

Service: Shrewsbury Town Council Community Safety

Head of Service: Helen Ball

April 2023

Number of Staff & Equipment	Lead Officer: Helen Ball
Specification	(Non-Statutory) Team Shrewsbury provides eyes and ears for the Town Council in the town centre. To support town centre based staff in operational duties, liaison with Police, business and residential communities and stakeholders in the town centre.
Performance Measure	Set by Lead Officer; partners and customer feedback,
Non - Compliance Procedure	
Existing Value of Contract	£45,006
Boundary Area	Shrewsbury Town Council area

Service: Shrewsbury Town Council Town Centre Infrastructure

Head of Service: Helen Ball

April 2023

Number of Staff & Equipment	Lead Officer: Gary Farmer Public Conveniences: 7 days a week during daytime.
Specification	1. (Non-Statutory) Public Conveniences Provision of municipal toilets for public use: Butcher Row, Quarry, Abbey Foregate 2. (Statutory) Footway Lighting Provision of grade listed lighting: maintain, repair, inspect lighting not covered by Shropshire Council - 485 columns/lamps across the whole town. 3. (Non-Statutory) Bus Shelters Maintain bus shelters in the town, operate a regular cleansing regime.
Performance Measure	1. Customer feedback and meeting set operational standards 2. Six-monthly inspection of heads; STC and Shropshire Council reporting software. 3. Regular inspections, customer feedback and stakeholder input
Non - Compliance Procedure	
Existing Value of Contract	1. £144,012 2. £33,421 3. £24,432
Boundary Area	1 – within the BID area 2,3 - Town wide

Service: Shrewsbury Town Council Events and Tourist Attractions

Head of Service: Helen Ball

April 2023

Number of Staff & Equipment	Lead Officer: Gary Farmer
Specification	1. <u>(Non-Statutory) Events</u> a) Christmas lights: provision of 6 weeks Christmas lights display from end November to early January. Including Christmas 'switch on' & Carols in the Square event. 2. <u>Tourist Attractions</u> a) (Non-Statutory) Castle Grounds: manage castle grounds as a visitor attraction (on behalf of Shropshire Council). b) (Statutory) War memorials: maintenance, repair and protection of war memorials at St. Mary's Church and the Quarry in accordance with War Memorial Act 1923.
Performance Measure	• Customer feedback • Vandalism • Footfall
Non - Compliance Procedure	Reduction in quality of life Loss of recreational value of open space
Existing Value of Contract	1) a) £77,149 2) a) £55,291 b) £6,429
Boundary Area	Town Centre/Within the Loop

Service: Shrewsbury Town Council Parks and Open Spaces

Head of Service: Helen Ball

April 2023

Number of Staff & Equipment	Lead Officer: Gary Farmer
<i>Specification</i>	Grounds maintenance for green spaces, roundabouts, pocket parks, the Quarry and all town centre floral displays. Maintain all closed church yards. (Non statutory) Lead Shrewsbury in Bloom seasonal decorations, flower displays, hanging baskets and planters.
Performance Measure	• Customer feedback. • Management monitoring standards. • Britain in Bloom judges.
Non - Compliance Procedure	Reduction in quality of life; loss of recreational value of open space; failure to achieve Bloom Gold standard.
Existing Value of Contract	£360,041
Boundary Area	Town Centre/within the river loop