

# Hexham Business Improvement District

## Northumberland County Council Statement of Baseline Services

### 3<sup>rd</sup> December 2015

#### Introduction

This document provides information regarding Northumberland County Council's (NCC) Statement of Baseline Services for the proposed Hexham Business Improvement District (BID).

This information has informed the preparation of the Business Plan for the proposed BID. The Hexham BID will only deliver additional or enhanced services to complement those currently provided by Northumberland County Council, Northumbria Police and Hexham Town Council.

The services listed below are those which are currently provided by the County Council at a baseline level that the Hexham BID will ensure do not fall below this standard and, wherever possible, will seek to improve. These services are protected by a Partnership Agreement and an Operating Agreement between Northumberland County Council and the Hexham BID:

The service areas covered by the baselines are grouped according to the services which deliver them as set out in the table below:

<b>Baseline Documents</b>	<b>Activities</b>
1. Neighbourhood Services - Markets	Markets
2. Neighbourhood Services – Commercial Waste	Commercial Waste
3. Neighbourhood Services – Neighbourhood Environmental Action Team	Floral displays, parks, cleansing, Litter bin emptying, Removal of street litter, Streetscape, Street washing and graffiti removal
4. Technical Services	Highways management / maintenance
	Winter Services
	Street Lighting
	Parking
5. Fire and Rescue	Fire and rescue services
6. Regulatory Services	Enforcement, regulation and licensing, Environmental Health
	Community Safety
7. Active Northumberland	Tourism, heritage, leisure and events
8. Arch Northumberland	Business support

There are services delivered by the County Council that operate on a countywide basis including planning, transport and development. There is a commitment from the Council to engage and support the BID via these services in addition to geographically specific activity set out in this document.

All key documents relating to the Hexham BID are available at:  
[www.reviveandthrive.co.uk/hexham-bid/](http://www.reviveandthrive.co.uk/hexham-bid/)

## 1. Neighbourhood Services - Markets

<b>Service Activity</b>	Market Management
<b>Directorate</b>	Local Services
<b>Head of Service:-</b> <b>Name</b> <b>Email address</b> <b>Telephone number</b>	Paul Jones, Head of Neighbourhood Services <a href="mailto:paul.jones01@northumberland.gov.uk">paul.jones01@northumberland.gov.uk</a> 01670 623432
<b>Service Description (incl. area covered)</b>	Developing, promoting and manage the markets and the market traders.
<b>Specification Please Include:-</b> <b>When?</b> <b>How Often?</b> <b>Planned/responsive?</b> <b>Maintenance schedule?</b> <b>Renewal/replacement?</b> <b>Other?</b>	We aim to maximise the amount of traders that operate on market days, routinely in the Shambles Monday to Saturday and the full market on a Tuesday but also occasionally at ad hoc markets. We manage the administrative aspects of running a market such as ensuring all traders have public liability insurance and undertaking compliance inspections to ensure they are trading legally etc. We also set and collect rents from traders. A small amount of ad-hoc marketing is also undertaken in addition to the marketing aspect of the county council website.
<b>Staff and equipment</b>	Neighbourhood Services do not have any dedicated market staff whose working area is restricted the Hexham Bid Area, we have one temporary market officers post at the moment who co-ordinates efforts across all of Northumberland to drive trader numbers up and supports the operational management teams who manage their respective markets.  Members of the Neighbourhood Environmental Action Team (NEAT) supervision team routinely collect rents and undertake compliance checks as a small part of a much wider remit within Neighbourhood Services.
<b>Performance Measures</b>	Volume of income from rents collected
<b>Budget 2015/2016</b>	There are no dedicated staff whose working area is

<b>(Capital and revenue)</b>	restricted to Hexham markets, staff are deployed from a resource pool that serves across a wide geographical area, and as such budgetary information isn't structured to this local element of a wider service area.
<b>Ideas for BID activities (with costs)</b>	New uniform, branded stalls to smarten up the appearance of the market (similar to Morpeth project) c£25,000  Enhanced marketing  Complimentary promotions and events
<b>Other comments</b>	
<b>Form completed by:-</b>	
<b>Name</b>	Greg Gavin, Divisional Manager, Central & West
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<b>Telephone number</b>	01670622278

## 2. Neighbourhood Services – Commercial Waste

<b>Service Activity</b>	Commercial Waste and Recycling Service
<b>Directorate</b>	Local Services
<b>Head of Service:-</b>	
<b>Name</b>	Paul Jones, Head of Neighbourhood Services
<b>Email address</b>	<a href="mailto:paul.jones01@northumberland.gov.uk">paul.jones01@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 623432
<b>Service Description (incl. area covered)</b>	Collection, disposal and recycling of commercial waste.
<b>Specification Please Include:-</b>	
<b>When?</b>	Northumberland County Council has a legal duty under the Environmental Protection Act 1990, to arrange for the collection of commercial waste from premises in its area if requested by the occupier.
<b>How Often?</b>	The Council integrates commercial waste collections with domestic collections to collect general and recycling waste on an alternate weekly basis. A higher frequency of collections is provided in Hexham Town Centre due to
<b>Planned/responsive?</b>	
<b>Maintenance schedule?</b>	
<b>Renewal/replacement?</b>	

