Parking Officers (*)</p> <p>CCTV car park monitoring is provided by Canterbury City Council.</p>
Key Performance Indicators	<p>CEO's monitoring and performance management</p> <p>Parking income (*)</p> <p>Parking acts (*)</p> <p>Park and Ride usage (*)</p> <p>Park & Ride income (*)</p>
Boundary area	<ul style="list-style-type: none"> • CCTV city centre based • Car parks provided district wide - details of city centre car parks can be found at www.canterbury.gov.uk/parking

Baseline Activity	Abandoned Cars
Notes of Service	Contract with 'Reclamme' to remove abandoned cars on demand.
Statutory or Discretionary?	Statutory
Timing of activity	5 days a week (SSCE) and 7 days a week (Serco). Cars are removed within 7-15 days.
Staffing and equipment levels	'Reclamme' contacted to remove cars as demand arises.

Key Performance Indicators	<ul style="list-style-type: none"> • Number of incidents • Number of incidents dealt with within set time frame
Boundary area	Canterbury District. Not a major problem in Canterbury City Centre

Baseline Activity	Coach Park
Notes of Service	Dedicated site with 44 coach bays and 10 motorhome spaces close to City Centre. £10 daily parking tariff. Amenity building with facilities maps and guides. Riverside walks to City
Statutory or Discretionary?	Discretionary
Timing of activity	<ul style="list-style-type: none"> • Open 24/7 • Daily cash collection, reconciliation and banking • Daily cleaning and site inspection
Staffing and equipment levels	<ul style="list-style-type: none"> • 0.25 FTE • Other services under contract • Pay stations with a range of payment options • Mobile phone payment alternative • Traffic capacity counters and approach signs • Winter maintenance plan
Key Performance Indicators	<ul style="list-style-type: none"> • Number of Parking Acts • Revenue • Complaints/compliments
Boundary area	Canterbury City

Baseline Activity	Car Parking
Notes of Service	<ul style="list-style-type: none"> • Twelve variable stay city centre open car parks • One Multi Storey car park • Three Park & Ride sites (detailed separately). • Five variable stay car parks located outside the centre but providing parking for it • One Leisure Centre car park • One dedicated central disabled car park • Management of on street bays and signs • Provision and management of a range of permits and discount schemes • Liaison with CCC Enforcement staff • 24/7 CCTV coverage on most sites
Statutory or Discretionary?	There is a statutory duty to provide off street parking. The level of provision is at the discretion of the local authority.
Timing of activity	<ul style="list-style-type: none"> • Open 24/7 • Main car park charging times from 7am to 9pm (free outside these times) • Daily cash collection, reconciliation and banking. • Monthly site inspections • Annual Capital Improvement programme • Management of Parking Orders including annual public consultation procedures

	<ul style="list-style-type: none"> • Management of web site and emergency notifications
Staffing and equipment levels	<ul style="list-style-type: none"> • 3 x FTE • 1 x contracted payment machine engineer • Other services under contract • Range of modern pay and display and pay on foot options • Mobile phone payment option • CCTV provided by Central Services Unit
Key Performance Indicators	<ul style="list-style-type: none"> • Number of Parking Acts • Revenue • Complaints/compliments
Boundary area	Canterbury City

Baseline Activity	Park & Ride
Notes of Service	Canterbury City Council managed service from 3 sites. 600 car spaces per site. Contracted bus fleet providing 3 vehicles per route running to an 8 minute service at peak times. Average 1million return passengers per annum. Additional Hospital shuttle from one site using dedicated vehicle. Motorhome parking available. Sites used for variety of community uses including parent drop off parking to local schools. 20% discount available to regular users. Discounts offered to City Universities.
Statutory or Discretionary?	Discretionary
Timing of activity	<ul style="list-style-type: none"> • 7am to 7:30pm Monday to Saturday. • Seasonal extensions and additions • Closed Christmas Day, Boxing Day or New Year's Day • Plans for Sunday service and extended hours with new contract • Daily cash collection, reconciliation and banking • Daily site inspections and cleaning • Winter maintenance plan • Management of web site and emergency notifications
Staffing and equipment levels	<ul style="list-style-type: none"> • 2.75 x FTE. • Other services contracted • Terminal buildings at each site • Barriers and pay stations. • CCTV (24/7) • Assistance intercoms • Remote control of equipment
Key Performance Indicators	<ul style="list-style-type: none"> • Number of parking acts • Number of passengers • Frequency of timetable • Complaints/compliments
Boundary area	Canterbury City

