**Huntingdon - Business Improvement District (BID)**

**Responsible authority: Cambridgeshire County Council**

**Head of Service: Richard Lumley, Head of Highways**

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| Number of Staff &  Equipment | * Works are part of the County Council’s highway services contract. Works are prioritised on a needs basis within 3 operational areas. * As the work is needs-based & covers the whole of the county, it is difficult to identify the number of staff that would carry out work & the amount & type of equipment that would be used in the BID area. * Street lighting, whilst the responsibility of the County Council’s Highway Service, sits outside of the highway services contract and is maintained under a PFI contract. |
| Specification | **Maintenance of public highway**   * The Council has a duty to maintain the highway for the safe use of the public throughout the Town including the BID area. This will include all issues defined within the County Council’s Highway Inspection regime as category 1 defects - this includes potholes, trips, faulty ironwork and covers etc. * In the Towns, a walked safety inspection is carried out at a prescribed frequency (varies from (1 – 3) months depending on category of road). These inspections are supported by maintenance gangs who are able to respond to repair any category defects found within specified response times in line with our policy. At other times, gangs will carry out other scheduled maintenance work. The aim of this maintenance work is to make suitable 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. * The County Council operates a 24 hour cover and any emergency highway repairs should be completed within 24 hours.  **Routine Maintenance**   * For non-hazardous defects and repairs of a more minor nature, the Council will respond appropriately with the works taking place within its Contractors’ programme and allocated budgets to specified response standards. This could be as a result of routine ‘safety’ inspections, follow-ups to temporary responsive repairs and/or third party reports. Typically this 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. * Cambridgeshire County Council undertakes grass cutting through an agency agreement within the BID area. Huntingdonshire District Council carries out additional cuts over those funded by the County Council. * Gully emptying is scheduled work based on an agreed programme, however gullies will be attended to on a more frequent basis should it be necessary based on need, e.g. waste volume in specified zones.   **Programmed Maintenance**   * For more significant works (e.g. resurfacing of carriageway and footways), these works are identified either through condition surveys or service inspections. The programme of these works is prioritised on a county wide basis, in line with set criteria.  **Licensing functions**   * Responsible for licence management of:   Skips; Scaffolds; Hoardings; Tables and Chairs for pavement cafes. **Statutory undertaker functions**   * Responsible for management and co-ordination of street works e.g.: gas, electricity, redevelopment, construction work. * The County Council operates a permitting scheme for all works carried out on the highway.  **Responsible for enforcement of obstructions on the highway**e.g. advertising boards, goods and building materials on the pavement.**Responsible for road traffic signs**   * Responsible for mandatory (e.g. no entry, warning and direction signs) within current County Council policy. * County Council budgets are allocated to 3 operational areas in the County using a weighted road length (road class/ urban/rural)   **Responsible for construction & maintenance**   * New highway schemes/proposals, banners, bollards and road markings, traffic calming, traffic management & local transport strategy schemes, make and implement traffic regulation orders, speed limits, on-street parking etc. Highways Development control function.   **Responsible for winter operations**   * Manage the winter volunteer’s service, for gritting of footpaths. * Responsible for the winter gritting operation, as per the network coverage and plans available on the County Council’s website. |
| Existing Value of Contract/Service | * Highway works, with the exception of street lighting, are part of the County Council’s highway services contract.      * Works are prioritised on a needs basis within 3 operational areas in the County. It is not possible to identify the value of work carried out in the BID area, as the costing system does not report at this level. |
| Boundary Area | BID Area – Huntingdon |

**Baseline Service Statement**

**HUNTINGDON TOWN COUNCIL**

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| **Baseline Activity** | **Community Safety** |
| **Head of Service** | **Town Clerk – Philip Peacock** |
| **Service Manager** | **Estates Manager – Carol Rigden** |
| **Date** | **TBA** |

