

Baseline Statements for the Winchester Business Improvement District (BID) 2023 – 2028

Statutory services clearly have to continue to be provided by the relevant authorities; however, both statutory and discretionary service levels are always subject to resource constraints and the BID will work with the providers to minimise the impact of such pressures.

Details of the baseline services from Winchester City Council, Hampshire County Council and Hampshire Police Authority for services delivered in the BID area are detailed below:

Winchester City Council

This baseline statement covers the following service areas:

- [Community and Wellbeing](#)
- [Community Safety and Neighbourhood Services](#)
- [Contracts Management](#)
- [Economy](#)
- [Engineering and Transport](#)
- [Environmental Health and Licensing](#)
- [Estates](#)
- [Parking](#)
- [Special Maintenance](#)
- [Tourism and Arts](#)

Community and WellbeingSteve Lincoln T: 01962 848110 E: slincoln@winchester.gov.uk

Baseline Activity	Health, Sport and Physical Activity
Notes of Service	<ul style="list-style-type: none">• Leads the Council's contribution to improving health and wellbeing outcomes in the District, by working with key health partners.• Management of the leisure centre contract for operation of Winchester Sport and Leisure Park.• Sports Development - schools, sports clubs, disability sport, community outreach.• Sports Facility Development.• Health walks.
Statutory or Discretionary?	Discretionary.
Timing of activity	Ongoing.
Staffing and equipment levels	Health Improvement Manager 1 FTE. Contract Manager 1 FTE.
Key Performance Indicators	<ul style="list-style-type: none">• Increasing participation in sport and physical activity.• Improving access to high quality sports facilities (as set out in leisure centre operator contract).
Boundary area	District wide.

Baseline Activity	Sustainability and Climate Emergency
Notes of Service	<ul style="list-style-type: none">• Co-ordination of the Council's carbon reduction programme and delivery against the carbon neutrality action plan.• Delivery of projects and interventions to reduce carbon emissions and increase renewable energy generation.• Advice on planning policy development and consultee on planning applications relating to renewable energy generation and other sustainability issues.• Programme of carbon education and awareness raising to increase

	<p>understanding of climate change and drive behaviour change amongst staff, partners, residents and businesses.</p> <ul style="list-style-type: none"> • Climate Open Forum.
Statutory or Discretionary?	Discretionary.
Timing of activity	Ongoing.
Staffing and equipment levels	<p>Sustainability Officer 1 FTE.</p> <p>Programme Manager 1 FTE.</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Council carbon emissions. • District carbon emissions.
Boundary area	District wide.

Baseline Activity	Community Engagement and Development
Notes of Service	<ul style="list-style-type: none"> • Community and voluntary sector grants, including Strategic Partners and Priority Outcome Funds, Small Grants, Crowd Funder. • Support, advice and networking opportunities to wider voluntary sector and community buildings. • Assets of Community Value. • Community plans, community profiles, data and intelligence. • Market town partnership meetings and parish liaison.
Statutory or Discretionary?	Discretionary.
Timing of activity	Ongoing.
Staffing and equipment levels	<p>Community & Town Centre Manager 0.8 FTE.</p> <p>Community Officer 1 FTE.</p> <p>Funding and Development Officer 0.8 FTE.</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Core grant outcomes achieved.
Boundary area	District wide.

Community Safety and Neighbourhood ServicesSandra Tuddenham T: 01962 848132 E: studdenham@winchester.gov.uk

