

Newham Industrial Estate Business Improvement District

Street Lighting & Signal System - Service Baseline

Responsible Authority: Cornwall Council

Head of Service: Glyn Williams – Head of Integrated Public Transport & Technology

Responsible Officer: Amy Looker – Highway Technology Manager

<p>Service Provided, Number of Staff & Equipment</p>	<ul style="list-style-type: none">• Highway Electrical Service – across Cornwall• Street lighting – 53,777 units• Illuminated Traffic Signs – 7,108• Traffic Signals – 197• Rising Bollards – 10• Car Park and VMS/VAS Signs – 195• Weather stations – 12• Speed Enforcement Cameras – 31• ANPR Cameras - 106• Highway Monitor Cameras – 68• Highway Pumping Systems – 4 • Number of staff = part of Highway Electrical Service across the whole of the county & not just BID area
<p>Specification</p>	<p>Term Maintenance Contract tendered in accordance with EU procurement rules. Maintenance is completed in accordance with the specification and conditions of contract.</p> <ul style="list-style-type: none">• Term Maintenance Contract for all highway technology assets – Integrated Technologies Contract (ITC). Term 8yrs + 4 extension one +4 extension two – Start date June 2013 <p>Maintenance strategies are contained in a committee approved maintenance plan detailing planned maintenance frequencies (3 yearly).</p> <p>Planned maintenance, emergency attendance to make safe and non-performance rebates in accordance with the specification.</p>

<p>Performance Measure</p>	<p><u>Lighting & Illuminated Signs</u></p> <p>3 yearly visual inspection & cleaning with electrical testing every 6 years, as programmed.</p> <p>Night time inspection (of units that are not on the Central Management System – CMS)</p> <ul style="list-style-type: none"> - 1st May to the 30th September = every 4 weeks - 1st October to the 30th April = every 2 weeks <ul style="list-style-type: none"> - Emergency Response = 2 hours - Intermediary emergency = 24 hours - Normal repair = 5 days <p><u>Traffic Signal, Crossing, VMS and other systems</u></p> <p>Annual inspection & cleaning with electrical testing every 6 years, as programmed</p> <p>Fault reporting is carried out by electronic remote monitoring systems, reporting defects direct to the contractor.</p> <ul style="list-style-type: none"> - Emergency Response = 2 hours - Intermediary emergency = 4 hours - Full repair = within 12 hours
<p>Boundary Area</p>	<p>BID Area – Newham Industrial Estate (Truro)</p>

Newham Business Improvement District

Highways Maintenance - Service Baseline

Responsible authority: Cornwall Council

Commissioned body delivering highway maintenance on behalf of the responsible authority:

Cormac Solutions Ltd

Head of Commissioned body

Ben Pile (Managing Director, Cormac Solutions Ltd)

Responsible Officer:

Steve Bayley (Network Manager)

<p>Number of Staff & Equipment</p>	<p>Highway maintenance is managed by Cormac Solutions Ltd on behalf of Cornwall Council. This service is delivered in areas matching the community network areas. Truro falls in the Truro and Falmouth community network area.</p> <p>As the work is needs based and covers the whole of the county, it is not possible to identify the number of staff that would carry out work and the amount and type of equipment that would be used in the Truro BID area.</p>
<p>Specification</p>	<p>Maintenance of public highway</p> <p>Cornwall Council budgets are allocated within defined areas using a weighted road length (road class/urban/rural)</p> <p>The Council has a duty to maintain the highway for the safe use of the public throughout Truro including the BID area. This will include all issues defined within the Council's Highway Inspection Manual as category 1 defects. This includes potholes, trips, faulty ironwork and covers etc.</p> <p>In the town centre, a walked safety inspection is carried out at a prescribed frequency (varies from 1 – 4 months depending on category of road). These inspections are supported by a maintenance gang which is able to respond to repair any category 1 defects found within timescales listed in Cornwall Council's Highways Maintenance Manual.</p> <p>At other times, this gang will be carrying out other scheduled maintenance work. The aim of this maintenance work is to make 'like-for-like' repairs where this is reasonably practicable. In some instances, temporary solutions may be made, and these would normally be followed by permanent repairs which would be added to a programme of work.</p> <p>The Cormac Solutions Ltd operates a 24 hour emergency cover regime and any urgent highway repairs are prioritised within the timescales listed in Cornwall Council's Highways Maintenance Manual.</p>

