

2023-2028 BASELINE STATEMENT OF SERVICES

This draft document is intended to set out the services provided by Cherwell District Council within the Banbury Business Improvement District area. As such, the document provides the benchmark levels against which the provision of the Standard Services will be measured, so as to ensure that whenever the BID Company wishes to provide any additional/complementary services these services are not services which the Council should be providing pursuant to its existing statutory duties.

In addition, under Schedules 1:2 and 1:3, the services provided by, respectively, Banbury Town Council and Oxfordshire County Council within the Banbury Business Improvement District are also outlined.

This document has been prepared as a draft point of reference for the Banbury BID Business Plan 2023-2028. In the event of Banbury BID's being successful in the renewal ballot, this document will be finalised and agreed by the various parties before adoption prior to the commencement of Banbury BID's second term of office.

SECTION 1.1 SERVICES PROVIDED BY CHERWELL DISTRICT COUNCIL

1.1.0 Town centre parking

- Blue Badge Holder Charges were removed in summer 2017.
- Season Tickets monthly/quarterly/annually with reductions on full price parking charges.

Parking provision

- Ultra-Short stay – Market Place
- Pick up and drop off area – Bridge Street (to service the bus station)

Short Stay

- The Mill
- Part of Calthorpe Street West
- Calthorpe Street East
- Part of South Bar East from the cross up to Calthorpe Street
- North Bar East
- Chamberlaine Court
- Horsefair West

Long Stay

- North Bar West
- Bolton Road
- South Bar West
- Calthorpe Street West
- Cherwell Drive (from April 2023)

Led by: Assistant Director, Environmental Services

1.1.1 Town centre events, including street markets

The District Council currently runs:

- Banbury Michaelmas Fair
- Weekly Retail Charter Markets (Thursday & Saturday)
- Monthly Farmers Market (first Friday of each month)
- Occasional Specialist/Continental Markets

Banbury Retail Charter and Farmers Markets are run and promoted by the Council's in-house staff. Specialist/continental markets are run by external operators under licence from the Council.

Led by: Assistant Director, Environmental Services

1.1.2 Town Centre floral displays

The District Council currently provides:

The landscape maintenance and plant material for the hanging baskets, floral planters, shrub border and tree Maintenance. Annual costs: Circa £25,000 - £30,000 (Banbury Town Council contributes £8,000 towards CDC costs).

Floral displays are provided in Bridge Street (30 Hanging Baskets/12 Planters)/High Street (52 Hanging Baskets/13 Planters/4 Barrier units) /Butchers Row (12 Hanging Baskets)/Broad Street (14 Hanging Baskets/8 Planters)/Market Place (31 Hanging Baskets)/Parsons Street (9 Hanging Baskets/2 Planters)/Horsefair (20 Hanging Baskets/12 Planters)/Canal side (20 Barrier Units)/Cherwell Street (34 Barrier Units)/Banbury Cross (7 Hanging Baskets/ 4 Planters/ 5 Barrier Units)North Bar (6 Barrier Units).

Led by: Assistant Director, Environmental Services

1.1.3 Town Centre street cleansing

The District Council currently provides:

The cleansing of all areas within the town centre, sweeping of all roads and paths, litter picking, bin emptying, recycling and maintaining public toilets. Annual costs: Circa £110,000 - £120,000.

The Cleanliness Standard is in accordance with the Environmental Protection Act 1990 (Standard B) see Schedule 3: "Litter and the Law" for examples of the standard expected. This standard is achieved through carrying out an early morning clean (prior to 9:00 am) followed by the work of a permanent member of staff during the daytime to clean streets and empty bins on County highways and District land throughout the BID area.

Graffiti is removed within 15 working days; or within 3 days if it is offensive.

Led by: Assistant Director, Environmental Services

Investigation of litter problems; and the investigation of pest control and fly-tipping complaints. Whilst the District Council will clear fly-tipped waste on public land, clearing fly-tipping on private land is the responsibility of the landowner although the Council will investigate and where possible prosecute on behalf of the landowner so that the landowner recovers his costs.

Led by: Assistant Director, Regulatory Services

1.1.4 Town Centre street furniture maintenance

The District Council currently provides:

The maintenance and replacement of the existing street furniture within the town centre. Annual Cost: Circa £15,000 - £20,000.

Benches/seats are provided and maintained at: Bridge St (9), Broad St (12), Canal-side (11), High St (22), Market Place (8), Parsons St (5) and South Bar (3).

Furniture is formally inspected once a month, with cleaning and repairs organised depending on condition. Furniture is replaced if it is beyond economical repair. The benches are usually repainted once a year.

