SB2 - Camborne Business Improvement District

Highways Maintenance - Service Baseline

Responsible authority: Cornwall Council

Head of Service: Andy James andy.james@cornwallhighways.co.uk

Responsible Officer: Steve Bayley steve.bayley@cornwallhighways.co.uk

Number of Staff & Equipment	Highway maintenance is managed by Cormac on behalf of Cornwall Council. As the work is needs based and covers the whole of Cornwall, 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 exclusively in the Camborne BID area.
Specification	Maintenance of public highway Cornwall Council budgets are allocated within defined areas and weighted according to road hierarchy (road class/traffic volume/urban/rural/strategic importance etc.) The Council has a duty to maintain the highway for the safe use of the public throughout Camborne including the BID area. This will include a reactive response to all issues defined within the Council's Highway Maintenance Manual as category 1 or 2 defects. This includes potholes, trips, faulty ironwork and covers etc. In the town centre, walked safety inspections are carried out at a prescribed frequency (varies from 1 – 4 months depending on category of road). These inspections are supported by maintenance gangs which are able to respond to repair any urgent category defects found before 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. Cormac operates a 24 hour emergency cover regime and any urgent highway repairs should be completed by the end of the next working day or made safe as soon as practicable.

	In addition, similar regimes exist for the maintenance of street lighting and traffic signals.
Specification (cont)	**Routine Maintenance** 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. Gully emptying is scheduled work with a typical frequency of once every one to two years for most gullies. However, problem' gullies will be attended to on a more frequent basis. GPS is used extensively to provide an improved drainage inventory and records of activity. Winter maintenance – Cormac is responsible for pre-salting defined routes through the area and for clearing snow accumulations. Note: Provision of salt/grit bins is the responsibility of the TC, albeit, Cormac will fill those on Highway (with CC approval) once a year at the start of the season.
	Car Parks 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.
	Programmed Maintenance 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.
	Licensing functions Cornwall Council is responsible for licence management of: skips; scaffolds; footway vehicle crossovers and miscellaneous others.

	Statutory undertaker functions Cornwall Council is responsible for permitting of streetworks – e.g. gas, electricity, water, redevelopment, construction work. It operates a Permit scheme for roadspace occupations.
Specification (cont)	**Responsible for enforcement of obstructions on the highway** 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, with an updated 'Working Practice' issued in 2013. The council operates a discretionary approach with action being taken according to level/severity of obstruction. **Responsible for road traffic signs and road markings** Cornwall Council is responsible for mandatory (e.g. No Entry, one way, speed limit), warning and direction signs within current Council policy. This includes the Welcome to Camborne signs within the BID defined area and street name plates. **Responsible for maintenance** Responsible for maintenance of all adopted highways, including new highway improvements and newly adopted developments.
Existing Value of Contract/Service	**Works are part of Cornwall Council's term contract for highway maintenance.** Works are prioritised within the respective Highways Manager areas. 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.
Boundary Area	Camborne BID Area

Camborne Business Improvement District

Street Cleansing – Service Baseline

Responsible authority: Cornwall Council

Head Waste of Service: Jackie Ward (Head of Waste Services)

Contact for Street Cleansing issues: For online reporting use https://www.cornwall.gov.uk/report-something/ or telephone 0300 1234 141

<table>
<tr><td>Introduction</td><td>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 Camborne. 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.

For the purposes of this report:

The Service provider will be Biffa Environmental Municipal Limited

The Monitoring Authority will be Cornwall Council.

Please refer to map showing zones relevant for the BID area.</td></tr>
<tr><td>Specification</td><td>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.

Table 1 – Zones of Land Managed by the Service Provider

<table>
<tr><th></th><th>High Intensity of Use (Zone 1)</th></tr>
<tr><td>Nature of the response</td><td>Areas which, through intense pedestrian and/or vehicular movements, are prone to fluctuations in litter and refuse and require both high levels of monitoring and frequent cleansing</td></tr>
<tr><td>Maximum response time to restore to Grade A standard if it falls below</td><td>½ a day.
This means by 6pm if reported before 1pm or by 1pm the next duty day if reported between 1pm and 6pm on the previous day</td></tr>
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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 for all 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

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. 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