	In addition, similar regimes exist for the maintenance of street lighting and traffic signals.
Specification (cont)	<p>Routine Maintenance</p> <p>For non-hazardous defects and repairs of a more minor nature, Cormac Solutions Ltd will respond in a responsive manner with the works taking place within its programme and allocated budgets. This could be as a result of routine 'service' inspections, follow-ups to temporary responsive repairs and/or third party reports. Typically this would be small areas of surface repair/patching, straightening/replacing damaged signage, white and yellow lines, repairs/replacement of damaged bollards/barriers, repairs to gullies/drainage, repairs/replacement of seats and notice boards.</p> <p>Gully emptying is scheduled work with a typical frequency of once per year for most gullies. However 'problem' gullies will be attended to on a more frequent basis. GPS is now being used extensively to provide an improved drainage inventory and records of activity so that "problem" gullies can be identified and attended to on a more frequent basis.</p>
	<p>Car Parks</p> <p>The same team of Highway Inspectors will also make safety inspections of CC off-street car parks and will prioritise remedial works on the same basis as the highway. Civil Enforcement Officers will also make daily inspections of car parks and will ensure all car park machinery is in working order.</p>
	<p>Programmed Maintenance</p> <p>More significant works (e.g. resurfacing of carriageways and footways) are identified either through condition surveys or service inspections. The programme of these works is prioritised on a countywide basis.</p>
	<p>Licensing functions</p> <p>Cornwall Council is responsible for licence management of: skips; scaffolds; tables and chairs for pavement cafes; miscellaneous others.</p>
	<p>Statutory undertaker functions</p> <p>Cornwall Council is responsible for coordination of streetworks – e.g. gas, electricity, redevelopment, construction work.</p>
Specification (cont)	<p>Responsible for enforcement of obstructions on the highway</p> <p>Cornwall Council is responsible for taking action against obstructions on the highway – e.g. advertising boards and goods on the pavement. This practice was last reviewed through a Single Issue Panel in 2006.</p>

	<p>Responsible for road traffic signs and road markings Cornwall Council is responsible for mandatory (e.g. No Entry), warning and direction signs within current Council policy.</p> <p>Responsible for maintenance Responsible for maintenance of new highway schemes/proposals, banners, bollards and road markings.</p>
Existing Value of Contract/Service	<p>Works are part of Cornwall Council's term contract for highway maintenance.</p> <p>Works are prioritised within the neighbourhood services regions. It is not possible to identify the value of work carried out in the BID area, as the costing system does not report at this level.</p>
Boundary Area	Newham BID Area

Newham (Truro) Business Improvement District

Public Rights of Way (PRoW) Maintenance - Service Baseline

Responsible authority: **Cornwall Council**

Head of Service: **Peter Marsh** (Service Director, Environment)

Responsible Officer: **Jon James** (Natural Environment Manager, Cornwall Council)
Donald Martin (Countryside Team Leader, Cornwall Council)