<b>Other?</b>	limited bin storage. Collection rounds are scheduled to ensure waste is collected efficiently; however responsive collections can be arranged on request. The commercial waste service covers the whole of Northumberland.
<b>Staff and equipment</b>	In the Hexham Bid Area, 8 refuse collection vehicles regularly collect commercial waste. The Council can utilise further Refuse Collection vehicles and specialist vehicles such as caged tippers, should customers require additional services.
<b>Performance Measures</b>	Waste Performance Indicators
<b>Budget 2015/2016 (Capital and revenue)</b>	There are no dedicated staff whose working area is restricted to the Hexham Bid Area and staff & equipment are deployed from a resource pool that serves across a wide geographical area, as such budgetary information isn't structured to this local element of a wider service area.
<b>Ideas for BID activities (with costs)</b>	Businesses in the Hexham BID Area would benefit by consolidating their commercial waste collection requirements under one contract. Economies of scale would drive down waste collection costs which would reduce the fees paid, and provide standard terms and conditions for all members. Commercial waste contracts with private companies vary, with some requiring long periods of notification before a contract is terminated without penalty.
<b>Other comments</b>	
<b>Form completed by:-</b>	
<b>Name</b>	Peter Jeffreys, Contracts and Commercial Manager
<b>Email address</b>	<a href="mailto:peter.jeffreys@northumberland.gov.uk">peter.jeffreys@northumberland.gov.uk</a>
<b>Telephone number</b>	01670624428

### 3. Neighbourhood Services – Neighbourhood Environmental Action Team

<b>Service Activity</b>	Neighbourhood Environmental Action Team NEAT Services
<b>Directorate</b>	Local Services
<b>Head of Service:-</b>	
<b>Name</b>	Paul Jones, Head of Neighbourhood Services
<b>Email address</b>	<a href="mailto:paul.jones01@northumberland.gov.uk">paul.jones01@northumberland.gov.uk</a>

<b>Telephone number</b>	01670 623432
<b>Service Description (incl. area covered)</b>	Street sweeping, litter-picking, litter bin emptying, graffiti removal, gully emptying and the removal of detritus, fly-posting, graffiti and fly-tipping on public land which is maintained by the Council. Grass cutting in built up areas and park maintenance on behalf of Active Northumberland.
<b>Specification Please Include:-</b>  <b>When?</b> <b>How Often?</b> <b>Planned/responsive?</b> <b>Maintenance schedule?</b> <b>Renewal/replacement?</b> <b>Other?</b>	Northumberland County Council has a legal duty under the Environmental Protection Act 1990, to act as the Litter Authority for Northumberland. The Council Cleansing programme is based on the requirements set out in the Code of Practice on Litter and Refuse 2006, the area is cleaned as needed to a grade B (or above) standard and litter bins are emptied before they become full. Gully cleansing will occur more frequently in areas where heavy rain may cause flooding, or where a lot of debris is collected. We will also work with local communities and use our knowledge of the roads to prioritise how often our gullies are cleaned. We aim to remove discriminatory or offensive graffiti within 24 hours of it being reported and other types of graffiti and fly-posters within 7 working days. We cut grass in Hexham between April and October; the number of times grass is cut during this time varies seasonally. Parks are maintained to a standard as instructed and funded by Active Northumberland.
<b>Staff and equipment</b>	Neighbourhood Services do not have any dedicated staff whose working area is restricted the Hexham Bid Area, instead teams and their equipment are mobilised from a wider pool and they work across multiple towns, villages and other areas.
<b>Performance Measures</b>	Local Environmental Quality Surveys
<b>Budget 2015/2016 (Capital and revenue)</b>	There are no dedicated staff whose working area is restricted the Hexham Bid Area and staff & equipment are deployed from a resource pool that serves across a wide geographical area, as such budgetary information isn't structured to this local element of a wider service area.
<b>Ideas for BID activities (with costs)</b>	Responsive two person team of ambassadors / handy-persons providing rapid response environmental issues outside of NCC land and tackling long standing 'look & feel' issues. c£50k

	Additional floral displays Pavement washing Street furniture refurbishment
<b>Other comments</b>	
<b>Form completed by:-</b>	
<b>Name</b>	Greg Gavin, Divisional Manager, Central & West
<b>Email address</b>	<a href="mailto:greg.gavin@northumberland.gov.uk">greg.gavin@northumberland.gov.uk</a>
<b>Telephone number</b>	01670622278

