See Below for Detailed Breakdown April 2025 – March 2026

Base Line activity: Car Parking

Head of Service: Helen Taverner

Date: October 2025

<table>
<tr><td>Specification</td><td>
<table>
<tr><th>Car Park Name</th><th>Number of Spaces</th></tr>
<tr><td>Dolphin MSCP</td><td>1100</td></tr>
<tr><td>Shoppers 1 and 2</td><td>353</td></tr>
<tr><td>Quay Visitors</td><td>550</td></tr>
<tr><td>High Street MSCP</td><td>335</td></tr>
<tr><td>Chapel Lane car park</td><td>110</td></tr>
<tr><td>Seldown Road Car park</td><td>77</td></tr>
<tr><td>New Orchard car park</td><td>21</td></tr>
<tr><td>Prosperous Street</td><td>12</td></tr>
<tr><td>Sainsburys car park (owned by Sainsburys)</td><td>550</td></tr>
<tr><td>Swimming Pool car park</td><td>356</td></tr>
<tr><td>Lighthouse MSCP (privately owned and private use only 8am-6pm Mon-Fri, 8am-1.30pm Saturday)</td><td>185</td></tr>
<tr><td>Total</td><td>3649</td></tr>
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</td></tr>
<tr><td>Performance Measure</td><td>

Number of complaints about service
Meeting health and safety regulations
Equalities Act compliant
Penalty Charge Notices cancellation rate

</td></tr>
<tr><td>Non-compliance procedure</td><td>

Increase in complaints

</td></tr>
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	• Non-compliance of Health and Safety and Equalities Act regulations • Significant increase in PCN cancellation rate
Existing value of contract/service	BCP Council Parking budget for 25-26 Expenditure £9,473,600 Income (£28,444,100) Net Budget (£18,970,500)
Boundary areas	The whole of Poole (as part of BCP Council)
Proposed BID additional activity	None
Value of BID activity	NIL

Base Line activity: CCTV

Head of Service: Sophie Sajic

Date: October 2025

Service provided / number of staff	The BCP CCTV Control Room operates a 24/7 service all days except Christmas and New Year which includes CCTV monitoring and reviewing for the purpose of: 1. To help prevent, detect, and reduce crime, disorder, public nuisance, and anti-social behaviour including drug and alcohol related violent crime 2. To reduce any apprehension of crime, anti-social behaviour and aggression and provide reassurance for all those that live, work, trade and visit the area therefore enhancing community safety and boosting the economy 3. To assist statutory agencies (police, council etc.) to deploy their resources effectively

	4. To assist in the management of the public areas covered by CCTV and support a local authority's civil enforcement and regulatory functions 5. To monitor traffic flow and assist in traffic management issues 6. Identify, apprehend and prosecute offenders in relation to crime, public order, road traffic accidents involving serious injury and all forms of harassment cases 7. To assist in civil emergencies and countering terrorism 8. To assist the emergency services in all aspects as appropriate, including major exercises relating to criminal activities and public safety 9. Provide the Police, the Council, and other authorised organisations with evidence upon which to take criminal and civil actions in the Courts including identifying witnesses 10. Promote the objectives of Dorset Police and Community Safety Partnership. 11. In appropriate circumstances, assisting the investigation of road traffic accidents. There are currently 1200 fully functional cameras of various makes and models of which a number are within the BID boundary area as per BCP council cctv camera locations 2024. The CCTV operators control and monitor the CCTV 24/7. The operators are trained to the national standard and licensed by the SIA for the operation of Public Space Surveillance CCTV.
Specification	Camera images are relayed to the BCP Control room via a fibre optic transmission system which provides the transmission of video and telemetry signals between the

	cameras and the control room where images are controlled and monitored 24/7 by trained officers.
Performance Measure	We publish monthly, quarterly and annual reporting in relation to incidents recorded, proactive incidents, number of arrests and requests for footage. In addition to this we monitor camera usage to ensure we are adhering to the 12 Guiding Principles listed in the Home Office Surveillance Camera Code of Practice 2013.
Non-compliance procedure	In the event that any of the cameras fail as a result of wear and tear or we have a system failure BCP has a 24/7 maintenance contract in place which ensures the service is fully operational as soon as possible. The contract is being renewed in July 2026 for a period of 5 years.
Existing value of contract / service	There is a fully inclusive annual maintenance and monitoring contract in place for the maintenance of all cameras and monitoring in the BCP area, total value per annum of these contracts is £500,000.
Boundary areas	
Proposed BID additional activity	Supply a 2-Way Radio to connect Poole BID, Poole BID Security, Poole BID BCLO, Poole town businesses and town pastors to BCP Council CCTV personnel
Value of BID activity	£200