Service Provided	Works are provided as part of Cornwall Council's statutory duty to maintain, assert and protect the 4,300Km of Public Rights of Way (PRoW) (Footpaths, Bridleways & Byways) in Cornwall. Work is prioritised in line with Cornwall Council's Service Standards, with funding available for the upkeep of the South West Coast Path, addressing Health & Safety concerns on the inland network alongside some routine maintenance. Occasional capital funds are available to improve the standard of existing PRoW. Cornwall Council (the Client) delegates the maintenance and protection functions of managing countryside assets (including Public Rights of Way network) to Cormac Solutions Ltd (the Provider).
Number of Staff & Equipment	<p>Currently the county is split into five areas each one covered by a dedicated Countryside Ranger employed by Cormac Solutions. There are also four PRoW Officers that provide a network management function within Cormac. These are supported by two additional office based Countryside Information Officers who deal with incoming enquiries, log issues as they arise and respond to the public.</p> <p>Cornwall Council is responsible for updating the Definitive Map and Statement and currently has four officers involved in the legal process (through modification or public path order processes). The Authority also has an Enforcement Officer dedicated to responding to issues on the PRoW Network.</p>
Specification	<p>Maintenance of Public Rights of Way</p> <p>The Council has a duty to maintain Public Rights of Way to a standard commensurate with their use as footpaths, bridleways and byways open to all traffic, ensuring safe use to the public throughout the town including the BID area. This involves all issues relating to surface conditions including vegetation and some structures (i.e., bridges,</p>

	<p>boardwalks). Landowners are responsible for side and overhanging vegetation and limitations (stiles & gates) though Cornwall Council do have a liability in some cases to partially assist by providing: i) material items i.e., kits, or ii) financial reimbursement. Cornwall Council complies with the requirements of BS5709 for gaps, gates and stiles and will consider the least limiting structure.</p> <p>Health & Safety issues, hazards and potential dangers are dealt with immediately upon report, if necessary by a Countryside Ranger from another area or Neighbourhood Stewards within the designated area. A Cormac emergency response gang operates outside working hours providing 24 hour cover for all highways including Public Rights of Way.</p> <p>There are two recorded public rights of way in the St Austell BID area, and several stretches of the Cornish way, to the North East of the area.</p>
	<p>Routine Maintenance</p> <p>For non-hazardous defects and repairs of a more minor nature, remedial work takes place within allocated budgets as part of ongoing programmed works and in accordance to the Council's Service Standards. This could arise as a result of inspections, follow-ups to temporary responsive repairs and/or third party reports. Typically it involves small areas of surface repair, replacing damaged or missing signage, fixing/replacing/erecting steps, fencing, repairing gullies/drainage, and alerting landowners to problems with unlawful obstructions and other 'beside path' issues such as side vegetation.</p> <p>An inventory and record of all maintenance reports/activity is kept on a Countryside Access Management System, proprietary GIS software to help manage the maintenance programme more effectively.</p> <p>Programmed Maintenance</p> <p>More significant works (i.e., resurfacing & drainage) are currently identified through regular inspections. Cornwall Council budgets for improvements are allocated within defined areas according to a priority system (as prescribed within the Standards) based on criteria such as location, utility, environmental value, use etc.</p> <p>All of the Cornish Way in the BID area falls on the road network and therefore the surface maintenance of the sealed surface sections is the responsibility of highways.</p> <p>Other Improvements</p> <p>Including works above and beyond minimum statutory requirements. Where practicable Cornwall Council look to make improvements to structures and surfaces which aid access to users with disabilities according to</p>

	<p>recommendations laid out in the Equality Act</p> <p>Further statutory functions</p> <p>Cornwall Council is responsible for keeping a legal record of Public Rights of Way through the Definitive Map and Statement, updating the map and making any necessary amendments through various legal processes</p> <p>Responsible for enforcement</p> <p>Cornwall Council and its Provider, Cormac Solutions Ltd are charged with taking enforcement action, either informal, or legal as appropriate, against obstructions on Public Rights of Way; surface interference or damage including ploughing and cropping; intimidating or misleading notices; and planning decisions which lead to encroachments on the line of the path.</p> <p>Responsible for signage</p> <p>Cornwall Council is responsible for way-marking and maintaining signage on all paths, bridleways and byways according to an agreed standard.</p> <p>Also where practical and when financial circumstances permit, Cornwall Council provides bespoke signage directing the public to destinations of interest within the local area.</p>
Performance Measures	<p>To maintain/improve access to the countryside/coast</p> <p>To promote environmental sustainability by providing traffic free routes through towns</p> <p>To increase tourism and raise visitor numbers</p> <p>To encourage outdoor recreation and help meet allied health and well being targets</p>
Boundary Area	Newham BID Area