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| **Number of Staff &**  **Equipment** | Town Clerk (1) - Philip Peacock  Estates Manager (1) – Carol Rigden, responsibilities include management of risk assessment |
| Specification | Huntingdon Town Council provides a financial contribution in accordance with a Service Level Agreement with the Huntingdonshire District Council for the provision of CCTV Service in Huntingdon.    The contribution amounts to £36,328 and is paid in respect of all cameras in Huntingdon, except those which monitor Huntingdonshire District Council’s car parks and other property. These number approximately 28 and the majority are located in Huntingdon Town Centre. (details attached)    The funding agreement is valid for one year. |
| **Performance Measure** | Performance indicators are contained in the service level agreement and relate to staffing of the service; effectiveness of the equipment; reports to partners; and partner liaison. |
| **Non - Compliance Procedure** | Contact Huntingdonshire District Council, Eastfield House, Latham Road, Huntingdon. |
| **Existing Value of Contract** | Services are not provided under contract, but in accordance with powers under section 17 of the Crime and Disorder Act, 1998. |
| Boundary Area | Huntingdon Ring Road, Castle Hills, Brampton Road as far as the Railway Station and the Huntingdon Riverside Park |
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| **Suggested Additional BIDs Activity** |  |
| **Estimated Cost of Additional BIDs Activity** |  |

**Baseline Service Statement**

**HUNTINGDON TOWN COUNCIL**

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| **Baseline Activity** | **Community Events** |
| **Head of Service** | **Town Clerk – Philip Peacock** |
| **Service Manager** | **Deputy Town Clerk – Natasha Pierson** |
| **Date** | **TBA** |

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| **Number of Staff &**  **Equipment** | Deputy Town Clerk (1) – Natasha Pierson, responsibilities include event management  Administrator (1) – Hayley Burns , responsibilities include event management  Gazebo (16)  Bandstand (1)  Community Halls (2) |

**Baseline Service Statement**

**HUNTINGDON TOWN COUNCIL**

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| **Baseline Activity** | **Provision & Maintenance of Parks & Open Spaces** |
| **Head of Service** | **Town Clerk – Philip Peacock** |
| **Service Manager** | **Head Groundsman – Peter Haynes** |
| **Date** | **TBA** |

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| **Number of Staff &**  **Equipment** | Head Groundsman - (1) Peter Haynes  Deputy Head Groundsman - (1) Andrew Buddle  Grounds Staff - (5)  Grounds Apprentice – (1)  Equipment:  Pick-up truck (1)  Tractor (1)  Vans (2)  Trailer (1)  Mowers  Litter Pickers  Water bowser  Greenhouses |
| Specification | Huntingdon Town Council provides and maintains public open space in Huntingdon; including Bloomfield Park, Victoria Square Gardens & Castle Hills. Open space at the Walks and the Sebastopol Cannon (site owned by the Huntingdon Freemen’s Charity).  Closed Churchyards at All Saints, St Johns and St Mary’s are all maintained by Huntingdon Town Council. The Council provides and maintains floral displays in the Market Square, High Street, Chequers Court, St Germaine Street, Trinity Place, the Old Bridge and at the Huntingdon Bus Station. The Council has taken over the management and maintenance of grass cutting and flower beds from Cambridgeshire County Council on the Huntingdon Ring Road during the the year.  Street furniture within the areas detailed is provided by the Council.  The Council provides a play area at Nursery Road and in Bloomfield Park, along with 20 other play areas across the town ( In addition HDC also provide a further 20 play areas across the town)  The Council maintains the public clocks in the High Street, at St Mary’s Church and the Town Hall. In addition the war Memorial in the market Square and South African Memorial in George Street are maintained by the Council |

**Baseline Service Statement**

**HUNTINGDON TOWN COUNCIL**

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| **Baseline Activity** | **Tourism** |
| **Head of Service** | **Town Clerk – Philip Peacock** |
| **Service Manager** | **Deputy Town Clerk – Natasha Pierson** |
| **Date** | **TBA** |

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| **Number of Staff &**  **Equipment** | Deputy Town Clerk (1) – Natasha Pierson, responsibilities include the town magazine ‘Huntingdon’ development of the Town Guide  Administrator (1) – Hayley Burns, responsibilities include support to the Deputy Town Clerk, managing the Town Council web site and marketing of Huntingdon Town Hall |
| Specification | Huntingdon Town Council produces a quarterly town magazine, along with the Town Guide, which is issued every two years. This publication provides information about the town, its history, local services etc.  The Town Council has taken over the Freehold of the Cromwell Museum, from Cambridgeshire County Council to ensure that the museum and collection remain open and within Huntingdon.  The Council’s main office at Huntingdon Town Hall is furnished with a ground floor reception area, staffed Monday-Friday during office hours, from where information about the town and its facilities can be obtained by tourists and other visitors to the town. Work is in progress to use part of the ground floor as a Heritage Centre.  In partnership with the Huntingdon & Godmanchester Twinning Association and local schools, the Council supports the development of twinning links between Huntingdon & Godmanchester and towns in France, Germany, Hungary & Italy. |

