

Morpeth Business Improvement District
Northumberland County Council Statement of Baseline Services
January 2018 (FINAL DRAFT)

Introduction

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

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

The services listed below are those which are currently provided by the County Council at a current baseline level. Morpeth BID will seek to ensure that NCC services do not fall below this standard and, where identified in the Morpeth BID Business Plan, will operated additional services as appropriate. The relationship between parties is set out in the Operating Agreement between Northumberland County Council and the Morpeth BID.

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

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.

Baseline Services List

Service / Contact	Activities
1. Neighbourhood Services (Greg Gavin)	Market Management
2. Neighbourhood Services (Peter Jeffreys)	Commercial Waste
3. Neighbourhood Services (Greg Gavin)	Neighbourhood Environmental Action Team (NEAT) - Parks, Street Cleansing, Litter Bin Emptying, Removal of Graffiti, Grounds Maintenance
4. Technical Services (David Laux)	
Steve Bucknall	Highways management / maintenance
David Laux	Winter Services
Gavin Barlow	Street Lighting
Lynne Ryan	Parking
5. Fire and Rescue (Paul Hedley) Lee Buckingham	Fire and rescue services
6. Regulatory Services (David Sayer / Peter Simpson)	Enforcement, regulation and licensing, Environmental Health
7. Tourism and Culture (Nigel Walsh)	Tourism, culture services, events
8. Active Northumberland (Patrick Price)	Leisure services
9. Arch Northumberland Development Company (John Hildreth)	Business support

Neighbourhood Services - Market Management

Service Activity	Market Management
Directorate	Local Services
Head of Service:- Name Email address Telephone number	Greg Gavin, Head of Neighbourhood Services greg.gavin@northumberland.gov.uk 01670622278
Service Description (incl. area covered)	Developing, promoting and managing the markets and the market traders.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	<p>We aim to maximise the amount of traders that operate on market days, the Market operates in Morpeth in the following way: currently there is a partnership approach to managing the market with Morpeth Town Council and Sanderson Arcade enhancing the baseline approach to managing Morpeth Market, The base line service for managing markets is that the local Neighbourhood Services Neighbourhood Environmental Action Teams (NEAT) integrate all management activity alongside their other functions. As such a range of NEAT officers take bookings, collect rents, manage trader relationships, advertising, promotions etc and a County Wide Market Manager supports them in doing this.</p> <p>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 and safely etc. We also set rent levels.</p>

Staff and equipment	<p>Neighbourhood Services do not have any dedicated market staff whose working area is restricted the Morpeth 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.</p> <p>Members of the NEAT supervision team routinely collect rents and undertake compliance checks as a small part of a much wider remit within Neighbourhood Services.</p>
Outcomes and Performance Measures	Volume of income from rents collected
Budget 2017 / 2018 (Capital and revenue)	There are no dedicated staff whose working area is restricted to Morpeth 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.
Ideas for BID activities (with costs)	<p>Enhanced marketing</p> <p>Complimentary promotions and events</p>
Form completed by:-	As above

Neighbourhood Services – Commercial Waste

Service Activity	Commercial Waste and Recycling Service
Directorate	Local Services
Head of Service:- Name Email address Telephone number	Head of Neighbourhood Services Greg Gavin, Head of Neighbourhood Services greg.gavin@northumberland.gov.uk 01670622278
Service Description (incl. area covered)	Collection, disposal and recycling of commercial waste.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	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. The Council integrates commercial waste collections with domestic collections to collect general and recycling waste on an alternate weekly basis. 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.
Staff and equipment	In the Morpeth Bid Area, 1 dedicated refuse collection vehicle regularly collects recycling and general commercial waste, and commercial glass is collected in a specialist vehicle. The Council can utilise further Refuse Collection vehicles and specialist vehicles such as caged tippers, should customers require additional services.