Baseline Activity	Community Safety and Neighbourhood Services
Notes of Service	<ul style="list-style-type: none"> • Community Safety Partnership (CS) includes support for 'Shopwatch' and 'Pubwatch' projects. • Neighbourhood Service Officers support local community projects, residents surgeries etc. in addition to responsive patrols and housing estate activity. • The current CCTV network has 130 cameras monitored from the Control Room in Winnall. • A specialist officer within the Neighbourhood Services Team takes responsibility for leading anti-social behaviour (ASB) co-ordination. • Alcohol Control Zone (PSPO) in Winchester city centre.
Statutory or Discretionary?	Community Safety Partnership is statutory. All else discretionary.
Timing of activity	<p>Community Safety Partnership meets twice a year as a strategic group and reports on an annual basis to WCC internal scrutiny process.</p> <p>Neighbourhood Service Officers work flexible hours (predominately 8am to 5pm). Neighbourhood Service Officers work between 8am and 5pm Monday to Friday, and attend evening meetings and weekend community events and support partnership operations as appropriate up to 9pm.</p> <p>CCTV monitored 24 hours a day, 365 days a year.</p> <p>Multi-agency ASB panel meets monthly.</p>
Staffing and equipment levels	Neighbourhood Services and Community Safety Manager, 1 part-time Project Officer, 1 ASB Officer and 8.5 Neighbourhood Service Officers (housing estate related).
Key Performance Indicators	<ul style="list-style-type: none"> • Annual Community Safety Strategy and Delivery Plan. • Police and Crime Commissioner's Policing Plan.
Boundary area	<p>Neighbourhood Service Officers patrol activity predominately covers the priority areas within the Town Forum, Stanmore, Winnall and Highcliffe.</p> <p>Other specialist work around housing estates and ASB is District wide.</p>

Contracts ManagementMartin Taylor T: 01962 848540 E: mtaylor@winchester.gov.uk

Baseline Activity	Pavement Litter and Litter Bins
Notes of Service	Contract with IDVerde for litter collection, street sweeping, bin emptying.
Statutory or Discretionary?	Statutory.
Timing of activity	7 days a week.
Staffing and equipment levels	Early morning city centre cleanse followed by full-time service from 10am to 6pm, 7 days per week including Bank Holidays. Bins emptied in accordance with schedule.
Key Performance Indicators	As per IDVerde contract.
Boundary area	District wide. Standard of cleanliness dependant on area (higher in city centre).

Baseline Activity	Grounds Maintenance
Notes of Service	<ul style="list-style-type: none">• Grass cutting 9 times a year for highway verge and general spaces. Sports pitches and formal gardens, including Abbey Gardens in Winchester city centre are cut more regularly.• Shrub maintenance.• Hedge maintenance.• Watering of hanging baskets.
Statutory or Discretionary?	Statutory and discretionary.
Timing of activity	5 days a week.
Staffing and equipment levels	As per IDVerde contract.
Key Performance Indicators	Performance standards set out in contract. As per IDVerde contract.
Boundary area	District wide.

Baseline Activity	Dog Fouling and Dog Waste Bins
Notes of Service	Cleared with street sweeping function. Education as a preventative measure via neighbourhood wardens. Dog waste bins emptying.
Statutory or Discretionary?	Statutory and discretionary.
Timing of activity	In accordance with schedules or ad hoc for the city centre. Dog waste bins emptied twice a week or as per demand.
Staffing and equipment levels	As per IDVerde contract.
Key Performance Indicators	Bins emptied in accordance with collection schedule.
Boundary area	District wide. Not a major problem in Winchester city centre.

Baseline Activity	Street Sweeping
Notes of Service	IDVerde carries out sweeping by hand and mechanical means.
Statutory or Discretionary?	Statutory.
Timing of activity	In accordance with the appropriate schedule.
Staffing and equipment levels	The contractor resources based on frequency specification.
Key Performance Indicators	As per IDVerde contract.
Boundary area	District wide, focussed on town areas across the District.

Baseline Activity	Fly Tipping
Notes of Service	Contract with IDVerde for fly tip clearance (specialist contractor used for hazardous waste, e.g. asbestos).
Statutory or Discretionary?	Statutory.
Timing of activity	5 days a week. Smaller fly tips cleared within 48 hours. Larger fly tips cleared within 10 days. If specialist contractor or equipment is required this

	may impact on clearance time.
Staffing and equipment levels	2 staff with additional support if required. Caged vehicles, tractor, trailer.
Key Performance Indicators	As per IDVerde contract.
Boundary area	District wide. Standard of cleanliness dependant on area (higher in city centre).