Base Line activity: Cleansing

Head of Service: Simon Legg

Date: July 2025

Service provided /	The cleansing activities detailed below are focused around the retail and tourist sector of Poole high street and Poole quay. All activities are delivered by an 'in house' team, much of which

number of staff	operates from a location convenient to the centre of work (Poole Stadium). Subject to demand, the same resource will also be utilised in adjacent residential areas. Town Centre assets include, Cleansing Driver non LGV Two General Operatives, (gen ops) One Mini Sweeper Driver Transit dual bodied side loader, One Swingo Mini Sweeper Mechanical and manual weed spraying equipment. Handheld blower and sucker equipment Various hand tools and equipment. The work is typical for cleansing and includes Mechanical sweeping General Litter picking Blowing out and sweeper support Mechanical and manual weed spraying Chewing gum removal (adhoc) Street washing (adhoc using external contactor) RTA and other emergency work Cleansing after high profile Special Events Cleansing work starts Mon – Fri at 05:30 completing about 09:00 the manual team will go back and check hot spots between 1100and 1130. The rest of the day is spent servicing a mixture of Trade, domestic and street bins throughout the Town centre, including Hamworthy Park and Whitecliff and Baiter Parks. One mechanical sweeper and two litter pickers start in the town at 05:30 working their way through the town centre high priority and retail areas finishing at Poole Quay around 08:30. General operatives are tasked to carry out any cleansing needs within the area until 12:00 the demands can change seasonally, to include extra bin servicing, such as responding to known events, periods of good weather and anticipated higher footfall numbers.

	Tuesdays to Saturday the town centre is serviced during the evening by the Full Sail Ahead team (late Shift). They utilise, if necessary, a mechanical sweeper in and around the town centre and a small bin collection vehicle manned by two operatives to check and empty the bins in the high priority areas and other known hot spots. During the weekend the Town is serviced by a multi skilled team that will at least include a mechanical sweeper for at least 4 hours and a further two-man crew to service the street bins and litter pick. Roster crews start at 06:30 and work in designated areas till 14:30 Saturdays and Sundays
Specification	No formal specification exists for this area, However the Town Centre is classed as Zone 1 within the EPA code of practice and as such it receives a daily cleansing presence to endeavour to maintain cleansing standards. There will ultimately on occasion be pockets and periods throughout a day whereby areas may temporarily fall below the code of practice standard. The service works to ensure such incidences are kept to a minimum and restored back as soon as possible. The service is embedded in the Councils Corporate Plan, with Sustainable Environment at its core - Leading our communities towards a cleaner, sustainable future that preserves our outstanding environment for generations to come
Performance Measure	The public including businesses can report cleansing concerns via BCP Website Street cleaning and litter | BCP Internal performance monitoring is undertaken by Waste & Cleansing Officers and Housing Officers (whom have properties within the area) resolving any issues and problems The Councils Corporate Dynamic CRM computer system is used to provide information and records of public enquires and complaints This is monitored by Area Officers. Cleansing work is carried out to EPA (Environmental Protection Act 1990)
Non-compliance procedure	Internal monitoring carried out by Waste & Cleansing Officers.

Existing value of contract / service	Funded from the global cleansing budget, no specific allocation has been made as resources vary depending on demand.
Boundary areas	Poole Town Centre from Poole Lifting Bridge and Twin sail Bridge to Sterte to Baiter Park and White Cliff and associated residential, commercial, recreational and high-profile tourist and local visitor attractions such as The Dolphin Centre, Kingland Crescent, Falkland Square, High Street Poole Old town and Poole Quay areas.
Proposed BID additional activity	As part of the enhanced BID service, Poole BID funds additional street-level cleansing activity delivered by Dusty, the BID's dedicated Grounds Maintenance Machine and Environmental Operative. Dusty provides targeted cleaning support across the Poole BID District — from The Lighthouse through the bus station, Dolphin Centre, High Street, and down to the Quay, extending to Butterfingers in High Street North. This role includes business premises graffiti removal, chewing gum and e-cigarette sticker clearance, focused jet-washing of business frontages and street assets, and other responsive cleansing tasks that fall outside of BCP Council's baseline service. Dusty's work helps maintain higher visual standards, supports local businesses by improving the presentation of their premises, and enhances the overall visitor experience in Poole town centre.
Value of BID activity	Circa £11,000pa