Newham Business Improvement District

Street Cleansing – Service Baseline

Responsible authority: Cornwall Council

Head of Service: Peter Marsh
(Service Director Environment)

Responsible Officer: Kevin Bryant
(Head of Waste Services)

Introduction	<p>This specification provides a description of the end results or outcomes of the Street Cleansing service provision that is expected by customers, end-users and communities of Truro. It is not intended to be a set of instructions, but to provide general guidance to the service provider, to members of the public and other service users.</p> <p>For the purposes of this report:</p> <p>The Service provider will be Biffa Environmental Municipal Services</p> <p>The Monitoring Authority will be Cornwall Council.</p> <p>Please refer to map showing zones relevant for the BID area.</p>						
Specification	<p>The Authority requires a Street and Beach Cleansing Service to meet all statutory duties as set out in the Environmental Protection Act 1990 Section 89: Duty to keep land and highways clear of litter etc. The Authority has a legal duty to clear refuse and litter from relevant land for which they are responsible, such as streets, parks, open spaces, playgrounds, tourist beaches and pedestrianised areas.</p> <p>Table 1 – Zones of Land Managed by the Service Provider</p> <table border="1" data-bbox="443 1608 1465 2031"> <thead> <tr> <th colspan="2" data-bbox="443 1608 1465 1648">High Intensity of Use (Zone 1)</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 1648 687 1827">Nature of the response</td> <td data-bbox="695 1648 1465 1827">Areas which, through intense pedestrian and/or vehicular movements, are prone to fluctuations in litter and refuse and require high levels of monitoring and frequent cleansing</td> </tr> <tr> <td data-bbox="443 1827 687 2031">Maximum response time to restore to Grade A</td> <td data-bbox="695 1827 1465 2031">1 or 2 actions per day. This means by 6pm if reported before 1pm or by 1pm next duty day if reported between 1pm and 6pm or the previous day</td> </tr> </tbody> </table>	High Intensity of Use (Zone 1)		Nature of the response	Areas which, through intense pedestrian and/or vehicular movements, are prone to fluctuations in litter and refuse and require high levels of monitoring and frequent cleansing	Maximum response time to restore to Grade A	1 or 2 actions per day. This means by 6pm if reported before 1pm or by 1pm next duty day if reported between 1pm and 6pm or the previous day
High Intensity of Use (Zone 1)							
Nature of the response	Areas which, through intense pedestrian and/or vehicular movements, are prone to fluctuations in litter and refuse and require high levels of monitoring and frequent cleansing						
Maximum response time to restore to Grade A	1 or 2 actions per day. This means by 6pm if reported before 1pm or by 1pm next duty day if reported between 1pm and 6pm or the previous day						

standard if it falls below Grade B		
Medium Intensity of Use (Zone 2)		
Nature of response	Areas affected by moderate levels of pedestrian and vehicular activity and therefore less prone to fluctuations in litter and refuse, usually situated outside centres of retail or commercial activity, but used regularly by members of the public	
Maximum response time to restore to Grade A standard if it falls below Grade B	1 day. This means by 6pm the following evening	
Low Intensity of Use (Zone 3)		
Nature of response	Areas subject to low or infrequent levels of pedestrian and vehicular activity and therefore less prone to fluctuations in litter and refuse, often located in more rural areas	
Maximum response time to restore to Grade A standard if it falls below Grade B	14 days	
Special Circumstances (Zone 4)		
Nature of response	Types of land where issues of health and safety and reasonableness and practicability are dominant considerations when undertaking environmental maintenance work (includes legislative restrictions on land types)	
Maximum response time to restore to Grade A standard if it falls below Grade B	28 days or as soon as reasonably practicable	