Outcomes and Performance Measures	Waste Performance Indicators
Budget 2017 / 2018 (Capital and revenue)	There are no dedicated staff whose working area is restricted to the Morpeth 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.
Ideas for BID activities (with costs)	Businesses in the Morpeth 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.
Form completed by:-	
Name	Peter Jeffreys, Contracts and Commercial Manager
Email address	peter.jeffreys@northumberland.gov.uk
Telephone number	01670624428

Neighbourhood Services – Neighbourhood Environmental Action Team (NEAT)

Service Activity	Neighbourhood Environmental Action Team NEAT Services
Directorate	Local Services
Head of Service:- Name Email address Telephone number	Greg Gavin, Head of Neighbourhood Services greg.gavin@northumberland.gov.uk 01670622278
Service Description (incl. area covered)	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 of amenity grass and park maintenance.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	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 Morpeth between April and October; the number of times grass is cut during this time varies seasonally. Carlisle Park is maintained to a Green Flag standard.

Staff and equipment	Neighbourhood Services do not have any dedicated staff whose working area is restricted the Morpeth Bid Area, instead teams and their equipment are mobilised from a wider pool and they work across multiple towns, villages and other areas.
Outcomes and Performance Measures	Local Environmental Quality Surveys
Budget 2017 / 2018 (Capital and revenue)	There are no dedicated staff whose working area is restricted the Morpeth 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.
Ideas for BID activities (with costs)	Pavement washing Street furniture refurbishment
Form completed by:-	As above

Technical Services – Highways Maintenance

Service Activity	Highways Maintenance
Directorate	Technical Services
Head of Service:- Name Email address Telephone number	David Laux david.laux@northumberland.gov.uk 01670623139
Service Description (incl. area covered)	Highways Maintenance Northumberland and BID area.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	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, footpath 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 a 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 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>NCC 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>
Staff and equipment	In the wider Castle Morpeth Area of Northumberland a team of 4 plus a fleet of over 2 vehicles (excluding Winter Services) help deliver the overall day to day highways maintenance service.
Outcomes and Performance Measures	Pothole repairs and footway defects are monitored on a monthly basis.
Budget 2017 / 2018 (Capital and revenue)	<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 Morpeth level.</p>
Ideas for BID activities (with costs)	Dedicated additional support could be identified for the Bid area to undertake activities not within the current remit of the service. However this would need further consideration within the Business Planning process of the BID and relevant financial constraints as they may apply. Partnership working could include maintenance repairs on infrastructure in the area, cyclic maintenance on street furniture, pedestrian barriers, bollards etc. where it would add value to existing operations by stakeholders in the town.

Other comments	Depending on the activity, it may be possible to achieve integration with other activities in the area, making it more versatile and cost effective.
Form completed by:-	
Name	Steve Bucknall
Email address	steve.bucknall@northumberland.gov.uk
Telephone number	01670 620043

Technical Services – Winter Maintenance

Service Activity	Winter Maintenance
Directorate	Technical Services Local Services Group
Head of Service:- Name Email address Telephone number	David Laux, Head of Technical Services David.laux@northumberland.gov.uk 01670 623139
Service Description (incl. area covered)	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.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	There are 28 precautionary gritting routes across the county, 3 of which converge around the Morpeth 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 st November to 31 st March. When widespread ice or light snow is forecast 28 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. 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>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 Morpeth Town Council.</p>
Staff and equipment	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.
Outcomes and Performance Measures	The Winter Services Policy and Information details the level of resources available and the standards to be achieved.
Budget 2017 / 2018 (Capital and revenue)	£2,893,160 revenue across county
Ideas for BID activities (with costs)	None identified

Other comments	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.
Form completed by:-	As above

Technical Services – Street Lighting

Service Activity	Street Lighting and illuminated Street furniture including Traffic Signals
Directorate	Local Services
Head of Service:- Name Email address Telephone number	David Laux, Head of Technical Services David.laux@northumberland.gov.uk 01670 623139
Service Description (incl. area covered)	Street Lighting Maintenance County Wide and Bid Area.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	<p>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.</p> <p>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 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 by June 2018. 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>
Staff and equipment	The Bid Area is covered by the County Wide Street Lighting Maintenance Service. The team comprises of around 20 staff.
Outcomes and Performance Measures	Street lighting Performance Indicators, covering response to lighting faults, emergency attendance and average time to repair.
Budget 2017 / 2018 (Capital and revenue)	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.
Ideas for BID activities (with costs)	Periodic night time inspections to ensure street lighting is operating as planned. One inspection per month would cost in the region of £2.5k pa.