Baseline Activity	Environmental Crime
Notes of Service	<p>Council officers work across the District to tackle fly tipping, littering, fly posters. They are accredited via the Chief Constable and have been given powers to issue Fixed Penalty Notices using appropriate environmental crime legislation.</p> <p>They work in partnership with a variety of agencies and organisations.</p> <p>Contract with IDVerde as the City Council's grounds maintenance and street cleansing contractors to remove fly tipping on demand. Not a major problem in Winchester city centre.</p> <p>Work closely with neighbourhood wardens in particular areas.</p>
Statutory or Discretionary?	They carry statutory powers.
Timing of activity	5 days a week.
Staffing and equipment levels	<p>Dedicated fly tipping lead in contract monitoring team.</p> <p>'Hit squad' with scheduled work 5 days a week with IDVerde.</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Number of complaints. • Number of incidents. • Fly capture data from Environment Agency measures response times. • Number of complaints. • Number of incidents.
Boundary area	District wide.

EconomyAlison Woods T: 01962 848347 E: awoods@winchester.gov.uk

Baseline Activity	Economic Development
Notes of Service	<p>Working to implement the priorities of the Council Plan 2020 to 2025 and in particular the Ten-Year Green Economic Development Strategy and the High Streets Plan including:</p> <ul style="list-style-type: none"> • Financial contribution to Winchester City Centre Partnership against delivery of agreed Service Level Agreement. • Business engagement, support and development including the Business Bulletin. • Economic data and intelligence. • Inward investment, sector development and rural economy. • Employment and skills. • Low carbon business support service. • Sponsorship of Winchester Business Excellence Awards. • Input to strategic direction of Winchester’s economy. • Providing help and information to new businesses, and those looking to invest in the District. • Provide accountable body services to the Fieldfare Local Action Group’s LEADER programme.
Statutory or Discretionary?	Discretionary.
Timing of activity	5 days a week.
Staffing and equipment levels	<p>Business Engagement Manager 1 FTE.</p> <p>Business Growth Officer 1 FTE (currently vacant).</p> <p>Sector Project Officer 1 FTE.</p> <p>Project Support Officer 1 FTE (shared with tourism team).</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Unemployment claimant % Winchester District. • Number of vacant premises.

Boundary area	District wide for most activities. Some city centre based activities as described above.
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Engineering and TransportAndy Hickman T: 01962 848105 E: ahickman@winchester.gov.uk

Baseline Activity	Traffic
Notes of Service	Management of traffic within the city including: <ul style="list-style-type: none">• Traffic regulations.• Parking restrictions.• Temporary road closures.• Directional signage.
Statutory or Discretionary?	Statutory as relates to Safety and Traffic Management Act. Level of activity is discretionary.
Timing of activity	Ongoing.
Staffing and equipment levels	Hampshire County Council pay for one Full Time Equivalent post who works for Winchester City Council. Winchester City Council will make up the difference to two members of staff. Also working on pedestrian transport, related cycling and walking schemes/projects. NB this arrangement will revert to HCC at end of March 2023.
Key Performance Indicators	Number of traffic orders progressed. Number of temporary road closures accommodated.
Boundary area	District wide.

Baseline Activity	Transport – Pedestrians
Notes of Service	Provision of better facilities and improving conditions for pedestrians including: <ul style="list-style-type: none">• Shopmobility scheme.• New pedestrian signs.• Bus shelters in Winchester city.• Pavement parking enforcement where parking restrictions allow.• Closure of The Square to through traffic and weekend pedestrianisation (summer 2020).

	<ul style="list-style-type: none"> Winchester Movement Strategy jointly with Hampshire County Council.
Statutory or Discretionary?	Statutory as relates to safety. Discretionary otherwise.
Timing of activity	Ongoing.
Staffing and equipment levels	Partial work of 2 part-time staff members (total 1.3 FTE posts) covering all transport issues for the whole District.
Key Performance Indicators	None.
Boundary area	District wide.