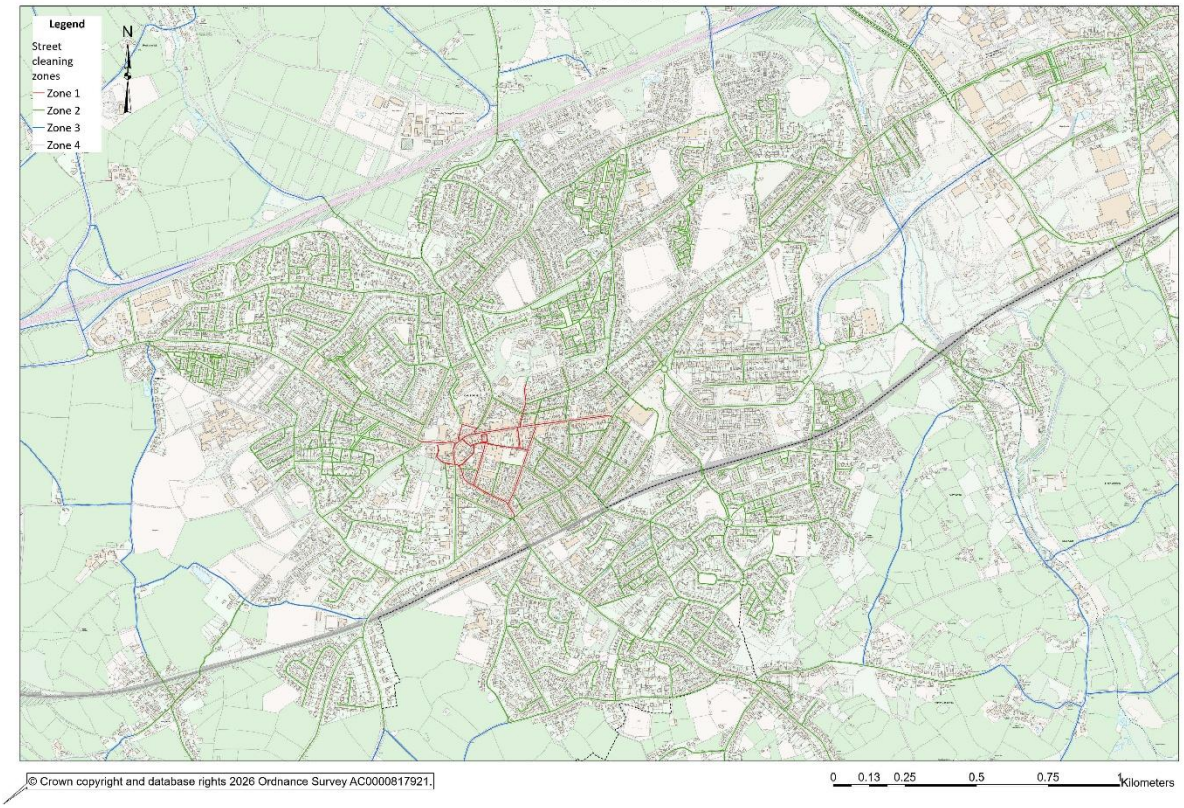
	(unless specified otherwise by the Authority). In the event that any Street or Relevant Land falls below Grade B, the Services Provider shall restore the standard of cleanliness to Grade A within the required response time for the Zone attributed to that Street or Relevant Land, as set out in the Code. 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, 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.

	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 Removal Services in conjunction with other service elements, provided that it does not compromise service delivery. 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 immediately. **Drug Related Litter** Upon receipt of instructions from the Authority's Representative the Services Provider shall remove drug related litter with two hours. Street Furniture Cleansing 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. Upon receipt of instructions from the Authority's Representative, the Services Provider shall carry out the cleaning as required. 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.

Performance measure	## Monitoring of Standards The Services Provider will be expected to monitor its own performance against the defined Standards in accordance with Monitoring and Reporting requirements. 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. 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.
Boundary Area	Camborne BID Area

Updated Sept 2026

Camborne Zones



Camborne Business Improvement District
Policing of Camborne Town Centre – Service Baseline

Responsible Authority: **Devon and Cornwall Police**
Responsible Officer: **Inspector Louisa Brown**