#### 4. Technical Services – Highways Maintenance

<b>Service Activity</b>	Highways Maintenance
<b>Directorate</b>	Technical Services
<b>Head of Service:-</b>	David Laux
<b>Name</b>	Kris Westerby
<b>Email address</b>	<a href="mailto:Kris.westerby@northumberland.gov.uk">Kris.westerby@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 623551
<b>Service Description (incl. area covered)</b>	Highways Maintenance Northumberland and BID area.
<b>Specification Please Include:-</b> <b>When?</b> <b>How Often?</b> <b>Planned/responsive?</b> <b>Maintenance schedule?</b> <b>Renewal/replacement?</b> <b>Other?</b>	The Council has a duty to maintain the highway for the safe use of the public throughout Northumberland including the BID area. This will include all the issues referred to within the Council's Highway Inspection Manual and Highway Maintenance Policy as category 1 defects. This includes potholes, trips, faulty ironwork and covers etc. Driven and walked inspections are carried out around the area. A walked safety inspection is carried out throughout the town centre on monthly basis. Driven inspections are carried out at various frequencies (varies from 1 – 12 months) depending on category of road. These inspections are supported by a maintenance gang

	<p>which works across the wider area which includes the BID and is able to respond to repair any category 1 defects found by the end of the next working day. At other times, this gang will be carrying out other scheduled maintenance work. The aim of this maintenance work is to make 'like-for-like' repairs where this is reasonably practicable. In some instances, temporary solutions may be made, and these would normally be followed by permanent repairs which would be added to a programme of work.</p> <p>Northumberland County Council will respond to non-hazardous defects by carrying out repairs where possible within allocated budgets in response to routine inspections. Typically, these repairs would be small areas of surface repair / patching, straightening / replacing damaged signage, white and yellow lines, repairs / replacement of damaged bollards / barriers, repairs to gullies / drainage, repairs / replacement of seats and notice boards.</p> <p>More significant works (e.g. resurfacing of carriageways and footways) which are part of the capital programme are identified through condition surveys and service inspections. The programme of these works is prioritised on a countywide basis.</p> <p>Third party complaints are also dealt with. This could range from drainage issues, signs, scaffolds, skips and obstructions within the highway.</p>
<b>Staff and equipment</b>	In the wider Western Area of Northumberland a team of 36 plus a fleet of over 15 vehicles (excluding Winter Services) help deliver the overall Highways Maintenance service.
<b>Performance Measures</b>	Pothole repairs and footway defects are monitored on a monthly basis.
<b>Budget 2015/2016 (Capital and revenue)</b>	<p>Capital budgets for a wide range of highway maintenance are in the region of £15M across Northumberland on an annual basis.</p> <p>Revenue funding across Northumberland for delivery of highway maintenance is approximately £2.5M. This figure excludes gully emptying, grass cutting, winter services and street lighting. Capital / revenue expenditure is not structured at Hexham level.</p>
<b>Ideas for BID activities (with costs)</b>	A dedicated Team could be identified for the Bid Area. This team could complete maintenance repairs on all infrastructure in the area.



	They could also complete cyclic maintenance on street furniture, Pedestrian Barriers, Bollards etc. where it add value to existing operations by stakeholders in the town.
<b>Other comments</b>	The team mentioned above could also merge with other activities within the area, making it more versatile and cost effective.
<b>Form completed by:-</b>	Kris Westerby
<b>Name</b>	
<b>Email address</b>	<a href="mailto:Kris.westerby@northumberland.gov.uk">Kris.westerby@northumberland.gov.uk</a>
<b>Telephone number</b>	

## 5. Technical Services – Winter Maintenance

<b>Service Activity</b>	Winter Maintenance
<b>Directorate</b>	Technical Services Local Services Group
<b>Head of Service:-</b>	David Laux, Head of Technical Services
<b>Name</b>	<a href="mailto:David.laux@northumberland.gov.uk">David.laux@northumberland.gov.uk</a>
<b>Email address</b>	01670 623139
<b>Telephone number</b>	
<b>Service Description (incl. area covered)</b>	Northumberland County Council aims to provide an economic, effective and efficient winter service throughout Northumberland within the resources available which seeks to ensure, as far as is reasonably practicable, that safe passage along a public highway is not endangered by snow or ice and delays caused by adverse weather are kept to a minimum.
<b>Specification Please Include:-</b>	There are 29 precautionary gritting routes across the county, 4 of which converge around the Hexham area. The routes are regularly treated to prevent the formation of frost and ice following assessment of the conditions from the forecast provider on a daily basis from 1 <sup>st</sup> November to 31 <sup>st</sup> March.
<b>When?</b>	When widespread ice or light snow is forecast 29
<b>How Often?</b>	
<b>Planned/responsive?</b>	
<b>Maintenance</b>	