Service	Transportation and Environment
Head of Service	Richard Moore
Telephone	01227 862 419
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Baseline Activity	Outdoor Leisure
Notes of Service	<p>Regeneration of parks and green open spaces and community engagement in the management of the open spaces. Current activity includes supporting the Riverside Strategy and engagement / plans for in Abbot's Mill, Solly's Orchard, Miller's Field, Butterfly Gardens and Greyfriars.</p> <p>The major current project is the £1m HLF Westgate Parks project. The key principles for the project are:</p> <ul style="list-style-type: none"> • Conserving and celebrating the heritage • Environmental management of the River Stour • Connectivity – the parks as a corridor from city to countryside • Play and recreation – improvement of Toddlers Cove play area • Habitat management
Statutory or Discretionary?	Discretionary
Timing of activity	Westgate Parks main capital works programme runs from Sept 2013 - May 2014 / Five year community engagement worker in post until June 2018 with smaller capital pot for ongoing works. All other outdoor leisure work is ongoing.
Staffing and equipment levels	3FTE
Key Performance Indicators	<ul style="list-style-type: none"> • % of local residents surveyed reporting improvements to areas of local open space • % of local residents surveyed reporting improved play facilities • % of people who have got together with other people to improve things in the local area or given unpaid help to groups or organisations
Boundary area	Canterbury City

Baseline Activity	Transportation
Notes of Service	<ul style="list-style-type: none"> • Joint responsibility with Kent County Council for the District's Transport Strategy. • Traffic management through enforcement of parking restrictions. • Responsibility for the Canterbury Parking Strategy and implementation of actions • Providing transportation advice and input through the Local Plan. • Respond to planning applications ensuring that parking and sustainable transport aspects are given due consideration. • Deliver transport improvements using S106 Transport Contributions, external funding and through the capital programme. • Staff travel plan.

Statutory or Discretionary?	Discretionary
Timing of activity	On-going
Staffing and equipment levels	2 x FTE.
Key Performance Indicators	<ul style="list-style-type: none"> • Number of vehicle movements in city • Journey time monitoring
Boundary area	Canterbury City

Baseline Activity	Transport - Pedestrians
Notes of Service	<ul style="list-style-type: none"> • Delivery of walking improvements and promotional initiatives. • Delivery transport and public realm improvements through the capital programme • Responsibility for pedestrian 'finger post' direction signage • Responsibility for seats and benches • Pavement parking bans • Enhanced maintenance of pedestrianised areas
Statutory or Discretionary?	Discretionary
Timing of activity	On-going
Staffing and equipment levels	Included in Transportation function
Key Performance Indicators	<ul style="list-style-type: none"> • City centre footfall figures • Travel Plan monitoring
Boundary area	Canterbury City

Baseline Activity	Transport - Cyclists
Notes of Service	<ul style="list-style-type: none"> • Delivery of cycling network improvements • Cycle promotional initiatives. • Cycle parking • Cycle signage
Statutory or Discretionary?	Discretionary
Timing of activity	On-going
Staffing and equipment levels	Included in Transportation function
Key Performance Indicators	<ul style="list-style-type: none"> • Annual monitoring of cycle journeys • No. of kms of cycle route • No of cycle stands
Boundary area	Canterbury City

Baseline Activity	Transport – Public Transport
Notes of Service	<ul style="list-style-type: none"> • Joint production of the Transport Strategy with KCC and implementation of actions • Role within the Quality Bus Partnership which includes implementing roadside infrastructure improvements and promotion etc.

	<ul style="list-style-type: none"> Maintenance and provision of bus shelters. CCC own 85 bus shelters and have an agreement with Adshel for 40 more. To increase rural bus provision through the Kent Karrier (dial-a-ride) service- 3 buses operate in our District (KCC fund 2 and the City Council 1). Public realm improvements around public transport hubs
Statutory or Discretionary?	Discretionary
Timing of activity	On-going
Staffing and equipment levels	Included in Transportation function
Key Performance Indicators	Targets for Buses running to timetable Bus patronage No. of new/upgraded bus shelters Complaints/Compliments No. of buses with min Euro 4 engines
Boundary area	Canterbury City

Kent County Council Services

Service	Kent County Council Highways & Transportation
Director	John Burr
Telephone	01622 694192
Email	john.burr@kent.gov.uk

Baseline Activity	Highway Maintenance
Notes of Service	<p><u>Overview:</u> Kent County Council Highways & Transportation (KCC H&T) are the responsible authority for the entire public highway in the Bid area and surrounding parts of Canterbury. The Highways Agency manages the A2 which bypasses Canterbury running from London to Dover. One of the statutory requirements of Kent County Council as Highway Authority is to manage the road network so as to ensure, as far as reasonably practical, the safe movement of not only traffic, but also pedestrians and other vulnerable road users.</p> <p>Highway schemes within Canterbury are developed based on safety criteria. Resurfacing and surface treatment works are prioritised on a county wide economical ranking basis. All KCC roads and footways within the BID area have safety inspections carried out at regular frequencies. All safety defects are repaired based on their urgency.</p>
Statutory or Discretionary?	Statutory
Timing of activity	Kent County Council Highways & Transportation is committed to continue with the routine maintenance works to the highway. Highways Management ongoing for the life of the Business Improvement District
Staffing and equipment levels	Information not available.

Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent.