B

The Services Provider will be expected to undertake all necessary activities to maintain the Standards set out in this Specification, including:

- a. Removal of all Litter, Refuse and detritus by using manual and mechanical sweeping, street washing, litter picking and any other necessary measures
- b. Emptying of Litter Bins, Litter Recycling Bins and Dog Waste Bins and Barbeque Bins
- c. Channel Cleansing (and weeds living and dead from Zone 1/High Intensity Use areas as described)
- d. Removal of leaves and blossom fall
- e. Removal of Human and Dog Fouling
- f. Removal of Dead Animals
- g. Removal of Large Mammals and Fish from the Beaches identified
- h. Any other activities necessary to maintain the Standards defined in this Specification.

The Services Provider will be paid in accordance with items 7.01 to 7.19 of the Volume 2 - Schedule 7 - Pricing Schedule – Street, Beach and Car Park Cleansing. Any changes to the Standards and/or Relevant Land will be addressed using items 8.15 to 8.22 and 8.46 to 8.49 of Volume 2 - Schedule 7 - Pricing Schedule.

Cleansing Standards, Areas/Zones and Response Times

The Services Provider will be required to Cleanse all relevant land in accordance with the Cleansing Standards set out in the Environmental Protection Act 1990 and the Department of Environment, Food and Rural Affairs (DEFRA) - *Code of Practice on Litter and Refuse 2006* (forthwith referred to as the *Code*). The Services Provider is expected to be fully aware of the contents of the Code, including the *prescribed* Standards of Cleanliness, and the response times for carrying out the duty according to the type and use of that land. The emphasis of the Code is on the consistent and appropriate management of an area, to keep that area to an acceptable standard of cleanliness – it is not about how often it is cleaned.

The Services Provider will work in partnership with the Authority to make any changes necessary to the Service should the Code be up-dated or superseded.

In order to define Cleansing Standards, all areas of Relevant Land have been allocated into one of the four types of area/zone (the Authority has applied a Zone Number to each of the classifications of Intensity of Use, for ease of reference).

In the Code there are defined and illustrated Standards of Cleanliness for relevant land. The Standards are graded and are provided for both 'Litter and Refuse' and 'Detritus'. The A, B, C and D graded Cleansing Standards will be used to assess the Cleanliness of an area.

Grade A: No detritus

Grade B: Predominately free of detritus except for some light scattering

Grade C: Widespread distribution of detritus with minor Accumulations

Grade D: Heavily affected by detritus with significant accumulations

The Services Provider, through its Cleansing regimes, shall use its best endeavours to ensure that all Relevant Land is maintained to Grade A standard at all times (unless specified otherwise by the Authority). In the event that any Street or Relevant Land falls below Grade B, the Services Provider shall restore the standard of cleanliness to Grade A within the required response time for the Zone attributed to that Street or Relevant Land, as set out in the Code.

Technical difficulties may make it impossible to achieve a Grade 'A' standard in some circumstances, such as on grassed areas. On grassed areas or certain beaches where it is impossible to achieve Grade A, Grade B should be achieved after cleaning.

Fly post Removal

The Services Provider, upon instructions from the Authority's Representative, shall remove and dispose of any Fly Posting, unauthorised advertising boards and similar materials from street furniture, within 24 hours.

The features and surfaces from which the above items are to be removed include, but are not limited to:-

- a. All Authority owned street furniture, bollards, etc
- b. Authority owned Litter Bins, Litter Recycling Bins and Dog Waste Bins and Barbeque Bins
- c. Recycling Banks and other Containers
- d. Traffic signs, information signs, street name plates, including the fixing posts of the same
- e. Authority owned underpass walls and ceilings, footbridges, etc
- f. Authority owned bus shelters, kiosks, shelters, etc

The Services Provider will not, unless requested by the Authority,

normally be required to remove Fly Posting from private shop fronts or hoardings.