<p><b>schedule?</b>  <b>Renewal/replacement?</b>  <b>Other?</b></p>	<p>secondary routes and priority sites will be treated across the county in addition to the above and in the case of heavy snowfall our resources are supplemented by farmers and sub-contractors throughout the County. In such cases the highway network will be cleared in order of priority.</p> <p>Footways and Cycle ways are treated on a reactive basis as required when widespread ice is forecast and cleared on a priority basis should snowfall occur.</p> <p>To supplement the treatment of the highway network grit bins are provided (mainly in urban areas and villages) and grit heaps are located at strategic locations throughout the more rural network.</p> <p>Additional gritting vehicles and equipment are available and used depending upon the conditions. (Tractors, Snow-blowers etc.)</p> <p>All equipment is regularly maintained and updated/replaced when necessary.</p> <p>Cross boundary working arrangements are in place with surrounding authorities to enable us to assist one another in periods of severe weather to ensure strategic routes such as the A68, A69, A696 and A697 through the County are kept clear as far as possible.</p> <p>On a more local level voluntary groups within some of the towns and villages will assist with snow clearance including Hexham Town Council.</p>
<p><b>Staff and equipment</b></p>	<p>There are over 100 staff employed across the county to deliver the current service including managers, supervisors and operatives with rotas in place to ensure sufficient resources are available where required throughout the winter season. This is supplemented from other sections during severe conditions.</p>
<p><b>Performance Measures</b></p>	<p>The Winter Services Policy and Information details the level of resources available and the standards to be achieved.</p>
<p><b>Budget 2015/2016 (Capital and revenue)</b></p>	<p>£2,893,160 revenue across county</p>
<p><b>Ideas for BID activities (with costs)</b></p>	

<b>Other comments</b>	Weather conditions are constantly monitored throughout the winter period with information sent by our forecast providers and gathered from roadside monitoring stations. Information regarding gritting arrangements, gritting routes, weather forecasts and conditions around the County are available on the Northumberland website which is regularly updated.
<b>Form completed by:-</b>	David Laux, Head of Technical Services
<b>Name</b>	<a href="mailto:David.laux@northumberland.gov.uk">David.laux@northumberland.gov.uk</a>
<b>Email address</b>	01670 623139
<b>Telephone number</b>	

## 6. Technical Services – Street Lighting

<b>Service Activity</b>	Street Lighting and illuminated Street furniture including Traffic Signals
<b>Directorate</b>	Local Services
<b>Head of Service:-</b>	
<b>Name</b>	David Laux, Head of Technical Services
<b>Email address</b>	<a href="mailto:David.laux@northumberland.gov.uk">David.laux@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 623139
<b>Service Description (incl. area covered)</b>	Street Lighting Maintenance County Wide and Bid Area.
<b>Specification Please Include:-</b>  <b>When?</b> <b>How Often?</b> <b>Planned/responsive?</b> <b>Maintenance schedule?</b> <b>Renewal/replacement?</b> <b>Other?</b>	The Council has a duty to maintain the highway for the safe use of the public throughout Northumberland including the BID area. There is no duty to provide street lighting, but where street lighting or illuminated street furniture is installed there is a duty to maintain in line with industry standards and recommended codes of practice. The street lighting and illuminated street furniture in the Bid Area is maintained via the use of an Inventory Management System (Mayrise). There are no planned inspections with regard to operation, but a 4 working day

	<p>response is operated with regard to the report of non-urgent faults, i.e. street lighting not working correctly.</p> <p>A 2 hour response is in operation for the report of anything urgent that is deemed serious and may endanger the public, i.e. door off a street light. All traffic signal faults are responded to within 2 hours.</p> <p>All items electrical street furniture, are subject to the requirements of the Electricity at Work Regulations, with each item being inspected at least once every 6 years to ensure it complies with the requirements of the regulations.</p> <p>If any item is found to be in a poor or unsafe condition it will be scheduled for replacement in line with the timescales that exist within Mayrise. Typically, faults that do not require any excavation will be completed within 2 working weeks. Where excavation is required and the electricity supply company is involved, replacement works can take 6-8 working weeks to complete.</p> <p>The Council have recently embarked on a large scale Street Lighting Modernisation Project, which will see all life expired street lighting columns replaced over a period of 3 years.</p> <p>With regard to the Bid Area, the street lighting columns in this area are due to be replaced in the last quarter of 2017. This work is being carried out by an external contractor, and the existing stock of columns in the Bid Area will be maintained in line with the above service standards until the Modernisation Project reaches the Bid Area.</p>
<b>Staff and equipment</b>	The Bid Area is covered by the County Wide Street Lighting Maintenance Service. The West of the County also has a designated Team Leader, who resides within the Bid Area.
<b>Performance Measures</b>	Street lighting Performance Indicators, covering response to lighting faults, emergency attendance and average time to repair.
<b>Budget 2015/2016 (Capital and revenue)</b>	There are no dedicated staff whose working area is restricted to the Bid Area and staff & equipment are deployed from a resource pool that serves across a wide geographical area, as such budgetary information isn't structured to this local element of a wider service area.

<b>Ideas for BID activities (with costs)</b>	Discussions have taken place with the County Councillor's from within the Bid Area together with the Town Council and the Hexham Civic Society to review the approach the Street Lighting Modernisation Project will take within the Bid Area, and how best to improve the look of the Bid Area through the choice and selection of street furniture that is in keeping with the Bid Area. A trial scheme is to be designed which will allow all parties the opportunity to comment and costs to be prepared.
<b>Other comments</b>	
<b>Form completed by:-</b>	
<b>Name</b>	Gavin Barlow, Street Lighting and Modernisation Project Manager
<b>Email address</b>	<a href="mailto:Gavin.barlow@northumberland.gov.uk">Gavin.barlow@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 622980