Other comments	Once complete, the Modernisation Project will see all units within the BID area replaced with an LED lantern. This will reduce the lighting faults dramatically and will ensure a far greater level of reliability.
Form completed by:- Name Email address Telephone number	Gavin Barlow, Street Lighting and Modernisation Project Manager Gavin.barlow@northumberland.gov.uk 01670 622980

Technical Services – Parking

Service Activity	Parking Services – enforcement and parking management
Directorate	Technical Services, Local Services
Head of Service:- Name Email address Telephone number	David Laux, Head of Technical Services David.laux@northumberland.gov.uk 01670 623139
Service Description (incl. area covered)	The Central area Civil Enforcement Team enforce parking restrictions in the former Castle Morpeth area. There is back office support based at County Hall, Morpeth who deal with parking appeals, parking permits and parking information to the public.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	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. This service is provided under a statutory power and in accordance with the Traffic Management Act 2004. As well as Morpeth the team cover Amble, Lynmouth, Pegswood, etc.
Staff and equipment	There are currently 3 officers for the whole of the Central area. Officers use hand-held devices for enforcement, radios, mobile phones and body worn video devices for recording enforcement activity.

Outcomes and Performance Measures	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.
Budget 2017 / 2018 (Capital and revenue)	Revenue - Budget information is not available individually for Morpeth as this is a County wide service. Parking is free of charge although a parking disc is required in time limited car parks. Income generated is from Penalty Charge Notices and the sale of parking discs and this income contributes to the costs of enforcement and administration of the service.
Ideas for BID activities (with costs)	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, customers and visitors. Promote other modes of transport to reduce the demand on car parks and the impact of increased traffic in the town centre.
Form completed by:-	
Name	Lynne Ryan - Network Manager
Email address	Lynne.ryan@northumberland.gov.uk
Telephone number	01670 624120

Northumberland Fire and Rescue Service

Service Activity	Northumberland Fire & Rescue Service
Directorate	Fire & Rescue
Head of Service:- Name Email address Telephone number	Paul Hedley [Chief Fire Officer] paul.hedley@northumberland.gov.uk 01670 612114
Service Description (incl. area covered)	Pegswood station area encompasses Morpeth, Ashington, Pegswood, Newbiggin, Bothal, Lynemouth, Longhorsley - adjoining the following station areas - Alnwick, Rothbury, West Hartford, Amble, Bellingham. Pegswood station covers an area of 185 square miles and a population of 76,120. Pegswood Community Fire station is also where NFRS Breathing Apparatus Training School is located, delivering courses to its own personnel and external agencies.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Fire & Rescue Service x2 wholetime and x1 retained duty system [on call] crews providing 24/7 response from Pegswood Fire Station Service is responsive to incidents reported by the public, partner agencies, etc. It undertakes proactive / preventative work within the community including; Prevention [to include intervention]: Safe and Well-being visits - Home fire safety checks – providing advice 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