Baseline Activity	Passenger Transport – Buses
Notes of Service	<p>Support for bus services and community transport to assist people in accessing services such as health, education, shopping and employment including:</p> <ul style="list-style-type: none"> Park and Ride. Part funding of Dial a Ride service. Grants for community transport. Bus shelters in Winchester city.
Statutory or Discretionary?	Discretionary.
Timing of activity	<p>Grants for community rural transport agreed annually in first quarter.</p> <p>Other work ongoing.</p> <p>Park and Ride operates between 6:25am and 7.30pm Monday to Friday and 7:00am to 6:30pm on Saturdays.</p>
Staffing and equipment levels	Partial work of 2 part-time staff members (total 1.3 FTE posts) covering all transport issues for the whole District.
Key Performance Indicators	None.
Boundary area	District wide.

Baseline Activity	Transport – Cyclists
Notes of Service	<p>Provision of better facilities and improving conditions for cyclists including:</p> <ul style="list-style-type: none"> • Route maps. • Cycle parking/stands. • Joint work with Hampshire County Council to deliver cycling improvement schemes and development through local cycling and walking improvement plans (LCWIP).
Statutory or Discretionary?	Statutory as relates to safety. Discretionary otherwise.
Timing of activity	Winchester Movement Strategy ongoing, LCWIP ongoing.
Staffing and equipment levels	Partial work of 2 part-time staff members (total 1.3 FTE posts) covering all transport issues for the whole District.
Key Performance Indicators	None.
Boundary area	District wide.

Environmental Health and LicensingDavid Ingram T: 01962 848479 E: dingram@winchester.gov.uk

Baseline Activity	Licensing
Notes of Service	<ul style="list-style-type: none">• Alcohol and entertainment licensing.• Gambling licensing.• Taxis and private hire vehicles.• Street trading permits.• Street and house to house collection permits.• Catering furniture on the highway permits.• Lotteries.• Enforcement of licences and permits.• Permission for Direct Debit collectors.• Public health burials.
Statutory or Discretionary?	Statutory.
Timing of activity	5 days a week. Enforcement work also carried on out of office hours.
Staffing and equipment levels	4 full-time employees.
Key Performance Indicators	Delivery of premises and taxi licence applications within pre-determined timeframe.
Boundary area	District wide.

Baseline Activity	Animal Welfare Service
Notes of Service	<ul style="list-style-type: none">• All initial complaints relating to dog welfare and behaviour.• Stray and lost dogs.• Re-homing dogs to rescue centres if they are not reclaimed.• Patrolling the district for dog fouling.

	<ul style="list-style-type: none"> • Visiting people in their own homes to offer advice on dog behavioural problems and suitable training. • Animal and zoo premises licensing.
Statutory or Discretionary?	The provision of stray dog and animal licensing functions is statutory. Other activities discretionary.
Timing of activity	The service is available 5 days a week from 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday apart from public holidays.
Staffing and equipment levels	2 full-time Animal Welfare Officers.
Key Performance Indicators	None.
Boundary area	District wide.

Baseline Activity	Environmental Protection Service
Notes of Service	<ul style="list-style-type: none"> • Nuisance (including noise and odour) complaints from both residential and commercial premises. • Consultee to planning process on matters of environmental impact, including those from existing or proposed commercial premises on existing or proposed development. • Operates Safety Advisory Group a multi-regulatory body to advise festivals and event organisers. • Delivers on Winchester City Council's duties in respect of air quality.
Statutory or Discretionary?	Both statutory and discretionary.
Timing of activity	5 days a week during normal office hours and on a pre-arranged basis outside of standard hours in accordance with need.
Staffing and equipment levels	5 full-time staff and 2 part-time staff.
Key Performance Indicators	Various.
Boundary area	District wide.

Baseline Activity	Food Safety Service
Notes of Service	<ul style="list-style-type: none"> • Inspection of food premises as per inspection regime. • Investigation of complaints. • Investigation of communicable disease outbreaks.
Statutory or Discretionary?	Statutory.
Timing of activity	<p>The service is available 5 days a week from 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday apart from public holidays.</p> <p>Conducting of premises inspections and the investigation of communicable disease outbreaks as and when required.</p>
Staffing and equipment levels	2 full-time officers and 4 part-time officers.
Key Performance Indicators	Inspection returns in accordance with Food Safety Authority requirements.
Boundary area	District wide.