## 7. Technical Services – Parking

<b>Service Activity</b>	Parking Services – enforcement and parking management
<b>Directorate</b>	Technical Services, Local Services
<b>Head of Service:-</b>	
<b>Name</b>	David Laux, Head of Technical Services
<b>Email address</b>	<a href="mailto:David.laux@northumberland.gov.uk">David.laux@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 623139
<b>Service Description (incl. area covered)</b>	The West area Civil Enforcement Team enforce parking restrictions in the former Tynedale area. There is back office support based at County Hall, Morpeth who deal with parking appeals and parking information to the public.
<b>Specification Please Include:-</b>	Daily enforcement to on street parking restrictions and off-street car parks between the hours of 07:00 and 19:00 Monday to Saturday and some occasional Sunday and evening working. Enforcement is planned with some reactive enforcement in response to public complaints.
<b>When? How Often? Planned/responsive?</b>	This service is provided under a statutory power and in

<b>Maintenance schedule? Renewal/replacement? Other?</b>	accordance with the Traffic Management Act 2004. The team cover the whole of the West area not just Hexham.
<b>Staff and equipment</b>	4 officers for the whole of the West area. Officers use hand held devices for enforcement, radios, mobile phones and body worn video devices for recording enforcement activity.
<b>Performance Measures</b>	Monthly performance monitoring is carried out on all enforcement activity within the period. This includes information such as the streets monitored, the Penalty Charge Notices issued, income received, etc.
<b>Budget 2015/2016 (Capital and revenue)</b>	Revenue - Budget information is not available individually for Hexham as this is a County wide service. Parking is free of charge in Hexham therefore the only income generated is from Penalty Charge Notices and this income contributes to the costs of enforcement.
<b>Ideas for BID activities (with costs)</b>	Promotion of other car parks not owned or managed by NCC Working with the local businesses to understand and manage the differing needs of their staff and customers
<b>Other comments</b>	
<b>Form completed by:-</b>	
<b>Name</b>	Lynne Ryan
<b>Email address</b>	<a href="mailto:Lynne.ryan@northumberland.gov.uk">Lynne.ryan@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 624120

## 8. Northumberland Fire and Rescue Service

<b>Service Activity</b>	Northumberland Fire & Rescue Service
<b>Directorate</b>	Local Services - NCC
<b>Head of Service:-</b>	Lee Buckingham
<b>Name</b>	Group Manager Hexham Fire Station Tyne Mills Ind Est
<b>Email address</b>	NE46 1XJ

<b>Telephone number</b>	<a href="mailto:lee.buckingham@northumberland.gcsx.gov.uk">lee.buckingham@northumberland.gcsx.gov.uk</a>  01434 602212 07798847742
<b>Service Description (incl. area covered)</b>	Fire & Rescue Service – Prevention, Protection, Response Area Team South & West Cramlington to Haltwhistle, Allendale to Bellingham Fire & Rescue Service HQ, West Hartford Business Park, Cramlington NE233JP
<b>Specification Please Include:-</b>  <b>When?</b> <b>How Often?</b> <b>Planned/responsive?</b> <b>Maintenance schedule?</b> <b>Renewal/replacement?</b> <b>Other?</b>	Fire & Rescue Service 24/7 response from Hexham Fire Station X1 day staffed crew coverage 0800 – 1800, on call response from 1800 – 0800 and x1 retained duty system crew on call response 24/7 Service is responsive to incidents reported by the public. It undertakes proactive / preventative work within the community including; <b>Prevention</b> [to include intervention]: Home fire safety checks – and fitting of smoke detectors for free to residential premises Fire safety, road safety and water safety through Education at schools, fairs, fetes, events, visiting groups – all through community engagement Delivery of Princes Trust courses, Young Firefighter Association branch for youth engagement <b>Protection:</b> Gathering of risk information from commercial / industrial premises Provision of fire safety advice and enforcement of fire safety legislation within the community <b>Response:</b> To attend emergency incidents – fire, road traffic collisions, water rescue, Hazardous materials, animal rescue, rural wildfires, etc. Through provision of fire appliances, specialist resources [swift water rescue at Hexham], wildfire officers, supported by strategic resources throughout the service, e.g. incident support vehicle, fire investigation, etc.  Work with all partner agencies to deliver a wide range of preventative services / initiatives to ‘Make Northumberland a safer place to work, live and visit’.  Service further supported by partnership activity via LMAP, (Local Multi Agency Partnership), group and in working with local health providers.