	<p>Young Firefighter Association branch for youth engagement Attend Community safety Hub [CoSH] & victim, offender, location [VOL] meetings</p> <p>Protection: Gathering of risk information from commercial / industrial premises Provision of fire safety advice and enforcement of fire safety legislation within the community</p> <p>Response: To attend emergency incidents – fire, road traffic collisions, water rescue, Hazardous materials, animal rescue, rural wildfires, etc. Through provision of fire appliances, specialist resources [High Volume Pump, Incident Support Unit, Swift Water Rescue, Flood Incident Management Unit at Pegswood], wildfire officers, supported by strategic resources throughout the service, e.g. Specialist Rescue Unit, fire investigation, etc.</p> <p>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'.</p> <p>Service further supported by partnership activity via CoSH, [Community Safety Hubs - previously known as LMAPs] and in working with local health providers and blue light collaboration with our police and ambulance partners.</p>
Staff and equipment	<p>24/7 response from Pegswood Fire Station X2 wholetime crew coverage. Crew are also trained in first responder water rescue – x44 personnel x1 retained duty system [RDS] crew on call response 24/7 – x 10 personnel - all swift water rescue technician trained x1 station manager and x1 group manager X3 fire appliances, x1 swift water rescue 4x4, x1 4x4 station van</p>

	<p>x2 Prime movers - x2 modules with x1 high volume pump [HVP] and 1.0 km of hose and x1 with 2.0km hose x1 Incident Support Unit [ISU] x1 Flood Incident management unit</p> <p>Young Firefighters Association at Pegswood</p> <p>Gaining Entry equipment - to support ambulance personnel where there is concern for an individual's health and well-being</p> <p>Industrial / Commercial Training and Development - extinguisher training, fire safety in the workplace, fire wardens, breathing apparatus and firefighting training for works fireteams.</p> <p>Co-location of NNPA MRT [Northumberland National Park Authority Mountain Rescue Team] x2 vehicles, x1 command trailer, a number are trained in swift water rescue and water incident management - blue light partnership working for an improved, cohesive and coordinated emergency response.</p>
<p>Outcomes and Performance Measures</p>	<p>Reduction in incidents attended [therefore improved community safety due to less blue light response vehicles on the roads] Reduction in deaths and injuries and in mitigating the cost of emergency incidents Reduction in calls to the service Community Confidence Service Customer Satisfaction</p>
<p>Budget 2017 / 2018 (Capital and revenue)</p>	<p>N/A</p>
<p>Ideas for BID activities (with costs)</p>	<p>Provision of smoke detectors for the fire service to fit with supporting advice during a home risk assessments / safe and well-being visits [costs dependent on numbers purchased]</p>

	<p>Hiring of a portable hi-visibility screen [solar-sign] to display relevant community and business messages at appropriate locations [dependent on time period for hire]</p> <p>Support the delivery of the new road safety multi agency – ‘Road Sense Common Sense’ – transportation of pupils to appropriate location or hiring of local suitable central venue for schools to attend [dependent on venue and numbers to be transported] - given the location of businesses on key roads in the town this could be something of joint interest</p> <p>Support the training & deployment of volunteers to complete home fire safety checks – through home visits and education in schools</p> <p>Pay for the provision of ‘scrap vehicles’ to utilise as part of road safety initiatives</p> <p>CoSH integration with BID members attending CoSH meetings</p> <p>Help promote the retained duty system [on-call firefighters] to aid recruitment and retention for community safety - supported by releasing staff to undertake retained duties.</p> <p>Support fire and rescue themed initiatives - through advertising, links to websites and social media</p>
<p>Form completed by:-</p> <p>Name</p> <p>Email address</p> <p>Telephone number</p>	<p>Lee Buckingham</p> <p>lee.buckingham@northumberland.gov.uk</p> <p>07798847742</p>

Regulatory Services – Public Protection

Service Activity	Public Protection – Enforcement and Regulation (including licensing and community safety)
Directorate	Fire & Rescue Service
Head of Service:-	