Baseline Activity	Health and Safety Service
Notes of Service	<ul style="list-style-type: none"> • Inspection of relevant business premises. • Investigation of complaints.
Statutory or Discretionary?	Statutory.
Timing of activity	<p>The service is available 5 days a week from 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday apart from public holidays.</p> <p>Investigation of accidents as and when required.</p>
Staffing and equipment levels	1 full-time officer.
Key Performance Indicators	None.
Boundary area	District wide.

EstatesRichard Wadman T: 01962 848397 E: rwadman@winchester.gov.uk

Baseline Activity	Guildhall Winchester
Notes of Service	<p>Guildhall Winchester provides 10 rooms of various sizes for hire for business, social, community, public and private events, small meetings to large conferences, private and corporate dinners, weddings and other celebratory events, dinner dances and balls, sales, trade fairs, dance classes and concerts. The venue is extensively used for Winchester City council meetings, civic events and Mayoral events.</p> <p>The Guildhall does not provide in-house catering services but Shoal, the new occupier of the former Eighteen71 café premises on the ground floor, is able to offer catering for events in the Guildhall. Groups hiring a room in the Guildhall can request a catering quote from Shoal or alternatively arrange external caterers to provide what they require.</p> <p>The building also houses other facilities open to the general public: Winchester Visitor Information Centre and Historic Environment Centre.</p>
Statutory or Discretionary?	Discretionary.
Timing of activity	The Guildhall had temporarily been let to the Court Service as an additional court building but as from April 2022 reverted back to its former use as a major events facility in the heart of Winchester.
Staffing and equipment levels	Currently 2 full-time staff, plus cleaning contractors. WCC is working on encouraging those groups that hired the Guildhall pre-COVID back.
Key Performance Indicators	<p>Guildhall turnover (total room hire plus catering).</p> <p>Customer feedback.</p>
Boundary area	Guildhall Winchester.

Baseline Activity	Street Markets
Notes of Service	<p>Market stall holders pay a pitch fee to WCC to contribute towards costs of holding street markets, including:</p> <ul style="list-style-type: none"> • Storage and set up of stalls. • Disposal of rubbish.

	<ul style="list-style-type: none"> • Supply and maintenance of stalls. • Advertisement in Market Trader annually and in Visit Winchester and Heart of Hampshire visitor guides. • Supply of electricity for those stalls that require it. • Some stalls are run by 1 person, but some need more and if you include the market management team then the market supports the employment of 40 to 60 people, and this can increase at certain times of year.
Statutory or Discretionary?	Discretionary.
Timing of activity	Currently 3 days per week, Thursdays, Fridays and Saturdays, plus speciality markets on Sundays, art and design market 1 Sunday a month, antiques and collectables 1 Sunday a month plus the very successful Hampshire Farmers Market 2 Sundays a month.
Staffing and equipment levels	Management undertaken by a contractor on WCC's behalf. Winchester is the only market in Hampshire that provides gazebos for stall holders.
Key Performance Indicators	None.
Boundary area	Middle Brook Street and High Street with the Sunday markets utilising The Broadway in front of Guildhall Winchester.

ParkingIan Way T: 01962 848066 E: iway@winchester.gov.uk

Baseline Activity	Car Parking
Notes of Service	Improvements to car parks and facilities to improve local environment and personal safety including: <ul style="list-style-type: none">• Parking enforcement.• Resident on street parking until the last quarter of 2023 when this returns to Hampshire County Council as Agency Agreement ceases.• Management of off-street parking including 5 Park and Ride car parks, 17 city centre car parks (number of car parks, spaces and pricing may vary). 36 car parks across the District in total.• Park and Ride operates between 6.25am and 7.30pm Monday to Friday and between 7am and 6.30pm Saturday (timetable varies).
Statutory or Discretionary?	There is a statutory duty to provide off-street car parking. The level of provision is at the discretion of the local authority.
Timing of activity	Monthly inspections and annual capital improvement programme. Car park charges currently apply Monday to Sunday 8am to 7pm (depending on location).
Staffing and equipment levels	Admin team and 15 Civil Enforcement Officers. CCTV monitoring is provided by a private contractor.
Key Performance Indicators	<ul style="list-style-type: none">• Parking income.• Park and Ride usage.• Genuine machine faults recorded.• Genuine customer complaints recorded.
Boundary area	CCTV city centre based. Car parks provided District wide.