<b>Staff and equipment</b>	<p>24/7 response from Hexham Fire Station  X1 day staffed crew coverage 0800 – 1800, on call response from 1800 – 0800. Crew are also trained in swift water rescue – x12 personnel  x1 retained duty system [RDS] crew on call response 24/7 – x 14 personnel  Supported by RDS personnel at Prudhoe, Ponteland, Allendale, Haydon Bridge, Bellingham, Haltwhistle  x1 station manager and x1 group manager  X2 fire appliances, x1 swift water rescue 4x4 &amp; x1 4x4 station van</p> <p>Young Firefighters Association at Hexham  Local Multi Agency Partnership, (LMAP).</p>
<b>Performance Measures</b>	<p>Reduction in incidents attended  Reduction in deaths and injuries and in mitigating the cost of emergency incidents  Community Confidence  Service Satisfaction</p>
<b>Budget 2015/2016 (Capital and revenue)</b>	N/A
<b>Ideas for BID activities (with costs)</b>	<p>Provision of smoke detectors for fire service to fit with supporting advice during a home risk assessment  Hiring of a portable hi-visibility screen [solar-sign] to display relevant community messages at appropriate locations  Support the new road safety multi agency delivery – Road Sense Common Sense – transportation of pupils to appropriate location or hiring of local suitable central venue for schools to attend  Support the training &amp; deployment of volunteers to complete home fire safety checks – through home visits and education in schools  Pay for the provision of ‘scrap vehicles’ to utilise as part of road safety initiatives  LMAP integration with BID members attending LMAP meetings  Help promote the retained duty system [on-call firefighters] to aid recruitment and retention for community safety</p>
<b>Other comments</b>	
<b>Form completed by:- Name</b>	Lee Buckingham [Group Manager Area Team South & West]



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<b>Telephone number</b>	01434 602212 07798847742

## 9. Regulatory Services – Enforcement, Regulation and Licensing

<b>Service Activity</b>	Public Protection – Enforcement and Regulation (Inc. Licensing)
<b>Directorate</b>	Local Services
<b>Head of Service:-</b>	
<b>Name</b>	Philip Soderquest
<b>Email address</b>	<a href="mailto:Philip.Soderquest@northumberland.gov.uk">Philip.Soderquest@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 623696
<b>Service Description (incl. area covered)</b>	<p>Environmental Health – Food inspections and complaint investigation, Food standards inspection and complaint investigations, Health and Safety inspections, accident and complaint investigation, smoke free inspections and complaint investigations.</p> <p>Noise nuisance investigations; Drainage complaint investigations; Rubbish on private land, fly tipping, littering, filthy and verminous premises investigations. Referrals from pest control. Air pollution; health and safety in commercial properties; environmental crime.</p> <p>Trading standards – Consumer protection issues; regulation of tobacco products; age restricted products; scams; illegal money lending. Fair trading activities and Animal Health</p> <p>Licensing – taxis, licensed premises, special treatments, other authorisations including Temporary Event Notices</p> <p>Animal welfare – investigations, dog fouling, abandoned and stray dogs. Proactive activities</p> <p>Pest Control – treatments – rats, cockroaches, bedbugs, wasps. Proactive and reactive work. Project work. Domestic and commercial work</p>

	All officers have an education, regulation and enforcement role
<b>Specification Please Include:-</b>  <b>When?</b> <b>How Often?</b> <b>Planned/reactive?</b> <b>Maintenance schedule?</b> <b>Renewal/replacement?</b> <b>Other?</b>	All work above is either programmed (i.e. inspections, programmes and project work) or reactive (i.e. reacting to requests for service from the public or businesses or other agencies; notifications, registrations, )
<b>Staff and equipment</b>	<p>EH – no designated EHO. Staff currently deployed on County Wide basis and will undertake programmed and reactive work within the BID to reflect planned and demand led work.</p> <p>Environmental Enforcement Officer – 1FTE for West service Area</p> <p>Animal Welfare Officer – 1FTE for West Service Area</p> <p>Pest Control Officer – 1FTE for West Service Area</p> <p>Trading Standards – no designated TSO/FTO. Staff currently deployed on County Wide basis and will undertake programmed and reactive work within the BID to reflect planned and demand led work.</p>
<b>Performance Measures</b>	Mainly response times to complainants and performance relating to number programmed inspections
<b>Budget 2015/2016 (Capital and revenue)</b>	Budget cannot be disaggregated to reflect cost in relation to BID.
<b>Ideas for BID activities (with costs)</b>	<p>With extra resource officers could provide regulatory business advice help businesses increase their knowledge and help support new and existing businesses and improve sustainability. Food hygiene advice would lead to improved management and help to increase their food hygiene rating score, which in turn helps business and local economy/tourism. With resource we could work with businesses to increase the knowledge of the food being produced and the effect it can have on their customers (such as salt intake; fats and sugars.</p> <p>With extra resource and working with other agencies work with businesses to increase their awareness of business security</p>
<b>Other comments</b>	<p>EHO's have skills and experience to work holistically and with all partners to work to a solution. All officers trained educators, regulators and enforce the law.</p> <p>The division has much information that can be given to businesses (e.g. through business forums?) to help them</p>

	<p>comply with legislation.</p> <p>The BID could be used as a forum to inform businesses that we can give businesses help to help themselves i.e. that we are not just enforcers and we are trying to make a fair, level playing field for all businesses to operate in</p> <p>We welcome working with the BID</p>
<b>Form completed by:-</b>	
<b>Name</b>	Philip Soderquest
<b>Email address</b>	<a href="mailto:Philip.soderquest@northumberland.gov.uk">Philip.soderquest@northumberland.gov.uk</a>
<b>Telephone number</b>	01670 623696