Name Email address Telephone number	Paul Hedley Paul.Hedley@northumberland.gov.uk 01670 621114
Service Description (incl. area covered)	<p>Officers in Public Protection are available to advise and support businesses on a range of issues, working with businesses to help them to comply with regulation in the most practical and pragmatic way. We can help with food safety, licensing and permitting, pollution control, making sure that premises are safe for staff and customers, help with advertising, terms and conditions and what needs to be on your website. We can advise on processes to help you comply and provide guidance if something does go wrong.</p> <p>We cover the following areas of work: -</p> <p>Environmental Health –</p> <p>1) Food business regulation - We regulate both food hygiene, safety and standards. Food businesses are inspected through a risk based programme of inspections. We also regulate the Food Hygiene Rating Scheme and can advise you on how to improve the star rating of your business. We can also introduce you to the Produced in Northumberland scheme which promotes local businesses and the quality foods that are made or grown in the County.</p> <p>2) Noise & pollution control - we investigate complaints regarding noise and pollution such as dust or smoke from both domestic, commercial and industrial premises</p> <p>3) Environmental enforcement - we respond to complaints regarding environmental crime; investigating cases of fly tipping, littering and dog fouling. We also proactively patrol hot spot areas across Northumberland.</p> <p>4) Animal welfare - we provide a stray dog collection service, and investigate cases of cruelty to companion animals.</p>

Community safety - we investigate anti-social behaviour and work in partnership with the police, businesses and others to reduce asb and increase community safety.

Trading standards – We provide advice to businesses on making sure that your products, including goods and services, are fairly traded. This includes issues such as weights and measures, (both advice on equipment and packing products to weight or volume), product descriptions, food standards, product safety, scams, age related sales controls, what information you have to give to consumers and when and pricing and bargain claims. We can also take action against unscrupulous traders that trade unfairly undercut responsible businesses. There is more information about the Team’s work [here](#)

We can advise businesses about consumer contract issues and we have an approved trader scheme to support reliable, reputable local traders.

Licensing – The Team’s work covers the full range of licenses and permits for taxis, licensed premises, scrap yards, dog breeding premises, pet shops, gambling premises, street traders and tattoo parlours. You can contact the team for advice on your business or to find out if you might need a licence via [this webpage](#)

Pest Control – The Team can provide treatments to deal with most types of pests including rats, mice, wasps, cockroaches, ants and bedbugs. They can advise on how to make your premises more resistant to infestation. Many businesses prefer annual contracts with the Team who will then provide advice visits, target harding advice and any necessary treatments for a single payment. You can find out more about the Pest Control Service and book an appointment for a treatment via [this webpage](#)

Building Control - The Team oversee millions of pounds worth of both residential and commercial building projects each year, providing advice to builders and developers on matters

	such as safety of buildings and building practices, fire safety, environmental factors and standards for materials used. They can be contacted through this website
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Much of our work is programmed, providing regular face-to-face advice and support to local business. We also respond promptly to requests for advice from traders. Some of our work is client based, providing contracted services to businesses and residents.
Staff and equipment	Public Protection staff currently work from bases across the County and will undertake programmed and reactive work within the BID to reflect planned and demand led work.
Outcomes and Performance Measures	Mainly response times to complainants and performance relating to number programmed inspections
Budget 2017 / 2018 (Capital and revenue)	Budget cannot be disaggregated to reflect cost in relation to BID.
Ideas for BID activities (with costs)	1) Extra resource could help to deliver activities to reduce fly tipping, littering and dog fouling via enhanced responsiveness and increased proactive activity in the Bid area. As a result this could lead to a reduction in environmental crime through publicity, education, and increased enforcement patrolling for littering and dog fouling. Budgets for this could be worked up depending on the scale of resource.