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| **Performance Measure** | None Stated |
| **Non – Compliance Procedure** | Contact the Town Council Offices at Huntingdon Town Hall, Market Square, Huntingdon, PE29 3PJ, telephone 01480 411388. |
| **Existing Value of Contract** | Services are not provided under contract, but in accordance with tourism powers to encourage visitors and provide conference and other facilities (Local Government Act 1972, s.144). |
| Boundary Area | Huntingdon Ring Road, Castle Hills, Brampton Road as far as the Railway Station and the Huntingdon Riverside Park |
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| **Suggested Additional BIDs Activity** |  |
| **Estimated Cost of Additional BIDs Activity** |  |

**Baseline Service Statement**

**Huntingdonshire District Council: Litter Bins – Provision and Emptying**

**Head of Service: Huntingdonshire District Council**

**Date: TBA**

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| **Number of Staff & Equipment** | * Approximately 50 litter bins. * See Street Cleansing Baseline for resources for emptying |
| **Specifications** | * Litter bins emptied daily * Replaced as and when required either through damage or general wear and tear |
| **Performance Measure** | * Complaints regarding overflowing bins |
| **Non – compliance** | * Service requests received by Operations through Councils CRM system |
| **Existing Value of Contract/Service** | * In-house service, within the Street Cleansing Budget * Approximate replacement cost per bin is £250 |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** | * Reporting of damage and overflow |
| **Estimated Cost of Additional BID’s Activity** |  |

**Baseline Service Statement**

**Huntingdonshire District Council: Maintenance of Art Features**

**Head of Service: Huntingdonshire District Council**

**Date:**

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| **Number of Staff & Equipment** | * 1 Operations Division Member of Staff * Contractors as required |
| **Specifications** | * Features are inspected and repaired as necessary |
| **Performance Measure** | * Features are safe and in good order |
| **Non – compliance** | * Maintain, re-paint and repair as necessary |
| **Existing Value of Contract/Service** | * No contract, small maintenance budget within the Operations Division |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** |  |
| **Estimated Cost of Additional BID’s Activity** |  |

**Baseline Service Statement**

**Huntingdonshire District Council: Markets**

**Head of Service: Huntingdonshire District Council**

**Date: TBA**

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| **Number of Staff & Equipment** | * Markets Officer on duty on Market days * Intention to employ a Markets Assistant |
| **Specifications** | * Currently a weekly market on Saturdays |
| **Performance Measures** | * Number of Traders * Traders Income * Operating Costs |
| **Non – compliance** | * Service requests received by Operations through Councils CRM system |
| **Existing Value of Contract/Service** | * In-house service, costs contained within the Council’s Markets Budget |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** |  |
| **Estimated Cost of Additional BID’s Activity** |  |

**Baseline Service Statement**

**Huntingdonshire District Council: Car Parking**

**Head of Service: Huntingdonshire District Council**

**Date: TBA**

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| **Number of Staff & Equipment** | Staff   * 1.5 F.T.E Parking Service Officers (approx.)   Facilities within BID area   * Princes Street car park * Ingram Street car park * St Germain (Minor) car park * Sainsbury’s car park * Huntingdon Multi-Storey * Great Northern Street car park * Trinity Place car park   Facilities outside BID area within close proximity   * Riverside car park * Mill Common car park * Bridge Place car park   Comments   * All car parks contain a minimum of 1 Pay & Display machine * A number of car parks feature cashless payment options |
| **Specifications** | * Car parks are patrolled a minimum of twice daily * Pay & Display machines a checked daily * Pay & Display machines are comprehensively serviced twice annually * Inspections undertaken quarterly |
| **Performance Measure** | * Usage data * HDC annual satisfaction survey * HDC undertaken surveys (e.g. Occupancy) |
| **Non – compliance** | * Service requests received by Operations through Councils CRM system to be investigated by Parking Se |
| **Existing Value of Contract/Service** | * Parking Service operational costs are within Parking Service District Council budget * Car park repair and maintenance works are prioritised on a needs basis from District Council allocated parking service site works budget * The pay & display machine annual comprehensive service agreement is allocated from District Council parking service budget with an allowance for call out issues |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** | * Operation of Town centre gates on non-market days due to suitable placement within the town centre. |
| **Estimated Cost of Additional BID’s Activity** | * Based on town centre location of BID, it would be fair to estimate the cost of 52 hours per annum in staffing costs to operate the town centre gates.   ( 15 mins/day *x* 4days/week) |