Baseline Activity	Maintenance of Non-Illuminated Traffic Signs
Notes of Service	Non-illuminated traffic signs which may be regulatory, warning, direction signs or advice and information signs placed by the Highway Authority for highway purposes. <u>Relevant Legislation</u> Section 41 of the Highways Act 1980 imposes a duty on the Highway Authority (Kent County Council) to maintain those roads which are maintainable at public expense.
Statutory or Discretionary?	Statutory
Timing of activity	Ongoing for the life of the BID
Staffing and equipment levels	Information not available.
Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent

Baseline Activity	Structural Maintenance
Notes of Service	KCC H&T have the responsibility for maintenance of structures within the city which include subways. Currently KCC H&T are working with Canterbury City Council (CCC) to remove graffiti from the subways. In addition KCC H&T maintain structures on the highway network which includes the overbridge adjacent to Canterbury East station. The bridge is regularly inspected and maintenance carried out on a needs/priority basis. Whilst CCC is responsible for most of the soft estate maintenance within the BID area, KCC H&T carry out maintenance of highway verges and roundabouts.
Statutory or Discretionary?	Discretionary
Timing of activity	Ongoing for the life of the BID
Staffing and equipment levels	Information not available.
Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent

Baseline Activity	Footways and Carriageways
Notes of Service	All footways and carriageways within the BID area have safety inspections carried out at regular frequencies and any safety defects are repaired within prescribed time scales.
Statutory or Discretionary?	Statutory

Timing of activity	Ongoing for the life of the BID
Staffing and equipment levels	Information not available.
Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent

Baseline Activity	Licencing for Tables & Chairs, 'A' boards and Skips
Notes of Service	KCC H&T are the licencing authority for tables & chairs, 'A' boards and skips on the highway within the BID area.
Statutory or Discretionary?	Discretionary
Timing of activity	Ongoing for the life of the BID
Staffing and equipment levels	Information not available.
Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent

Baseline Activity	Street lights, Illuminated Signs and Bollard Maintenance
Notes of Service	The majority of street lights and illuminated signs & bollards within the bid area are maintained by KCC H&T. All KCC maintained street lights are regularly inspected and faults repaired according to priority.
Statutory or Discretionary?	Discretionary
Timing of activity	Ongoing for the life of the BID
Staffing and equipment levels	Information not available.
Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent

Baseline Activity	Highways Winter Maintenance
Notes of Service	KCC H&T have a winter service plan for the City of Canterbury. The main roads around the centre are a primary salting route whilst the arteries through the BID area are secondary routes – treated during prolonged periods of ice and snow. During winter emergencies, the footways within the city centre are treated on a priority basis as detailed in the local plan.
Statutory or Discretionary?	Discretionary
Timing of activity	Ongoing for the life of the BID
Staffing and equipment levels	Information not available.
Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent

Baseline Activity	Drainage
Notes of Service	KCC H&T is responsible for the surface water drainage within the BID area. All road gully's are checked once a year, in addition any localised flooding is dealt with as a priority
Statutory or Discretionary?	Discretionary
Timing of activity	Ongoing for the life of the BID
Staffing and equipment levels	Information not available.
Key Performance Indicators	None
Boundary area	Canterbury Business Improvement District area and throughout Kent

Kent Police Services

Service	Kent Police
Head of Service	CI 7926 Mark Arnold
Telephone	07980 683783
Email	mark.arnold@kent.pnn.police.uk

Baseline Activity	City Centre Team
Notes of Service	<p>Working with our partners we will provide a first class service protecting and serving the people of Canterbury District and making it a safer place for people to live, work and visit. We will identify those who cause the greatest harm to the people who live, work and visit Canterbury District by lawfully, ethically and with integrity deterring, diverting, disrupting and detaining them; seeking the most appropriate 'brought to justice' outcomes for victims and offenders. We aim to achieve this by:</p> <ul style="list-style-type: none"> • City Centre Team (CCT) will work within the National Intelligence Model and Tasking and Co-ordinating Group processes to reduce incidents of theft, violence against the person, criminal damage and Anti-Social Behaviour (ASB). • Community Safety Unit (CSU) will work as part of the Community Safety Partnership (CSP) to work with the community (including commercial) to resolve community issues such as ASB, graffiti, begging, drunkenness, vandalism etc. • CSP Neighbourhood Tasking Group will deal with issues impacting on the wider safety of the community. • Active involvement with District Watch to keep persistent offenders away from Canterbury retail premises. • Active involvement with District Watch, in the night time economy, to keep persistent offenders away from Canterbury licensed premises. • Active involvement with Canterbury City Centre Partnership to address the needs of the business community.
Statutory or Discretionary?	Statutory
Timing of activity	24 hours per day 365 days a year.

Staffing and equipment levels	<ul style="list-style-type: none"> • Canterbury City has 5 Central Response Teams (CRT - 5 PS's and 50 PC's) who respond 24/7 365 days to Immediate or High Graded calls. • Canterbury City has 5 Neighbourhood Police Teams (NPT - 5 PS's, 40 PC's and 12 PCSO's) who police 18/7 365 days to deal with crime and ASB calls. • City Centre Team (CCT - 1 PS, 6 PC's and 2 PCSO's) patrols the City Centre. <p>Please note that all of the above Teams are due to change in the summer of 2014 due to CSR2. The numbers of officers is expected to be roughly the same with a merger of CRT and NPT with the CCT remaining.</p>
Key Performance Indicators	N/A.
Boundary area	Canterbury District