	<p>2) With extra resource officers could provide regulatory business advice, help businesses increase their knowledge and help support new and existing businesses to improve and become sustainable.</p> <p>3) Food hygiene advice would lead to improved management and help to increase food hygiene rating scores, which in turn helps business and the 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). With extra resource and working with other agencies work with businesses to increase their awareness of business security.</p> <p>4) Guidance could be provided to businesses and website designers on the legal requirements relating to information that has to appear on websites. This will improve knowledge for businesses and customer care. It will also protect businesses from legal action and loss of income as it should reduce levels of returns of products sold online. Cost of delivery of additional functions outlined 2) to 4) above is estimated at £11,000.</p>
<p>Other comments</p>	<p>Public Protection officers are keen to work with businesses, as groups or individuals, to raise levels of knowledge understanding and compliance. This support can cover the range of services outlined above. More information is available on the Northumberland County Council Public Protection webpages</p> <p>The BID could be used as a forum to inform businesses that we can give businesses help to help themselves; we are not just enforcers and we are trying to create a fair, level playing field for all businesses to operate on</p> <p>We welcome working with the BID</p>
<p>Form completed by:-</p> <p>Name</p> <p>Email address</p> <p>Telephone number</p>	<p>David Sayer, Business Compliance & Public Safety Manager Tel: 01670 623702, e-mail; david.sayer@northumberland.gov.uk</p> <p>Peter Simpson, Public Health Protection Manager Tel: 01670 623 , e-mail: peter.simpson@northumberland.gov.uk</p>

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Tourism, Leisure and Culture

Service Activity	The provision of Culture and Tourism Services
Directorate	Corporate Services
Head of Service:-	
Name	Kelly Angus, Director of Human Resources, NCC
Email address	kelly.angus@northumberland.gov.uk
Telephone number	01670 623134
Service Description (incl. area covered)	The NCC Culture and Tourism Team vision is that 'Northumberland is recognised nationally and internationally for its exceptional culture and tourism offer'. The current scope of the service is Arts Strategy and development, cultural education, heritage, creative industries, strategic events, tourism strategy and development, visitor information strategy and operations (stand alone TIC's). NCC directly provide Library and Visitor Information services within Morpeth and support event delivery. NCC also provides a wider Tourism Development function covering the whole County which aims to engage productively with businesses by growing the creative industries and food & drink sectors, provide opportunities for businesses to increase their skills, knowledge and customer service standards, present domestic tourism as an attractive careers choice and explore the potential for a Tourism Academy, assist the development of tourism infrastructure and raise the quality of visitor experiences. The wider Cultural Development Service provides expert advice, support and leadership in the areas of arts, heritage development, creative industries and cultural education, strategic level brokerage and advocacy to support strong partnership, encourages collaborative working to deliver world class cultural programmes and projects, attracts diverse funding support to increase participation and resilience, manages the Councils investment in, and relationship with, core arts and heritage organisations, coordinates

	<p>Northumberland Arts Development (NAD) and raises the profile of Culture in Northumberland for local people and visitors through culture-led tourism.</p> <p>Visitor Information: Visitor Information in Morpeth is provided from within Morpeth Chantry (a Grade 1 listed 13th Century building) overlooking the River Wansbeck on Bridge Street. It is one of only five Bridge Chantries in the country, and one of the best preserved. The ground floor of the building is currently used to provide a visitor information centre, a retail outlet for locally produced crafts and accommodation for the Northern Poetry Library (NPL). The first floor of the building houses a Bagpipe Museum displaying a collection belonging to the Society of Antiquaries of Newcastle upon Tyne and the WA Cocks Trustees. The building is owned by Northumberland County Council (NCC) who, through Cultural Services, manage the local craft centre and visitor information provision. The Bagpipe Museum is managed by the Woodhorn Trust.</p> <p>Library Provision: The Library Service is co-located with NCC Customer Services in Royal Sovereign House (leased property) on Manchester Street. The existing library is approximately 280m² in size consisting of general library, children's area, research room, self-service points and public access PC's (approx. 230m²). An additional area (approximately 50m²) is allocated for toilets, staff room and stores. Note these are shared with the customer services centre.</p>
<p>Specification Please Include:-</p> <p>When?</p> <p>How Often?</p> <p>Planned/responsive?</p>	<p>Library Opening Hours:</p> <ul style="list-style-type: none"> ● Mon: 9am to 6pm ● Tue: 9am to 5pm ● Wed: 9am to 5pm ● Thu: 9am to 5pm ● Fri: 9am to 6pm ● Sat: 9.30am to 12.30pm

