

Baseline Agreement

Responsible authority: Newquay Town Council (NTC)

Responsible Officer: Andrew Curtis (Town Clerk & RFO)

Service Provided	<p>NTC are under no statutory obligation to provide any of the services below.</p> <p>Town Centre events NTC organise the annual Remembrance Day parade and Church service in partnership with RBL.</p> <p>NTC provides financial and other support to a range of local events as well as hosting its own events throughout the year, through its Events and Projects Co-Ordinator.</p> <p>NTC Grants Event organisers can apply for grants from the Town Council. Occasionally the Town Council may give larger grants for events which are expected to deliver significant social or economic benefits.</p> <p>Visit Newquay and Marketing The Town Council runs the Visit Newquay TIC and also pays for marketing and communications through Radio Newquay. Visit Newquay is the official Destination Marketing Organisation and hosts the Visitnewquay.org website and various social media channels.</p> <p>Visit Newquay produce maps and an annual guide for Newquay as well as attend, promote and on occasion host events and conferences centred around tourism, promotion of its member organisations and indeed the town.</p> <p>Christmas</p> <p>The Town Council fund the Christmas lights, aspects of the Christmas lights switch on, fireworks and parade as well as Christmas markets and events/festival.</p>
Number of Staff & Equipment	<p>The Town Council currently employ 45 members of staff headed up by the Town Clerk. The staff operate across 7 service areas:</p> <ul style="list-style-type: none">Corporate Service (including events)CCTV ServiceFacilities ServiceEnvironment ServiceIT ServiceVisit Newquay TIC Service

	Library and Information Service
Existing Value of Contract/Service	<ul style="list-style-type: none"> • Visit Newquay Budget = £113,231 • LIS Budget = £182,320 • Environment Service Budget = £214,629 • Events and Grants Budget (combined) = £66,182 • Christmas Lights Budget = £35,032
Boundary Area	Newquay Parish

Closed Circuit Television (CCTV) – Service Baseline

Responsible authority: Newquay Town Council (NTC)

Manager: Andrew Curtis/Charity Horton

<p>Purpose of Service</p>	<p>The main purposes of the Newquay Town Council owned CCTV cameras and associated equipment installed in Newquay town centre are:-</p> <ul style="list-style-type: none">A reduction in the fear of crime, anti-social behaviour and reassurance of the public○ 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 some 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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Service Provided, Number of Staff & Equipment

Newquay Town Council own and operate 37 OpenSpace CCTV cameras, 26 of which are installed within or close to the BID area.

All cameras are high quality, colour, PTZ (pan, tilt and zoom) fully functional cameras, linked by a combination of microwave links and hard wiring linked back to a secure CCTV Control Room situated in Newquay Police Station where monitoring is carried out by in-house NPPV vetted and SIA licenced staff. Newquay Town Council have an ongoing contract with St. Austell Town Council which outlines that Newquay Town Council will monitor their 20 cameras situated in and around St. Austell town centre.

Management of the CCTV Control Room is the responsibility of Newquay Town Council, this includes effective management of the daily CCTV operation, liaising with Police Officers and managing the CCTV data produced by both Newquay and St. Austell cameras. Monitoring is based on a rota system which provides more monitoring in the summer than the winter. Additional hours can be negotiated and paid for separately.

The CCTV Control Room also act as the "base" or "hub" for the Newquay Shopwatch and Pubwatch system as well as the St. Austell Shopwatch system. Although the Council do not own nor manage the system, the CCTV Operators are in regular radio contact with the majority of businesses within the town and regularly assist in dealing with information passed to them by those businesses, especially with regard to gathering evidence for shoplifting, crime, disorder and searching for missing persons.

Summer hours on average 18.5 hours per day (130 hours per week).

Winter hours on average 16 hours per day (112 hours per week).

Newquay Town Council employ:

- 1 x full time CCTV Manager
- 1 x full time CCTV Operator
- 2 x part time CCTV Operators
- 2 x casual CCTV Operators

Total Cost for Service = £143,880 per annum.

<p>Specification</p>	<p>CCTV images from all cameras are digitally recorded and stored for a period of approximately 30 days with a facility to display, review and download. Images are a high definition quality in order 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 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 high ranking Officer. Recorded images for Newquay Town Council are owned by Newquay Town Council, St. Austell's data is their own. 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 Information Commissioner's Office. The Control Room also work to an Operations Manual which ensures all staff know their roles and responsibilities within the law.</p> <p>The maintenance of the cameras and associated equipment is contracted out with agreed and contractual periods for cleaning and repairs, ensuring that the system remains in an operational state as required under the Data Protection Act 1998.</p>
<p>Performance Measure</p>	<p>Newquay Town 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 as detailed in reports. ○ 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
<p>Boundary Area</p>	<p>Newquay BID area</p>

Public Conveniences – Service Baseline

Responsible authority: Newquay Town Council (NTC)

Responsible Officer: Tony Wright (Facilities Manager)

Number of Staff & Equipment	X6 service staff (in house) x3 Facilities vans, all stock purchased by the FM on behalf of NTC
Specification	<p>NTC provide 11 fully operational public toilets set out below.</p> <p>Watergate bay -official summer hours 9am – 9pm official winter hours 10am – 4pm</p> <p>Porth beach – summer 9am – 9pm, winter as above</p> <p>Chester road – summer 9am -6pm, winter as above</p> <p>Narrowcliff – summer 9am -8pm, winter as above</p> <p>Railway station – summer 9am -8pm, winter as ab</p> <p>Trenance gardens – summer 9am-8pm, winter as ab</p> <p>Killacourt – summer 9am -8pm, winter as above</p> <p>Fore St – summer 9am -8pm, winter as above</p> <p>Little Fistral – summer 9am -9pm, winter as above</p> <p>Esplanade Rd – summer 9am -9pm, winter as above</p> <p>Pentire headland – summer 9am-8pm, winter as ab</p> <p>All toilets are open 364 days a year (closed on xmas day)</p> <p>Poe (pay on entry) toilets are.</p> <p>Watergate bay (20p)</p> <p>Porth (from around mid december, 20p)</p> <p>Chester Rd (20p)</p> <p>Narrowcliff (20p)</p> <p>Trenance (20p)</p> <p>Killacourt (20p)</p> <p>Fore st (20p)</p> <p>Little fistral (20p)</p> <p>Pentire headland (20p)</p> <p>All toilets are cleaned by our in-house teams at least 3 times a day (more as and when required, increased footfall, other unforeseeable problems)</p> <p>*Toilets are kept open later for events throughout the year</p>
Performance Measure	Public opinion (locals and tourists), FM, elected councillors, Town clerk
Contractual agreements	All cleaning is in house and controlled by NTC Facilities Service Budget = £248,540
Boundary Area	BID area

Car Parks – Service Baseline

Responsible authority: Newquay Town Council (NTC)

Responsible Officer: Steve Todd (Environment Service Manager)

Number of Staff & Equipment	NTC employ no dedicated car park staff.
Specification	NTC provide one open air car park at the Gannel which is free to use during the day which is owned by the National Trust. This car park is open 24/7 365 days a year although parking is discouraged overnight.
Performance Measure	Public opinion
Contractual agreements	Lease with National Trust
Boundary Area	BID area