Graffiti Removal

The Services Provider will be required to provide a Service, as and when instructed by the Authority's Representative to remove Graffiti from a variety of surfaces such as, but not limited to, underpass walls and ceilings, footbridges, railings, street furniture, Car Park walls, street nameplates, stairs, pillars, traffic signs which are the Authority's responsibility.

Upon receipt of instructions from the Authority's Representative the Services Provider shall remove any Graffiti which is deemed to be obscene or offensive within 24 hours and any Graffiti which is deemed to be non-obscene or offensive within 5 working days of receipt of instruction.

The Services Provider shall note during any of its normal operations and inform the Authority's Representative of any Graffiti found on any Authority property not normally Cleansed as part of this Specification, in order that the Authority's Representative may take the appropriate action.

The Services Provider shall be paid for Graffiti removal in accordance with item 8.46 of the Volume 2 - Schedule 7 - Pricing Schedule.

To aid efficiency of the Service, the Services Provider may choose to provide Graffiti Removal Services in conjunction with other service elements, provided that it does not compromise service delivery.

Deep Cleaning, Chewing gum removal & Cleansing following accidents

There are a number of areas within Cornwall that would benefit from a periodical deep clean such as town centres and other specified areas (e.g. temporary event and Market stall sites).

This will include power washing of streets, pavements, and surfaces that require this, where it is possible to do so and agreed in advance.

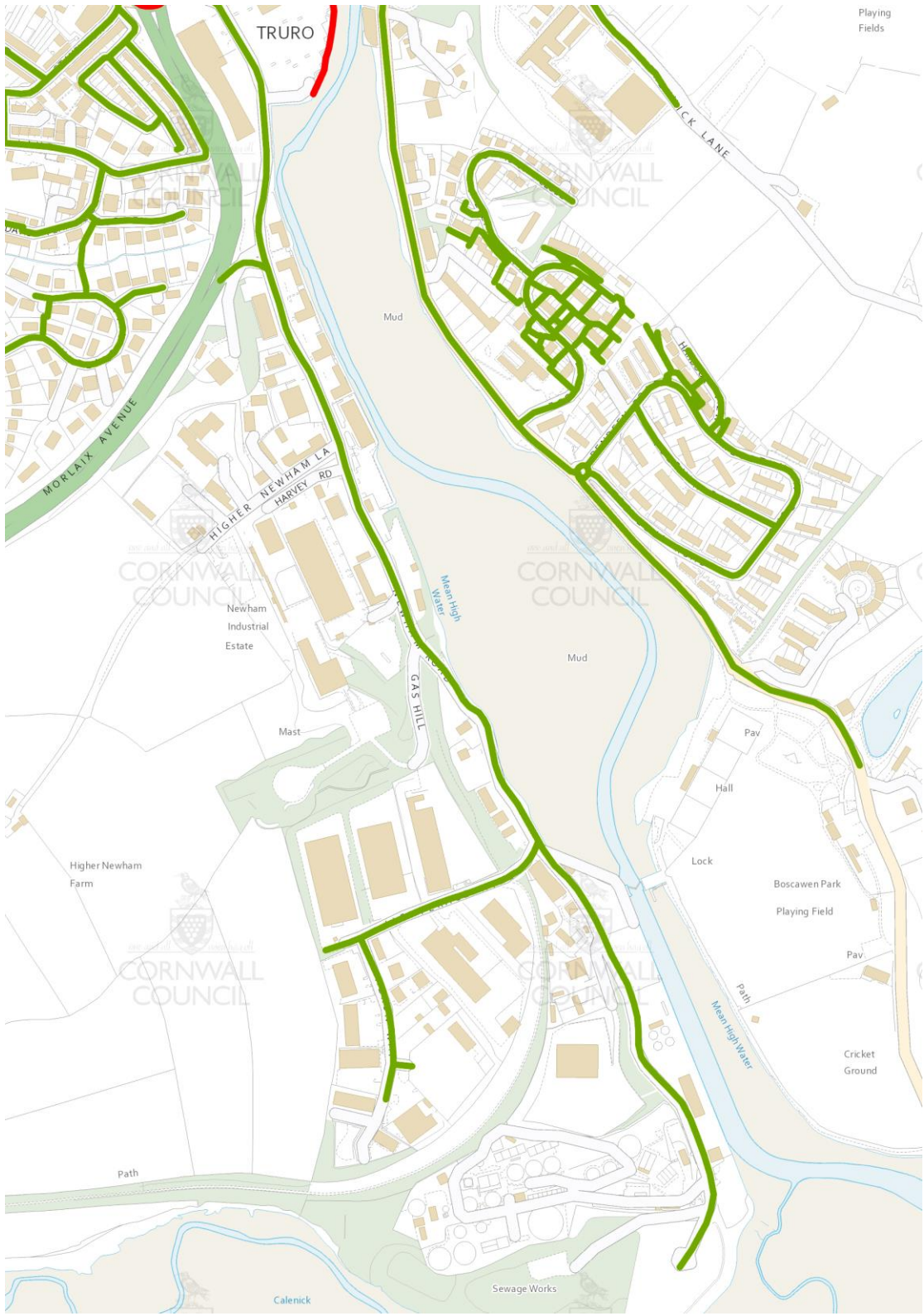
This will involve joint working with a range of Authority contractors, other agencies and the community itself.