<p>Maintenance schedule? Renewal/replacement? Other?</p>	<p>TIC Opening Hours:</p> <ul style="list-style-type: none"> ● Mon: 10am to 5pm ● Tue: 10am to 5pm ● Wed: 10am to 5pm ● Thu: 10am to 5pm ● Fri: 9am to 6pm ● Sat: 10 am to 5pm ● Sun: Closed
<p>Staff and equipment</p>	<p>Visitor Information Staff: 3.33FTE</p> <p>Library Provision Staff: 3.62FTE</p>

Outcomes and Performance Measures

The Library Service collects the following performance data:

- Total Issues by Library
- Total Issues broken down by type
- Total Issues by via self service kiosks
- Total Issues by eAudio, eBooks and eMagazines
- Total usage of our online resources, e.g. Ancestry
- Total visits by library (in some libraries, e.g. Ashington we no longer record footfall due to the centre being dual use with Leisure)
- Total visits to the library website
- Total events by library
- Total events broken down by type of event
- Total customers by library
- Total customer broken down by age
- Total new customers to each library
- Total new customers broken down by age
- Total new customers joining via our website
- Total active borrowers
- Total PC usage per library
- Total stock by library
- Total stock broken down by item type
- Total new acquisitions
- Total requests
- Total request from website

The Visitor Information Service collects the following data:

- Visits to the building
- Counter enquiries
- Postal enquiries
- Phone enquiries

	<ul style="list-style-type: none"> ● Email enquiries ● Retail income ● Accommodation: bednights and value
Budget 2017 / 2018 (Capital and revenue)	Morpeth Visitor Information: £69,940 Morpeth Library: £97,040
Ideas for BID activities (with costs)	<p>We would welcome the opportunity to work with the BID to further develop Morpeth Culture and Tourism offer including:</p> <ul style="list-style-type: none"> - Events - Tourism campaigns and product / business / quality development initiatives - Culture and Arts related programmes - Heritage related public realm improvements
Form completed by:-	
Name	Nigel Walsh
Email address	Nigel.walsh@northumberland.gov.uk
Telephone number	01670 624753

11. Active Northumberland Leisure Services

Service Activity	To provide, deliver and Manage sport and leisure opportunities and facility management across Northumberland, on behalf of Northumberland County Council.
Directorate	Active Northumberland
Head of Service:- Name Email address Telephone number	Patrick Price pprice@activenorthumberland.org.uk 01670 629105
Service Description (incl. area covered)	<p>Active Northumberland Ltd is a Not For Profit Distributing Organisation, Limited company and a registered charity set up to deliver strategic and operational aspects of leisure on behalf of Northumberland County Council.</p> <p>The Charity's objects are specifically restricted to provide or assist in the provision in the interests of social welfare of facilities for recreation and other leisure time occupation for the general public in or in connection with Northumberland and the surrounding area.</p> <p>Areas covered include the management and operation of all Council owned Sport and Leisure facilities in Northumberland, Northumberland Sport (delivering Sport England Strategy), Sports Development in the Community and integrated library services within leisure sites.</p> <p>Active Northumberland is currently under review and the outcome of the review will shape the future of the organisation. This is expected to be complete in January 2018.</p>
Specification Please Include:- When?	Morpeth Riverside Leisure Centre is one of the facilities managed by Active Northumberland, along with current arrangements for managing the tennis courts and bowling green in Carlisle Park.