#### 10. Active Northumberland - Tourism, Leisure and Culture

<b>Service Activity</b>	<p>Provision of Library Services from Queens Hall Hexham including fiction / non-fiction book lending, public access PC's, access to the Library catalogue, access to online resources, local studies, home library service, reading groups and special events.</p> <p>Provision of visitor information services from the tourist Information Centre in Wentworth car-park including local information, accommodation booking, and promotion of local attractions and sale of locally produced goods.</p> <p>Distribution of grant support to Queen Hall Arts to support the development of Queens Hall Arts Centre as a cultural hub.</p>
<b>Directorate</b>	Active Northumberland
<b>Head of Service:-</b>	
<b>Name</b>	Nigel Walsh
<b>Email address</b>	<a href="mailto:NWalsh@activenorthumberland.org.uk">NWalsh@activenorthumberland.org.uk</a>
<b>Telephone number</b>	01670 624753

<p><b>Service Description (incl. area covered)</b></p>	<p>Active Northumberland is a registered charity and limited company which delivers sport, leisure and cultural provision on behalf of Northumberland County Council. The service covers the whole of Northumberland including the town of Hexham.</p> <p>Cultural Services are provided by Active Northumberland on behalf of the Council. This includes the leadership, management and development of culture, tourism, heritage and libraries.</p>
<p><b>Specification Please Include:-</b></p> <p><b>When?</b>  <b>How Often?</b>  <b>Planned/responsive?</b>  <b>Maintenance schedule?</b>  <b>Renewal/replacement?</b>  <b>Other?</b></p>	<p>The Library is open 40 hours per week.</p> <p>The Tourist Information Centre is open Mon – Sat 10am-5pm and Sunday 11am-4pm in the summer. During the winter the centre is open Mon-Sat 10am-4pm.</p>
<p><b>Staff and equipment</b></p>	<p>The Library operates over two floors in Queens Hall Arts Centre. The Library has 9 staff (4.7 FTE).</p> <p>The Tourist Information Centre has 2.6 FTE staff.</p>
<p><b>Performance Measures</b></p>	<p>The Library collects:</p> <ul style="list-style-type: none"> <li>• Issues</li> <li>• PC usage in hours</li> <li>• Number of PC use sessions</li> <li>• No of libraries - Opening Hours split into bands</li> <li>• No of devices with libraries catalogue &amp; internet access</li> <li>• No of hours PC devices available for internet access</li> <li>• No of hours PCs used for internet access</li> <li>• No of sites with Wi-Fi network public access</li> <li>• No of professional staff No of other paid staff</li> <li>• No of volunteers</li> <li>• No of volunteer hours in previous year</li> <li>• No of enquiries (annual)</li> <li>• No of enquiries on line</li> <li>• No of active borrowers</li> <li>• No of housebound readers in previous year</li> </ul>

	<ul style="list-style-type: none"> <li>• Physical visits to libraries for library purposes</li> <li>• Physical visits to libraries for non-library purposes</li> <li>• No of libraries with electronic counters</li> <li>• Estimated number of visits to the website in previous year</li> <li>• No of requests that are online</li> <li>• No of requests for specific items</li> </ul> <p>The Tourist Information Centre collects:</p> <ul style="list-style-type: none"> <li>• Gross Income TIC's</li> <li>• Spend per FTF visitor</li> <li>• Number of local suppliers contracted to supply merchandise for resale to TIC's</li> <li>• % of TIC Local Supplier spend on Merchandise for resale</li> <li>• % of TIC Non Local Supplier spend on Merchandise for resale</li> <li>• Desk Enquiries to Tourist Information Centres</li> <li>• Telephone Enquiries to Tourist Information Centres</li> <li>• Postal Enquiries to Tourist Information Centres</li> <li>• Email Enquiries to Tourist Information Centres</li> <li>• Fax Enquiries to Tourist Information Centres</li> <li>• Overseas Enquiries to Tourist Information Centres</li> <li>• Number of Local Accommodation Bookings</li> <li>• Number of People Booked with Local Accommodation Bookings</li> <li>• Value of Local Accommodation Bookings</li> <li>• Bed nights booked with Local Accommodation Bookings</li> <li>• Book A Bed Ahead - No of bookings</li> <li>• Book A Bed Ahead - No of People Booked</li> <li>• Book A Bed Ahead - Value of Bookings</li> <li>• Book A Bed Ahead - Bed nights</li> <li>• Outgoing Accommodation Bookings - No of Bookings</li> <li>• Outgoing Accommodation Bookings - People Booked</li> </ul>
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	<ul style="list-style-type: none"> <li>• Outgoing Accommodation Bookings - Value of Bookings</li> <li>• Outgoing Accommodation Bookings - Bed nights</li> </ul>
<b>Budget 2015/2016 (Capital and revenue)</b>	<p>Active Northumberland has an operational budget in excess of £20m.</p> <p>Cultural Services has a budget of £6.6m</p> <p>In Hexham the Library budget is £255,930</p> <p>In Hexham the Tourist Information Centre budget is £54,450</p> <p>The annual grant provided to Queens Hall Arts Trust is £98,528</p>
<b>Ideas for BID activities (with costs)</b>	<p>We would welcome the opportunity to work with the BID to further develop Hexham's offer including:</p> <ul style="list-style-type: none"> <li>- Events</li> <li>- Tourism campaigns and product / business / quality development initiatives</li> <li>- Culture and Arts related programmes</li> <li>- Heritage related public realm improvements</li> </ul>
<b>Other comments</b>	
<b>Form completed by:-</b>	
<b>Name</b>	Nigel Walsh
<b>Email address</b>	NWalsh@activenorthumberland.org.uk
<b>Telephone number</b>	01670 624753