Specific arrangements will be agreed by the Authority's Representative and Services Provider Representative at least one month in advance of each deep clean.

Upon receipt of instructions from the Authority's Representative the Services Provider shall carry out trodden chewing gum removal as required.

To aid efficiency of the Service, the Services Provider may choose to provide Deep Cleaning Services including Chewing Gum

	<p>Removal Services in conjunction with other service elements, provided that it does not compromise service delivery.</p> <p>Upon receipt of instructions from the Authority’s Representative the Services Provider shall provide a Deep Cleaning Service following accidents or incidents. This will include, but is not limited to, the removal of blood and bodily tissue. The Service Provider shall respond within 24 hours.</p> <p>Street Furniture Cleansing</p> <p>The Services Provider will be required to provide a Service as and when instructed by the Authority’s Representative to clean and/or disinfect Authority owned street furniture such as, but not limited to, Subway walls and ceilings, non-illuminated road traffic or information signs, guard rails, bollards, barriers, seats and benches, etc. The Services Provider shall allow for this in his tender and the Annual Sum will be deemed to include this Service.</p> <p>Upon receipt of instructions from the Authority’s Representative, the Services Provider shall carry out the cleaning as required.</p> <p>To aid efficiency of the Service, the Services Provider may choose to provide Street Furniture Cleansing Services in conjunction with other service elements, provided that it does not compromise service delivery.</p>
<p>Performance measure</p>	<p>Monitoring of Standards</p> <p>The Services Provider will be expected to monitor its own performance against the defined Standards in accordance with Monitoring and Reporting requirements.</p> <p>In addition, the Authority’s Representative will inform the Services Provider of any Streets and Relevant Land which are not Grade A standard, where this has been identified from other sources. These sources will include, but not be limited to, Authority Officers, Councillors and members of the public. The Services Provider shall record all such reports and the time of receipt in the Contractors Management System. The Services Provider shall ensure that the Street or Relevant Land is cleaned to Grade A within the required response time starting from when the report was received.</p> <p>The Authority’s Representative will use a programme of monitoring, including collection of photographic evidence and assessment of complaints received via the Authority’s Customer Services Team, to assess performance of the Services Provider against the required Standards. Failure of the Services Provider to achieve the required Standards will be addressed through use of the Performance and Monitoring Framework.</p>
<p>Boundary Area</p>	<p>Newham BID Area</p>