Litter bins are provided and emptied multiple times each day at: Bridge St (8), Broad St (5), Butchers Row (1), Mill Arts Centre car park (1), Canal-side (4), High St (12), Horsefair (2), Market Place (6), North Bar (1), Parsons St (5) and South Bar (8).

Led by: Assistant Director, Environmental Services

1.1.5 Town Centre security measures, including CCTV

The District Council currently provides:

Public open space **Closed Circuit Television** (CCTV) within the curtilage of the BID area and beyond. This CCTV is monitored by Thames Valley Police from Banbury police station and is subject to periodic review and future development. The cost for this operation to CDC is £130,000 per annum

The Council employs four Community Wardens for Cherwell District. Part of their role is to patrol the town centre (including the whole BID area) and work with local police and businesses to promote safety in both the day and night time economies. The Community Wardens may attend the town centre during early evenings and weekends on occasions (e.g. when there is a campaign or event where they can help out and be visible.) The Police primarily provide a town centre presence late evenings and weekends for public safety purposes in relation to the night time economy. The cost for this operation to CDC is £39,000 per annum per warden.

The Council, together with its Community Safety Partners, continues to work to deliver a series of educational packages and informative events to ensure a vibrant and safe night time economy for visitors, residents and businesses alike within the Town Centre. The cost for this operation to CDC is £15,000 per annum.

The council introduced a **Public Spaces Protection Order** to prevent begging and drinking in the area of the town centre as marked on the map within the proposal. The cost for this operation to CDC is £2,000 per annum plus wardens' patrol time costs

Led by: Assistant Director, Regulatory Services

1.1.6 Town Centre business support

The District Council currently provides:

- Information, advice and guidance services, including access to funding opportunities and support from OxLEP, the Local Enterprise Partnership.

Led by: Assistant Director, Growth and Economy

- Health & Safety and Food Hygiene regulatory advice, support and inspection. In addition to the continuing statutory duties to provide these services, the Council offers an enhanced 'environmental health consultancy' service for food businesses on a cost recovery basis.
- Food Hygiene Rating Scheme assessment and rescore visits.
- Training Courses – Taught and e-learning (Food Hygiene, Health & Safety, Premises Licence Holders and an expanded range of topics).
- Primary Authority Partnerships.
- Event Management advice, guidance and support.
- Will issue a licence or temporary event notice to permit the relevant regulated entertainment.
- Will issue Street Trading, along with table and chairs permits and pavement licences, which authorise the sale of goods on the street or business to locate tables and chairs in public spaces.
- Advice in respect of noise and pollution matters; dealing with noise and other nuisance.
- Promote a safe, attractive, and enjoyable Town Centre Environment, through the use of Public Spaces Protection Orders.
- Facilitate safe public transportation through the taxi licensing regime; inclusive of the provisions of taxi ranks and taxi operators' offices.

- Advise and assist licensed establishments in meeting all of the licensing objectives and requirements. Development of a personal licence holder application support service and expansion of the licensing pre-application advice service to other areas of licensing.
- Liaise and negotiate with Responsible Authorities and Bodies to facilitate business.
- Issue licences covered under the Gambling Act.

Led by: Assistant Director, Regulatory Services

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SECTION 1.2 LINKED SERVICES PROVIDED BY BANBURY TOWN COUNCIL

The Town Council currently provides:

1.2.1 Town Centre Christmas lights

Banbury Town Council provides annual Christmas lights within the town centre, with average annual costs of c.£67,000.

1.2.2 Town Centre floral displays

Annual financial contribution of £8,000.

1.2.3 Town Centre security measures, including CCTV

Annual financial contribution of £5,300 to CCTV and £3,000 to Crime Partnership.

1.2.4 Banbury Cross and Fine Lady Statue

Repair and Maintenance/Insurance costs £8,000.

1.2.5 Town Centre Grounds Maintenance

St Mary's Churchyard (grass/hedge/shrub borders) - £11,000.

1.2.6 Banbury Town Hall

Operation as a town centre venue for hire. Repair & maintenance. £58,000 net of income.

1.2.7 Town Centre Events

- **A Taste of Spring (April)**
A mini food festival with a variety of hot and cold food, and drink. Net expenditure by Banbury Town Council is c. £5,000.
- **Armed Forces Day (June)**
The event consists of a parade through the town, demonstrations in the Market Place and static displays/stands within the town centre. Expenditure by Banbury Town Council is c. £3,000.