Special MaintenanceDarren Lewis T: 01962 848582 E: dlewis@winchester.gov.uk

Baseline Activity	Various reactive/planned works
Notes of Service	Graffiti removal, jetting, gum removal, alleyway maintenance, installation/maintenance of cigarette disposal bins, weed spraying/removal, soft landscaping, painting, general maintenance works, Christmas tree erection/removal.
Statutory or Discretionary?	Discretionary as either not legislated for or done to a higher standard than required under statutory legislation.
Timing of activity	7 days a week including evening works depending on business need.
Staffing and equipment levels	11 staff.
Key Performance Indicators	Work safely completed within reasonable timescales and to required standard.
Boundary area	Central Winchester.

Tourism and Arts

Rachel Gander T: 01962 848556 E: rgander@winchester.gov.uk

Baseline Activity	Tourism Marketing
Notes of Service	<p>Working to implement the priorities of the Council Plan 2020 to 2025 and in particular the 10-Year Green Economic Development Strategy which includes developing a Sustainable Tourism Strategy.</p> <p>What the service delivers</p> <p>Raising the profile of the Winchester District as a world-class destination and enhancing the quality of the visitor experience through product and information. Responsible for all aspects of domestic and inbound tourism in including:</p> <ul style="list-style-type: none">• ‘Visit Winchester’ brand development.• Working directly with 150+ local businesses to create measurable outcomes for them in terms of profitability, PR exposure and events success.• Offering marketing and advertising packages as well as developing strategic partnerships with local businesses in order to deliver marketing campaigns and activities.• Development of long-term strategy for the destination.• Digital marketing via Visit Winchester’s online channels, e.g. visitwinchester.co.uk, festivalsinwinchester.co.uk, christmasinwinchester.co.uk and Visit Winchester social media channels (Facebook, Twitter, Instagram and YouTube).• Production of print and publicity materials (e.g. the annual visitor guide, visitor maps and 15 self-guided trails (trails also available digitally to follow)).• Public relations and media engagement through Discover Winchester group.• New product development and thematic campaigns (e.g. themed trails and guides, short break packages and special offers).• Visitor research.• Development of the image library. <p>Responsible for making the Visitor Information Centre (VIC), and the county-</p>

	<p>related information dealt with by the service, more accessible and relevant to residents in the local District and visitors. The VIC showcases an improved retail offer with a focus on local gifts, produce, arts and crafts.</p> <p>WCC continues to work effectively with Visit Britain, Visit England, Hampshire County Council, Tourism South East and other tourism services and destinations across the county and region.</p>
Statutory or Discretionary?	Discretionary.
Timing of activity	Visitor guide and visitor map updated annually. Other activities ongoing.
Staffing and equipment levels	<p>Tourism Marketing and Development Manager 0.8 FTE.</p> <p>Tourism Marketing and Development Officer 0.5 FTE.</p> <p>Digital Marketing Officer 0.5 FTE.</p> <p>Project Support Officer 1 FTE (shared with economy team).</p>
Key Performance Indicators	<p>Total tourism service customer enquiries (excluding web hits).</p> <p>Total visits to tourism website (Visit Winchester).</p> <p>Tourism South East Economic Impact Research – e.g. length of stay and spend.</p>
Boundary area	Core remit is District wide. Extended remit includes the Hampshire Area of the South Downs National Park.

Baseline Activity	Winchester Visitor Information Centre
Notes of Service	<ul style="list-style-type: none"> • Information Provision: Front of house delivery for Tourism Marketing campaigns/leaflets/trails. Information for visitors and local residents on events, things to do, walking/cycling, places to eat/drink. • Retail Offer: The only Winchester souvenir shop in the city, the centre provides visitors and local residents alike the opportunity to purchase local produce and crafts, Winchester themed souvenirs and a wide range of publications on the local area, including walking and cycling. • Guided Tours: Liaison with and development of Winchester Area Tourist Guides Association, ticket sales and publicity for guided tours and support for training when the need arises – upcoming Green and Blue Badge courses planned in the next 5 years. • Industry Communications: Key liaison with accommodation