Service Provided	**Policing of Camborne** Devon and Cornwall Police provides a comprehensive policing service to Camborne Town Centre through a combination of neighbourhood policing, response policing, investigative functions and specialist support resources. While only some neighbourhood officers are exclusively dedicated to the town centre, policing services are delivered through demand-led deployment across the Camborne, Pool and Redruth sector, ensuring that resources can be directed where they are most needed.
Staffing and Resources	**Neighbourhood Policing Team** The Neighbourhood Policing Team is based at Camborne Police Station and consists of: • One Neighbourhood Sergeant • Eight Neighbourhood Beat Managers (NBMs) • Five Police Community Support Officers (PCSOs) An additional PCSO is currently seconded to another area of business. The team works proactively with communities, partner agencies and local businesses to identify and address community concerns, tackle crime and antisocial behaviour, protect vulnerable people, and enhance public confidence. Officers and PCSOs have designated areas of responsibility across Camborne, Pool and Redruth; however, deployment remains flexible to meet operational demand and emerging priorities. The team is further supported by a Tri-Service Station Officer who provides operational support across the Police, Fire and Ambulance Services. **Response Policing** Response policing is provided by five shift teams delivering a 24-hour, seven-day-a-week service across the Camborne, Pool and Redruth sector. Each team consists of a Sergeant and up to seven Police Constables who respond to incidents, emergencies and calls for service. Although there are no officers dedicated solely to Camborne Town Centre, response officers attend incidents within the town centre as part of their wider policing responsibilities and may also be deployed elsewhere within, or beyond, the sector area according to operational need. **Investigation of Crime** Initial investigations into crime are conducted by response officers

	who attend incidents and respond to calls for service around the clock. There is also a Crime Management Investigation Team (CMIT), which operates across Cornwall and investigates crimes that do not initially require attendance by response officers. Serious and complex investigations are managed by officers from the Criminal Investigation Department (CID), based at Camborne Police Station. CID officers work across early and late shifts and are deployed according to investigative priorities across Cornwall, providing specialist investigative capability when required. **Additional and Specialist Support Resources** Camborne benefits from several supplementary policing resources that support local priorities and community engagement. The Special Constabulary provides volunteer police officers who contribute additional operational capacity and support local initiatives and events, including Trevithick Day and other community activities. The area is also supported by a Police Cadet Unit for young people aged between 13 and 18 years. Led by a PCSO, the cadet programme promotes positive engagement with policing and supports a range of community events and initiatives. In addition, West Cornwall has a dedicated Neighbourhood Support Team consisting of one Sergeant and five officers. Based at Camborne, this team provides additional support for neighbourhood priorities, proactive patrol activity, targeted operations, warrant executions and problem-solving initiatives throughout West Cornwall and beyond where required. When operational circumstances demand, further resources from across the Local Policing Area and wider Force may also be deployed to support policing activity within Camborne Town Centre.
Specification	The policing service provided within the Camborne Business Improvement District area includes the personnel, functions and operational capabilities described within this Service Baseline. Resources are deployed in accordance with local demand, risk, vulnerability and established policing priorities.
Performance Measures	There are no performance measures specifically attached to this Service Baseline. Service delivery is monitored through established force performance frameworks and is reviewed against local policing priorities, community needs and the Devon and Cornwall Police Force Control Strategy. Performance data and operational activity are regularly assessed to ensure resources are directed towards areas of greatest threat, risk and harm.

Geographical Area Covered	This Service Baseline applies to the **Camborne Business Improvement District (BID) Area**.

Camborne Business Improvement District

Camborne Town Council Statement of Service Baseline September 2026

Responsible authority: Camborne Town Council

Responsible Officer: Jon James, Town Clerk

Service Provided	**<u>CCTV monitoring</u>** Provides round the clock CCTV surveillance using nine cameras located in the town centre; these are monitored 33 hours a week through a partnership agreement with other local councils (Redruth, Truro and Perranzabuloe). Monitoring hours are agreed with the local police force to reflect periods of highest risk of crime. The CCTV monitoring service is provided through a contract with Redruth Town Council. **<u>Community Toilet (Restroom) Scheme</u>** Following the closure of the public conveniences in the town centre by Cornwall Council, the Town Council, with support from the local business community, created, funds and administers the Rest Room Community Toilet scheme whereby the general public can use the bathroom facilities of 2 town centre businesses (The Vyvyan Arms and The White Hart) without the need to make a purchase. In addition to this, the Town Council has assumed responsibility for the upkeep of the public toilets at Camborne Recreation Ground, Rosewarne Carpark Toilets. **<u>Camborne Library</u>** Camborne Town Council is responsible for the management and delivery of the library service. The books and borrowing system remain a Cornwall Council asset, but the staff and service is provided by Camborne Town Council. There are six members of staff in Camborne Library and it is open between 9-5pm on Mondays, Tuesdays, Wednesdays, Fridays and half a day on Saturday. In the spring of 2028, the Library will be relocating to a new facility, which will see the library space doubling in size, allowing the library service to offer a broader range of activities. In addition to this the library will be opening on a