**Baseline Service Statement**

**Huntingdonshire District Council: Provision and Repair of Seats**

**Head of Service: Huntingdonshire District Council**

**Date: TBA**

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| **Number of Staff & Equipment** | * 1 Operations Division Member of Staff * Contractors as required |
| **Specifications** | * HDC owned seats are inspected and Repaired as necessary |
| **Performance Measure** | * Seats are safe and of good appearance |
| **Non – compliance** | * Replace seats, repair or treat |
| **Existing Value of Contract/Service** | * No contract, small maintenance budget within the Operations Division |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** |  |
| **Estimated Cost of Additional BID’s Activity** |  |

**Baseline Service Statement**

**Huntingdonshire District Council: Public Conveniences**

**Head of Service: Huntingdonshire District Council**

**Date: TBA**

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| **Number of Staff & Equipment** | * One site within Huntingdon Town Centre operated by Huntingdonshire District Council (Huntingdon Bus Station) * No staff directly employed by the council at this site |
| **Specifications** | * Opening hours 7am – 7pm daily * Cleaning and opening provided by contractors * Disabled facility at this site |
| **Performance Measure** | * As per cleaning contract |
| **Non – compliance** | * Service requests received by Operations through Councils CRM system |
| **Existing Value of Contract/Service** | * Cost of opening and maintaining the facility contained within the Facilities budget of the Operations Division |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** |  |
| **Estimated Cost of Additional BID’s Activity** |  |

**Baseline Service Statement**

**Huntingdonshire District Council: Street Cleansing**

**Head of Service: Huntingdonshire District Council**

**Date: TBA**

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| **Number of Staff & Equipment** | * All day presence - 1x barrowman (Mon – Sat) * Early morning cleanse 7am to 8:30am (Mon – Sun) * 1x small pavement sweeper – 1 staff member * Bin emptying crew and some hand sweeping (e.g bus station) – 1 staff and vehicle |
| **Specifications** | * Town centre cleaned in accordance with the Environmental Protection Act’s Code of Practice on Litter and Refuse * Litter bins emptied daily |
| **Performance Measure** | * Programmed inspections undertaken by Performance Officers within the Operations Division. Street Cleansing Team Leaders undertake inspections following any complaints receive. |
| **Non – compliance** | * Service requests received by Operations through Councils CRM system |
| **Existing Value of Contract/Service** | * In-house service, costs are within the street cleansing budget. |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** |  |
| **Estimated Cost of Additional BID’s Activity** |  |

**Baseline Service Statement**

**Huntingdonshire District Council: Town Centre Planting**

**Head of Service: Huntingdonshire District Council**

**Date: TBA**

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| **Number of Staff & Equipment** | * Box Mowing – Approximately half hour (weekly) April to October/November * Stimming – Approximately half hour (weekly) April to October/November * Hedges – Half day, 2 staff + van once per year * Shrubs – 2 Members of Staff - Half hour per month * Arb Team – 3 Members of Staff + van as and when necessary |
| **Specifications** | * Hedges in Car Parks – Approx 6 – Cut once per year * Shrub beds in Car Parks and other areas (approximately 25 - 30) – monthly visit, winter prune, renewal programme every 12-13 years * Trees – as and when required, approximately 10 lime trees pollarded annually |
| **Performance Measure** | * Complaints from public, random inspections from staff and performance review officers |
| **Non – compliance** | * Service requests received by Operations through Councils CRM system |
| **Existing Value of Contract/Service** | * Cost within Councils grounds maintenance budget |
| **Boundary Area** | * BID Area |
| **Suggested Additional BID’s Activity** |  |
| **Estimated Cost of Additional BID’s Activity** |  |

**Baseline Service Statement**

**HUNTINGDON TOWN COUNCIL**

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| **Baseline Activity** | **Huntingdon In Bloom** |
| **Head of Service** | **Natasha Pierson - Chairman** |
| **Service Manager** | **Peter Haynes – Head Groundsman** |
| **Date** | **TBA** |