	<p>providers regarding industry updates, best practice, advertising.</p> <ul style="list-style-type: none"> Responsible for the Meet in Winchester group consisting of event venues in the Winchester District and assisting event organisers with finding venues suitable for their requirements.
Statutory or Discretionary?	Discretionary.
Timing of activity	Open Monday to Saturday 10am – 5pm. Additionally Sundays May – August (10am – 3pm).
Staffing and equipment levels	1 part-time VIC Manager, 1 full-time Visitor Information Assistant, 5 part-time Visitor Information Assistants. Casual staff as and when required.
Key Performance Indicators	Visitor Footfall. Visitor Phone Enquiries. Visitor Email Enquiries.
Boundary area	District wide.

Baseline Activity	Arts Development
Notes of Service	<ul style="list-style-type: none"> Work across the arts and creative industries, venues, practitioners, relevant council services and other stakeholders offering practical support and advice in order to champion Winchester District's creative industries. Support arts events and festivals such as the annual Hat Fair and other activities on an ad hoc basis.
Statutory or Discretionary?	Discretionary.
Timing of activity	Ongoing.
Staffing and equipment levels	Part of the Tourism team role. Culture and Creative Sector Development Officer 1 FTE (currently vacant).
Key Performance Indicators	Total participants in supported activities (performances and/or workshops).
Boundary area	District wide.

Hampshire County Council

Highways

Peter Barty (Highways Maintenance) T: 0300 555 1388

Marc Samways (Safer Roads and Parking)

Julian Higgins (Lighting) T: 0845 603 5633 E: street.lighting@hants.gov.uk

Baseline Activity	Highway Maintenance, Regulation and Enforcement
Notes of Service	<p>Routine and Capital Maintenance of Roads</p> <p>Reactive and routine maintenance is an ongoing activity. Larger capital maintenance is planned, programmed and undertaken by the operation resilience team at Hampshire County Council HQ.</p> <p>Maintenance of Non-Illuminated Traffic Signs</p> <p>Non-illuminated traffic signs which may be regulatory, warning, direction signs or advice and information signs placed by the Highway Authority for highway purposes.</p> <p><u>Relevant Legislation</u></p> <p>Section 41 of the Highways Act 1980 imposes a duty on the Highway Authority (Hampshire County Council) to maintain those roads which are maintainable at public expense.</p>
Statutory or Discretionary?	Statutory.
Timing of activity	<p>Hampshire County Council is committed to continue with the routine maintenance works to the highway.</p> <p>Highways management ongoing for the life of the Business Improvement District (BID).</p>
Staffing and equipment levels	Information not available.
Key Performance Indicators	None.
Boundary area	The service operates across Hampshire. Winchester District is covered from the Bishop's Waltham office.

Baseline Activity	Safer Roads
<p>Notes of Service</p>	<p><u>Traffic Management</u></p> <p>Hampshire County Council is the Highway Authority for all roads in the County, with the exception of the M3 and M27 motorways and the A34, A303 and A31 trunk roads, which are the responsibility of National Highways. There are also a number of military roads and private roads which are managed separately.</p> <p>As Highway Authority, one of the statutory requirements placed upon Hampshire County Council is to manage the road network so as to ensure, as far as possible, the safe and convenient movement of not only traffic, but also pedestrians and other vulnerable road users.</p> <p>Winchester City Council currently look after on-street parking matters including dealing with requests for new waiting restrictions on behalf of the County Council. However, the County Council are expected to take back this function to deliver a county-wide parking service sometime within the next 12 months.</p> <p><u>Traffic Management Policy</u></p> <p>Hampshire County Council has developed a series of policy and guidance documents which complement national Government policy and advice. Current Hampshire County Council traffic management policy focusses resources on highway measures linked to casualty reduction.</p> <p><u>Casualty Reduction Team</u></p> <p>Work to identify and treat locations with a proven history of collisions that result in personal injury.</p> <p><u>Road Safety Education</u></p> <p>Development and delivery of road safety education to schools, colleges and other high-risk groups aimed at reducing the number of casualties on Hampshire roads.</p> <p><u>School Crossing Patrol Service</u></p> <p>Management of the county-wide School Crossing Patrol Service.</p>
<p>Statutory or Discretionary?</p>	<p>Statutory.</p>
<p>Timing of activity</p>	<p>Highways management ongoing for the life of the Business Improvement District (BID).</p>