	Thursday, which will see the library open five and a half days a week. The library runs regular craft sessions and workshops. There are now two sessions of Rhyme Time a week and a regular knitting group meets once a week as well as sessions such as 'monthly makers' 'lego club' and season activities. The team are working hard with local schools and organisations such as Veor Surgery, Coastline Housing, Transformation and to encourage reading and accessing the service. **Parks & Green Spaces** Camborne Town Council manages six of Camborne Parish's large green spaces; Camborne Rec, Park Gerry, Meneth Road, Beacon, Lowarth Holman and Treslothan Road Troon. The Town Council also owns and leases two sports facilities: Beacon Cricket Club and Camborne Rugby Club. Camborne Town Council has started the process of looking at taking on the management of more green spaces as part of devolution from Cornwall Council. **Allotments** The Council has the responsibility for two allotments; Enys Road and Pengegon, which are leased to two separate allotment associations to manage. **Public Realm** The council is responsible for the management and upkeep of a number of public realm assets across the town, which include: • Litter Bins • Seating • Planters • Sculptures • Finger Posts • Public Fountain • Richard Trevithick Statue **Town Clock** The town clock and mechanism is owned by the Town Council but is located on the building owned by Wetherspoons Hotel. The town clock was automated in 2026

	and is maintained in good working order. **Events** The Town Council is heavily involved in supporting and delivering local events including Trevithick Day, Cornish Language projects, Remembrance Day, St Pirans Day, sporting events such as Tour of Britain, Royal Events, Town Festivals, and annual events such as spring festivals Halloween, Christmas lantern parade and public consultations. **Christmas** The Town Council organises, funds and promotes the Children's Lantern Parade including obtaining the necessary road closure orders and ensuring comprehensive safety provision for the event. This event forms part of 'Christmas in Camborne' which is a collaborative event between BID Camborne, the Church & Camborne Town Council. The Library hosts Camborne's free Christmas Grotto and facilitates a booking system and gifts for each child. In addition to this the library runs a series of free or subsidised workshops for the community during December. **Grass Cutting – Highway Verge Maintenance** Camborne Town Council is responsible for: • Grass cutting of highway verges at Treswithian fortnightly during the summer months (May to October inc.). • Grass cutting of highway verges at Newton Road, Troon once a month 1st April and 31st October. • Grass cutting of highway verges at Pendarves Road, Roseworthy Hill, Croft Mitchell and Treswithian Downs four times between 1st April and 31st October. **Vegetation Management of Public Rights of Way** The parish has approximately twenty-four miles of public Footpaths, which Camborne Town Council has a contract with Cornwall Council to cut and maintain "gold" footpaths twice a year and "silver" footpaths once a year to allow good public access.

	War Memorials The Town Council cleans the war memorials at Camborne Church, All Saints Church and Treslothan Church three times a year; cuts and tidies the vegetation at the Roscroggan memorial as requested by the Royal British Legion. **Notice Boards** There are eight notice boards owned by the Town Council in the parish; three of these are located in the town centre. The notice boards are used to notify the public of Council meetings as well as an information service for residents, community groups and visitors. **Grant Funding** The Town Council has a grant application process which seeks applications from community groups and charities to apply for grant funding. Historically grants have been awarded to help fund large events such as BID Camborne Christmas Lights, Trevithick Day, Camborne Show and Camborne Music Festival and organisations such as the Donald Thomas Centre, Citizens' Advice, Camborne Youth Band and the King Edward Mine Preservation Group. **Planning** The Town Council is a statutory consultee in the Planning process; meetings are open to the public and are held on a three-weekly cycle. **Office** The Town Council office is open from 9.00 to 15.00 from Monday to Friday when our staff deal with a large number of queries from the public. These typically include information on all local services and visitor information. The Town Clerk is often asked to officially validate identity documents for people dealing with agencies abroad e.g. pensions.
Staffing	The Town Council directly employs the following staff: • 1x Town Clerk (Full time) • 1x Deputy Town Clerk • 1x Head of Finance • 1x Head of Estates and Facilities • 1x Head of Communities and Culture • 1x Head of Strategic Development • 1x Communications and Engagement Manager

	• 1x Events and Widening Participation Manager • 2x Administrative Support Officer (Full Time) • 1x Executive Assistant to the Town Clerk and Deputy Town Clerk. • 1x Financial Assistant • 1x Library Manager • 1x Library Supervisor • 4 x Library Assistants (Part Time) • 1 x Maintenance Engineer • 4 x Amenities Technician • 1x Cleaner
Performance Measures	Camborne Town Council runs an Annual Residents and has established a baseline which helps the council compare performance year on year. This year the Council have resolved to focus the survey on gathering data to inform the Parish Neighbourhood Priorities Statement. An Annual Report and Annual Assembly takes place once a year in May. The Town Council is re-developing a 'Corporate Plan' which will set out the Council's vision for the next five years.
Boundary Area	BID area is included in the wider parish of Camborne.