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| **Number of Staff &**  **Equipment** | Chairman – Natasha Pierson (HTC)  Committee Member – Philip Peacock (HTC)  Committee Member – David Jameson, Network Rail  Head Groundsman and Committee Member – Peter Haynes (HTC)  Deputy Head Groundsman and Committee Member – Andrew Buddle (HTC)  Committee Member – Alyce Barber, Huntingdon Tesco Extra Community Champion  Committee Member – Councillor Susan Mulcahy (HTC)  Committee Member – Councillor Sarah Gifford (HTC)  Committee Member – David King  Equipment:  4 x waterless toilets located at allotment sites  Water Butts and Compost Bins for all allotment plots in the town |
| **Specification** | Huntingdon Town Council took over the running of Anglia In Bloom’s local campaign, Huntingdon In Bloom in 2015.  Anglia In Bloom sets out three core pillars for entering the campaign, these being to demonstrate:   1. Horticultural Achievement 2. Environmental Responsibility 3. Community Participation   Huntingdon In Bloom has formed a small but proactive committee, working alongside key stakeholders and organisations in the town, along with members of the local community who have a passion for making the local environment the best it can be.  Grant funding has been applied for and sourced to support local projects across the community, which has grown each year.  Huntingdon In Bloom works with groups across the town from Schools and Care Homes to Youth Centres and NHS facilities. Not only does Huntingdon In Bloom ensure the town’s floral displays are planted and maintained to the highest possible standard, but it also facilitates positive working partnerships and valuable networking for all groups involved. |
| **Performance Measure** | Although Anglia In Bloom encourages entry to the campaign each year, its underlying aim is to facilitate towns and communities to come together and work collectively to create the best possible enviroment for people to live, work, learn and enjoy.  The huge increase in community groups, businesses and organisations being a part of Huntingdon In Bloom has been a demonstration of how successful the campaign has been to date, however looking at phsyical results, Huntingdon In Bloom has been awarded with the following awards since its formation:  2015: Large Town Category – Silver Award  2016: Large Town Category – Silver Gilt Award |
| **Non - Compliance Procedure** | Contact the Town Council Offices at Huntingdon Town Hall, Market Square, Huntingdon, PE29 3PJ, telephone 01480 410384. |
| **Existing Value of Contract** | Huntingdon In Bloom is supported financially by Huntingdon Town Council, with a current annual budget of £2,500. The campaign heavily encourages grant funding, and this year, funding of just under £50,000 has been secured for multiple projects and displays across the community. |
| **Boundary Area** | Anywhere within the official boundary of Huntingdon town falls under the catchment area of Huntingdon In Bloom. Currently, projects are taking all three wards of Huntingdon. |
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| **Suggested Additional BIDs Activity** |  |
| **Estimated Cost of Additional BIDs Activity** |  |

**Huntingdon First : Renewal Ballot**

**Summary of Engagement**

**Background**

The Huntingdon First has operated as a Business Improvement District since 2012 and is currently in its second term, which operates until 30th September 2022 and therefore requires a renewal ballot to continue its mandate into a third term. The proposed new mandate has been given the go ahead by The Huntingdon First Board to take place in August/September 2022. The Huntingdon First BID has an excellent track record of delivery since its establishment in 2012, is highly visible and has a good business mandate achieving an 85% yes vote in 2017.

The Huntingdon First has had a strong programme of business engagement throughout its work programme. Regular communication is undertaken with 100% of its members - keeping its membership updated as to the work of the organisation, events and activities in Huntingdon, opportunities and threats. The organisation manages a successful and well-attended business networking programme.

**Member Engagement (2021-22)**

2021/22 has clearly been dramatically influenced by the COVID-19 pandemic. However, over the period Huntingdon First has sought to and succeeded in maintaining an engagement with its members.

An occupier consultation programme during the period has helped understand the appetite for a renewal of the current BID mandate and identify priorities and themes moving forward which appear in the BID renewal business plan.

* All BID members were given the opportunity to meet during 2021, a total of 238 business occupiers.
* All members have been invited to Huntingdon First business-to-business networking events;
* All members receive Huntingdon First e-communications;
* 100% of members have been asked to advise of their key contact;
* One-to-one meetings have been undertaken with over 95% of the constituency.
* A majority of occupiers met have demonstrated positivity towards the BID and all members have had the opportunity to meet to discuss the business priorities.

**Ballot Campaign (2022)**

Presentation of the renewal Business Plan.

* An invitation to discuss the business plan has been given to 100% of businesses taking part in renewal ballot;
* An electronic version of business plan has been sent to all BID members and any new businesses in the ballot;
* A printed version of the business plan has been distributed to all BID members and any new businesses in the ballot;
* All businesses in the ballot have been asked to verify their decision maker in a Council led voter verification (canvass) process;
* Members will be invited to business-to-business and other networking events;
* The Notice of Ballot has been sent to the finalised voter list confirmed by the Council.

**The Huntingdon First renewal BID ballot commences August 2022**