TRURO

Playing
Fields

WICK LANE

MORLAIX AVENUE

HIGHER NEWHAM LA
HARVEY RD

Mud

Newham
Industrial
Estate

Mean High
Water

Mud

GAS HILL

Mast

Pav

Hall

Lock

Boscawen Park
Playing Field

Pav

Cricket
Ground

Higher Newham
Farm

CORNWALL
COUNCIL

CORNWALL
COUNCIL

Path

Mean High Water

Calenick

Sewage Works

Newham Business Improvement District

Policing of Truro City Centre – Service Baseline

Responsible Authority: Devon and Cornwall Police

Responsible Officer: Inspector Rick Milburn

Service provided	Policing of Truro City Centre
Number of Staff & Equipment	<p>Local Policing & Partnership Officers</p> <p>Currently (March 2018) there is one dedicated Neighbourhood Beat Manager who covers the city centre (Moresk and Tregolls parishes). He is supported by four Police Community Support Officers. In addition to this there is one Neighbourhood Beat Manager covering Trehaverne, Highertown, Malabar, Redannick, Chacewater, Feock, Kea and Kenwyn. He is supported by two PCSOs. Those PCSOs have a secondary responsibility to also provide cover for the city centre.</p> <p>Response Function</p> <p>There are five shifts covering the entire Truro sector, providing 24/7 cover, however there are no specific response resources dedicated to the city centre. Each shift is currently staffed with one Sergeant and an average of 4.5 Police Constables who cover the sector of Truro. This sector ranges from the North to the South coast of Cornwall and in addition to the city, covers Chacewater, Feock, Kea, Roseland, Probus, Trispen and St Erme, Perranporth, St Newlyn East, Cubert, Mount Hawke, St Agnes, Porthtowan and Blackwater.</p> <p>Criminal Investigation Department Function</p> <p>There are six Detectives covering the Truro sector working both day shifts and late shifts. They are managed by one Detective Sergeant working from the CID. There are no investigation resources specifically for the city centre.</p> <p>Supplementary resources</p> <p>Truro has a Special Constabulary contingent who provide a service primarily during weekends and occasionally during the week also.</p> <p>In addition to their normal duties they provide a police</p>

	<p>presence at significant events taking place throughout the year (festival of lights/pride/late night shopping etc) and also staff 'Street Safe'.</p> <p>Truro also have a number of Police Cadets (aged 13 to 18 yrs). They provide a visible police presence at local events.</p> <p>Where demand dynamically exceeds expectations, additional resources from both West and East Cornwall Local Policing Areas can be called upon if required.</p> <p>Points of note</p> <p>There are two current points of note which affect Policing within this sector and therefore require mention.</p> <p>Since the release of the Police and Crime Commissioners Crime Plan there has been focus within the media on the proposed reduction of PCSO numbers. There will be changes to the workforce mix and as the details are not yet known it cannot be predicted how this will affect service delivery within Truro.</p> <p>Secondly, our operating model is under review and in the process of going through some changes. At this time the exact details are again unknown therefore it cannot be predicted how / if this will affect service delivery within Truro and the surrounding areas.</p>
Specification	Personnel & Functions as described above.
Performance Measure	<p>The way in which we as an organisation measures performance has now changed with a significant move towards reducing threat, harm and risk in line with our force mission.</p> <p>Performance indicators currently used include victim satisfaction rates (currently 80.7%), public confidence levels and auditing of the more serious crimes such as hate crime, rape and modern slavery to ensure that the recording process has been followed correctly.</p> <p>Our commitment as an organisation is:</p> <p>"We care about where we live and police, and our officers and staff are approachable, open, friendly and treat people with dignity. We put the public first, not ourselves.</p>

	<p>We enable officer, staff and other public servants to achieve their purpose. By behaving this way we;</p> <ul style="list-style-type: none">• Better support young people to achieve and thrive• Help people live safe, healthy and fulfilling lives• Encourage communities to flourish.
Boundary Area	Newham BID Area