- **Banbury & District Show (June)**
 An event falling just outside the BID boundary, but which brings residents and visitors in. Set over two fields in Spiceball Park, this event offers a full day of family entertainment with arenas, fairground attractions and trading. Net expenditure by Banbury Town Council is £10,000.
- **Town Mayor's Sunday (July)**
 A day of arena entertainment, activities, food and drink in the People's Park which is set just outside the BID area. Expenditure by Banbury Town Council is c. £3,000.
- **Banbury Music Mix (July)**
 A summer's evening of live performances from bands in Banbury Market Place, together with food and drink stalls. Expenditure by Banbury Town Council is c. £5,000.
- **Banbury Food Fair (August)**
 A very popular and well attended food festival in the heart of the town. Food and drink traders equate to approximately 120, trading in areas of Market Place/Cornhill and Bridge Street. Alongside the Food Festival organised by Banbury Town Council runs the Banbury Flower & Produce Show.
 Net expenditure by Banbury Town Council is £5,000 including funding from traders and sponsors.
- **Battle of Britain Parade and Service (September)**
 Commemorating the Battle of Britain 1940, Banbury is now one of the few towns that hold such an event. It consists of a parade through the town, and a church service.
 Expenditure provided by Banbury Town Council for the event is £1,000 with no other income received.
- **Banbury Canal Festival (October)**
 Banbury Canal Festival is one of the biggest and most popular events in the Town Council's events calendar.
 Net expenditure by Banbury Town Council for the event is £5,000. Additional income is received from traders, boaters, entertainment and sponsors.

- **Remembrance Day Parade, Service & Wreath Laying (November)**

The event consists of a parade through town, church service, followed by wreath laying in People's Park. Expenditure by Banbury Town Council for the event is £4,000 with no other additional income.

- **Christmas Lights Switch On Festival (November)**

The event consists of stage entertainment, fairground, festive market, fireworks and the all-important switching on of the town's Christmas Lights. Expenditure by Banbury Town Council for the event is c. £11,000. Additional income is received from traders and sponsors.

1.2.2 Town Centre Bus Shelters

Provision and maintenance of Bus Shelters, mainly heritage shelters along Horsefair/North Bar/South Bar. Bridge Street shelters are mainly funded by Clear Channel (shelter advertisements) but have to be removed annually to facilitate the Michaelmas Fair. £5,500

Led by: Banbury Town Clerk

SECTION 1.3 LINKED SERVICES PROVIDED BY OXFORDSHIRE COUNTY COUNCIL

The County Council currently provides:

The management and maintenance of traffic signals, covering the following equipment within the BID area:

- South Bar Street crossing
- North Bar Street crossing
- High Street near Marlborough Road crossing
- George by Christchurch Court crossing
- George Street/Cherwell Street junction

The maintenance of street lighting, to the following standards:

- Seven days for a reported maintenance fault.
- An asset replacement in 45 days.
- Electrical testing every 6 years.
- Structural testing every 3 years and a visual check every time the asset is visited.
- A power supply fault should be restored within 25 working days.

The carrying out of highway inspections on the following basis:

- The main town centre part of the BID area has a walked inspection on a monthly basis (plan available from OCC).
- There are two 'A' roads within the BID area and these are inspected on a monthly basis
- There are minor stretches of 'B' roads within the BID area and these are inspected on a three-monthly basis
- There is an annual inspection of all other parts of Banbury, divided up into 12 areas.

The fixing of highway defects and other highway inspection work to the following standards:

Defects can include bridges, carriageways, countryside paths / public rights of way (usually not tarmac), debris/spillage (including mud and oil), drainage, grass and hedges, gully and catch pits, ice/snow, manholes, pavements, property damage, road traffic signs and road markings (including on-street parking spaces), street lighting, traffic lights and trees.

In addition to the statutory inspections listed above, inspections are undertaken following public enquiries as and when required. There are three levels of standard repair response times – 2 hour, 24 hour and 28 day if the defect meets the current intervention levels which are:

- 20mm defect on footways – 28 days
- 40mm defect on carriageway – 28 days
- Urgent repairs that have a higher likelihood of damage – 24 hour or 2 hour response time.
- Clearing gullies – the current policy is to clean all gullies once every 4 years.
- Reported blocked gullies are dealt with under the above defects categories (2 hour, 24 hour, 28 days). Further non-time specific work may be required to ensure systems are working if not resolved at the first visit.
- Salting roads – the gritting route includes the roads within the BID area. There is a winter operational plan which sets out our operating processes with our contractors, Skanska. This includes footpaths, but the current policy is that the footway network is not pre-treated. OCC only post-treats high footfall areas after snow has fallen when resources permit.

The County Council also currently covers traffic management within the BID area, including for special events that affect the highway.

Banbury Library, Marlborough Road – open 6 days a week.

The Mill Arts Centre, Spiceball Park – theatre, music, lessons, workshops.