Base Line activity: **Policing of Poole Town Centre (Dorset Police)**

Head of Service: Inspector Nick Lee

Date: July 2025

Service provided / number of staff	Calls for service into Dorset Police are prioritised using the threat, harm and risk criteria. Several teams operate from Poole Police Station, providing different functions. The Poole Town BID boundary incorporates one Neighbourhood Policing Beat run by an NPT Inspector, who manages 2 Sergeants, each managing a team of PCs and PCSOs. The NPT focuses on: Targeted activity, engagement, problem solving and partnership working. Additional Police functions in Poole include: Response Function • 24-hour cover by 5 response teams, each being run by their own Inspector, 2 Sergeants and a team of PCs. Their primary role it responding to emergency calls and investigating volume crime Poole Police Station is also home to the Multi-Agency Safeguarding Hub for Dorset, as well as the BCP Safeguarding Hub who are an investigative team managing exploitation. Supplementary Resources • A growing Special Constabulary supporting evening patrols and public events
Specification	As described above under "Service provided," Dorset Police maintain a comprehensive, multi-team policing presence in Poole, including neighbourhood, response, CID (on demand), domestic abuse, PPU, and special constabulary roles. Joint Operations • Police support multi-agency Days of Action, high-visibility patrols, and security taskforces

	• Poole BID attends Police-led security meetings and intelligence briefings, hosts monthly data-driven performance meetings with UKPAC, and regularly participates in Police and Crime Commissioner meetings alongside other Dorset BIDs and key stakeholders to support coordinated operational delivery. **Poole Town Business Radio Scheme -** Business funded two-way radios facilitate real-time communications between: • BID • Businesses • Police • CSAS officers • Business Crime Liaison Officer (BCLO) • SIA Trained Security Officer • BCP CCTV
Performance Measure	Dorset Police's priorities within the Poole Town BID area include: • Reducing anti-social behaviour (ASB) and related crimes • Disrupting and pursuing dangerous drugs networks and county lines activity • Targeting High Harm Offenders • Tackling violence against women and girls (VAWG) • Increasing visibility and engagement with the local business community • Actively participating in BID partnership operations, meetings, and reviews
Non-compliance procedure	• Internal monitoring by Dorset Police Area Officers • Escalation through the Neighbourhood Inspector, Poole BID Manager and UK-PAC • Review of participation in security operations and intelligence engagement if required
Existing value of contract / service	Core Police Services - Council Tax & Government Grants Business Crime Liaison Officer (BCLO) - Poole BID SIA Security Officer – Poole BID CSAS Officers - BCP Council SentrySIS Software Licensing & Support - Poole BID www.againstbusinesscrime.co.uk – Poole BID Dolphin Centre Security - Private Security Provider
Boundary areas	Poole Town Centre from Lighthouse, Poole, Bus Station, The Dolphin Centre, Kingland Crescent, Falkland Square, High Street Poole Old town, Poole Quay and surrounding areas.

Proposed BID additional activity	In addition to core police services, the following BID-funded enhancements apply within the Poole Town BID area: **Business Crime Liaison Officer (BCLO)** provided through our delivery partner UK Partners Against Crime (UK-PAC) and supports: • Sign-up, training and ongoing support for businesses using SentrySIS • Offender reporting, intelligence gathering, and business engagement • Acts as the primary conduit between businesses, Dorset Police, UK-PAC Crime Hun and BID operations **SIA trained Security Officer** • Funded by Poole BID to enhance safety across the BID area. • Provides a visible, uniformed presence to deter anti-social behaviour. • Works in partnership with **Dorset Police, BCP Council's Community Safety team**, and **Dolphin Centre Security**. • Supports local businesses through regular engagement and incident reporting. • Assists with safeguarding vulnerable individuals. • Enhances public confidence and the overall perception of safety in the town centre. **Poole Town Business Radio Scheme** – Poole BID funds the following two-way radios to facilitate real-time communications between: • BID • Street Pastors • Business Crime Liaison Officer (BCLO) • SIA Trained Security Officer • BCP CCTV .**SentrySIS Intelligence Platform** • Enables real-time data sharing between Police, businesses, private security, and BID management • Connects into a wider Business Crime Reduction Partnership (BCRP) network – www.againstbusinesscrime.co.uk **www.againstbusinesscrime.co.uk** is an initiative co-founded by Poole BID aiming to foster a safer trading environment through technology-enabled crime reporting and collaborative problem-solving. Membership is open to all businesses in BCP,

	improving collective awareness and reducing crime and anti-social behaviour.
Value of BID activity	Circa £70,000