<p>How Often? Planned/responsive? Maintenance schedule? Renewal/replacement ? Other?</p>	<p>The Centre is open 7 days a week: Mon - Fri 07:00 - 22:00 Sat - 08:00 - 16:00 Sun - 08:00 - 18:00</p> <p>The facility works within the local community as a hub for hosting and delivering services to local schools and clubs and has close links with NHS through delivering a GP Referral Scheme.</p> <p>Maintenance is currently undertaken through a SLA with the Property Services division of the Council, delivering a planned approach to statutory testing and maintenance, whilst also delivering a reactive maintenance service.</p> <p>A planned statutory testing schedule is available. Equipment is renewed or replaced as necessary, using various different vehicles of funding streams, but mainly through the Capital Replacement Programme.</p> <p>A condition survey of the building has recently been undertaken and identified that the capital cost of the facility is anticipated to be in the region of £XX Million over the next 5 years. Any schemes to improve the infrastructure of the building could be combined with schemes to update public facing facilities and drive income and participation opportunities.</p>
<p>Staff and equipment</p>	<p>The Leisure Centre has 19.67 FTE staff.</p> <p>Facilities include:</p> <ul style="list-style-type: none"> ● A 25m x 6 lane Swimming Pool ● 6 court Sports Hall ● Catering Facilities ● Dance Studio ● 42 Station Fitness Suite
<p>Budget 2017 / 2018 (Capital and revenue)</p>	<p>Revenue £640,000 per annum</p>

Ideas for BID activities (with costs)	<p>We would welcome the opportunity to work with the BID to further develop Morpeth's offer including:</p> <ul style="list-style-type: none"> ● Events - hosting and providing support within the Town ● Grounds Maintenance Carlisle Park ● Safer and more accessible facility ● Marketing Opportunities to attract visitors ● Increase access to new customers ● Open networks to promote business to business opportunities (opportunities for site members to receive discount promotions /loyalty rewards).
Form completed by:- Name Email address Telephone number	<p>Patrick Price PPrice@activenorthumberland.org.uk 01670 629105</p>

Arch Northumberland – Business Support

Service Activity	Business Support, Inward Investment, Commercial and residential property. The services cover the whole of Northumberland including the town of Morpeth.
Directorate	Economic Development
Head of Service:- Name Email address Telephone number	John Hildreth, Head of Economic Growth John.hildreth@arch-group.co.uk 01670 528 463
Service Description (incl. area covered)	Arch is The Northumberland Development Company. The service covers the whole of Northumberland including the town of Morpeth. Arch owns and rents out commercial premises in Morpeth. Services include Business Support, Inward Investment, commercial and residential property, Regeneration projects including town centre regeneration.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Arch actively works with a number of key businesses in the town including Coca-Cola, Clifton Engineering, Piramal Healthcare to name a few. Arch is also responsible for the delivery of the Informal Friday business networking event which takes place on each month in the Town. 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. 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 and expand. Arch will act as a facilitator for business queries and can link to the wider business support eco-system where required.

	Arch will ensure via the RGN team that information relating to grants and funding to companies looking to grow or diversify commercially will have the relevant information. Funding typically targets priority sectors including advanced manufacturing, engineering, pharmaceutical, food and drink, strategic and high value tourism, knowledge intensive and creative areas. This will be done via direct contact with businesses and also intermediaries.
Staff and equipment	Business support staff, RGN Implementation officers Possible office accommodation/meeting space required on an ad-hoc basis. Marketing material re business support programmes/funds RGN literature
Outcomes and Performance Measures	The Arch Corporate Strategy outlines Outcomes and Performance Measures which are set at Countywide level and not on an individual town or area basis.
Budget 2017 / 2018 (Capital and revenue)	Revenue: Possible office accommodation/meeting space required on an ad-hoc basis (£400 per annum) Possible expansion of the monthly Informal Friday business networking event in Morpeth (£1,000 per annum).
Ideas for BID activities (with costs)	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. Arch can facilitate business support to ensure the correct level of information is received via the relevant regional and national support agencies. Arch will continue to host the Informal Friday business networking event within the Town, with the potential to increase the promotion and attendance at this event with support from the BID. Arch can also host business support clinics/seminars/business/leader dinners to ensure businesses have the tools and support to grow and flourish.
Other comments	The main activity that will support the BID through Arch will be via Business Support activities and working to attract other companies, including inward investment projects into Morpeth, leading to job creation and capital investment.

	Arch work with leading companies looking towards future growth and job creation supporting economic growth throughout the County.
Form completed by:- Name Email address Telephone number	John Hildreth, Head of Economic Growth John.hildreth@arch-group.co.uk 01670 528 463