## 11. Arch Northumberland – Business Support

<b>Service Activity</b>	Business Support, Inward Investment, Commercial and residential property. The services cover the whole of Northumberland including the town of Hexham.
<b>Directorate</b>	Economic Development
<b>Head of Service:-</b>	
<b>Name</b>	Julie Dodds
<b>Email address</b>	<a href="mailto:Julie.dodds@arch-group.co.uk">Julie.dodds@arch-group.co.uk</a>
<b>Telephone number</b>	01670 528490
<b>Service Description (incl. area covered)</b>	Arch is The Northumberland Development Company. The service covers the whole of Northumberland including the town of Hexham. Arch owns and rents out commercial premises in Hexham. The Rural Growth Network (RGN) also supported a number of Enterprise Hubs in Hexham (RGN programme covers the North East and is delivered by Arch). Services include Business Support, Inward Investment, commercial and residential property, Regeneration projects including town centre regeneration.
<b>Specification Please Include:-</b>  <b>When?</b> <b>How Often?</b> <b>Planned/responsive?</b> <b>Maintenance schedule?</b> <b>Renewal/replacement?</b> <b>Other?</b>	<p>ARCH currently owns a number of commercial properties in the town of Hexham. As part of Arch's baseline service, Arch will continue to ensure that the units are filled and contributions made by tenants towards the BID should the vote be successful. Arch will also ensure that units are maintained to present a good image within the town and hence attract in new/potential business tenants.</p> <p>Arch actively works with a number of key businesses in the town including EGGER, Dipsticks, Hadrian Electrical and Vattenfall to name a few. Arch will continue to offer a business support service and monitor the progress of companies ensuring that job creation and safeguarding remains within the town and companies have the necessary information available through dissemination to enable further growth and success.</p> <p>Arch will continue to work with companies in the town such as Mr Wolf as a successful applicant of the Business Boost Awards to ensure that further growth is achievable through the facilitation of business support services through additional organisations including BEG, NBSL.</p>

	<p>Arch will offer ad hoc business support clinics whereby space will be utilised within the town (tba) for businesses to have easy access and face to face appointments to learn about the types of support available to support companies in distress or those looking to grow. Arch will act as a facilitator for business queries.</p> <p>Arch will ensure via the RGN team that information relating to grants and funding to companies looking to grow commercially will have the relevant information to access funds. This will be done via direct contact with businesses and also intermediaries.</p>
<b>Staff and equipment</b>	<p>Business support staff, RGN Implementation officers Possible office accommodation required on ad hoc basis. Marketing material re business support programmes/funds RGN literature</p>
<b>Performance Measures</b>	<p>The Arch Corporate Strategy outlines performance measures which are set at County wide level and not on an individual town or area basis.</p>
<b>Budget 2015/2016 (Capital and revenue)</b>	<p>Arch has an asset base of £115 million which is comprised of both commercial and residential properties. Arch's operating model is as a Profit for Purpose organisation therefore any profits generated as a result of the rental/sale of the property portfolio are injected back into activities that support economic growth and regeneration in Northumberland.</p>
<b>Ideas for BID activities (with costs)</b>	<p>Arch would look to support business activity whereby business support/advice is required to enable business growth and the creation or safeguarding of jobs within the town.</p> <p>Arch can facilitate business support to ensure the correct level of information is received via the relevant regional and national support agencies. Host business support clinics/seminars/business/leader dinners</p>
<b>Other comments</b>	<p>The main activity that will support the BID through Arch will be via Business Support activities and working to attract other companies into Hexham leading to job creation and capital investment.</p> <p>Arch work with leading companies looking towards future growth and job creation supporting economic growth throughout the County. To support this, the Rural Growth Network programme has a budget of £6 million to deliver capital investment projects over the next 5 years throughout Northumberland, Durham and Gateshead rural areas.</p>



	<p>This fund can support business growth within Hexham and Arch staff will be proactive in marketing the funds in the town to eligible businesses.</p> <p>Arch continues to look for commercial investment opportunities throughout Northumberland and beyond.</p> <p>Should investment options become available within Hexham, in line with Arch's current investment strategy, options will be considered for investment on a commercial basis.</p>
<p><b>Form completed by:-</b></p> <p><b>Name</b></p> <p><b>Email address</b></p> <p><b>Telephone number</b></p>	<p>Lisa Harwood</p> <p><a href="mailto:Lisa.harwood@arch-group.co.uk">Lisa.harwood@arch-group.co.uk</a></p> <p>01670 528479</p>