Staffing and equipment levels	Information not available.
Key Performance Indicators	None, but casualty performance across the county is regularly monitored.
Boundary area	The service operates across Hampshire. Winchester District is covered, along with the rest of the county from the Castle Offices at Winchester.

Baseline Activity	Street Lighting
Notes of Service	<p><u>Maintenance of Street Lighting</u></p> <p>All Hampshire County Council maintained assets are fitted with remote monitoring equipment that checks the operation of each unit and automatically reports faults to the County Council's service provider. This equipment also enable lights to be dimmed to help save energy. The County Council aims to deal with faults promptly and within the following response times:</p> <ul style="list-style-type: none"> • Normal faults – attend site within 3 business days and repair or report more extensive repairs or supply cable faults. • Electricity Cable faults – In these cases repairs may take an additional 10-25 days to repair. • Emergencies – attend site and make safe within 2 hours. <p>Private Finance Initiative (PFI) Contract.</p> <p>As part of Hampshire County Council's PFI contract all lighting has been replaced or upgraded since April 2010.</p> <p>The County Council also complete the following operations to keep all street lights and illuminated traffic signs operational and electrically safe:</p> <ul style="list-style-type: none"> • Electrical inspections. • Structural inspections. • Lamp replacement programme. • Painting programme.
Statutory or Discretionary?	Statutory.
Timing of activity	See 'notes of service' above.

Staffing and equipment levels	None.
Key Performance Indicators	None.
Boundary area	The service operates across Hampshire.

Hampshire Constabulary

Police

Jon Turton (Chief Inspector) T: 101

Baseline Activity	City Centre Neighbourhood
<p>Notes of Service</p>	<p>Identifying and managing risk and vulnerability. Engaging with local communities, problem solving crime and disorder issues, and managing offenders. We aim to achieve this by:</p> <ul style="list-style-type: none"> • Response and Patrol Team (R&P) working within the National Intelligence Model and Tasking Co-ordinating Group processes to provide pro-active patrol presence and response to immediate calls for service. • Neighbourhood Policing Teams (NPT) working with partner agencies to work with the community to problem solve crime identified through the force control strategy and district priorities. Targeting community raised priorities, such as ASB, graffiti, drunkenness, vandalism etc. • Local tactical level vulnerability meetings addressing the needs of the community. • Active involvement with 'Shopwatch' to keep persistent offenders away from Winchester's retail premises. • Active involvement with 'Pubwatch' to prevent persistent offenders from frequenting licensed premises within Winchester. • Active involvement with Winchester City Centre Partnership to address the needs of the business community.
<p>Statutory or Discretionary?</p>	<p>Statutory.</p>
<p>Timing of activity</p>	<p>24 hours per day, 365 days a year.</p>
<p>Staffing and equipment levels</p>	<p>Winchester District is patrolled by:</p> <ul style="list-style-type: none"> • 5 Response and Patrol Teams with a total of 52 officers including one Sergeant per team. • 3 Neighbourhood Policing Teams of 15 police officers, managed by 3 sergeants with 12 Police Community Support

	<p>Officers (PCSO).</p> <p>The Winchester central neighbourhood is covered by:</p> <ul style="list-style-type: none"> • 1 Sergeant, • 6 PCs, • 4 PCSOs. <p>The High Harm (proactive) Team covers the entire district and is made up of:</p> <ul style="list-style-type: none"> • 1 Sergeant, • 6 PCs, • 3 PCSOs.
Key Performance Indicators	<p>Levels of recorded crime and ASB.</p> <p>Outcomes.</p> <p>Vulnerability management, including safeguarding of victims.</p> <p>Action against repeat offenders.</p> <p>Engagement Activity with local communities.</p>
Boundary area	District wide.