Base Line activity: Grounds Maintenance

Head of Service: Simon Legg

Date: July 2025

Service provided / number of staff & equipment	Provided by Bournemouth, Christchurch and Poole Council (BCP) through in-house grounds maintenance teams in the Parks which is part of the wider Environment Service. c.57 operational FTE in total working across the Poole area (not restricted to Poole BID District). All grounds equipment provided and maintained via BCP Fleet Team. BCP currently operates an area-based approach to service delivery. The area in which Poole BID sits has dedicated Area Supervisors for grounds, cleansing and highway inspection/maintenance activities.
Specification	Parks Services aim to provide an efficient, environmentally responsible grounds maintenance service. Open spaces/landscaped areas will be maintained at standards that allow them to be enjoyed safely and ensure they are fit for purpose. Operations are reviewed at regular Parks Services management meetings to ensure they remain efficient, compliant with industry regulations and environmentally friendly practices are adopted where possible.

	Works include cyclical grass cutting, pruning, hedge cutting and other general grounds maintenance operations. • Grass cutting – seasonal and cyclical. Start and end dates dependent on annual growing conditions • Shrub bed maintenance – Autumn/winter prune, with ad hoc visits during spring/summer to manage overhanging vegetation issues if necessary. Aim to phase out chemical weed control in favour of more environmentally friendly methods • Hedge cutting – autumn activity.
Performance measure	Measure on a borough wide scale via public satisfaction surveys. Monitoring and scrutiny of customer service contacts regarding grounds maintenance operations.
Non-compliance procedure	Service managed and monitored via Supervisors who are empowered to redirect local labour and equipment to respond to service issues in line with required standards.
Existing value of contract / service	Funded from borough wide grounds maintenance service budgets.
Boundary areas	Poole wide. Not restricted to Poole BID district
Proposed BID additional activity	Poole BID will support with supply of plants, full watering and maintenance of the following within their district: Floral displays: - • All Poole town-wide lamppost summer flowers for the hanging baskets • Year- round 3-tier Pedestals perennials • Year-round Planters including the road closure perennials (Old Town opening at Orchard Plaza x 2 and to the side of Custom House x 2 and across the road at Thames street x 1 and the 2 on the pavement leading towards Poole train station from

	Falklands Square and 1 x near to the Quayside carpark. • The round pots in Falkland Square and the flowerbed outside SuperDrug which houses 3 x Olive trees. Any damaged / stolen pots (from Falkland Square) will not be replaced by BCP Council as they were not situated there by them. Any watering and maintenance will be accommodated for by the Poole BID Environmental Operative and 'Dusty' their Grounds Maintenance Machine
Value of BID activity	Circa £23,000

Base Line activity: Poole Town Events

Head of Service: Helen Wildman – Head of Leisure & Events
Lauren Excell – Event Manager

Date: October 2025

Service provided / number of staff & equipment	Poole Town Events are a mix of community run and council delivered events. The council delivered events are through the Commercial Operations Events Team liaising with the Poole Events Forum stakeholders. The events delivered by the council's Events Team are only possible through securing adequate private sector sponsorship, and other income streams. If there is insufficient income achieved, then events are unable to take place, this includes the fireworks events detailed below:

	Summer Firework evenings (Thurs during school holidays x5) Nov 5th Fireworks Poole Christmas The Events Team also support community and commercial event organisers who wish to put events on BCP Council land including promotions and filming through the council's event application process. The current council events are managed and delivered by the officers of the events team, and supported by a contracted events support (eg marshals, security) - numbers dependent upon the event requirements.
Specification	Each event has a different specification, and these are detailed within the respective events management plans. The primary focus is to generate activity and footfall in the Poole town area to support the local economy with audiences being both local resident and tourist alike.
Performance measure	Estimated attendance figures. Customer feedback via website and social media. Feedback from businesses. Health & safety requirements need to be met and maintained and these are shared with Safety Advisory Group.
Non-compliance procedure	All major events have detailed event management plans with specific requirements that need to be met. Contingency actions are detailed should events need to be cancelled or curtailed (eg bad weather). For community events that the Council contract manage, there will be a form of agreement laying out the terms to be met.
Existing value of contract / service	Delivery of events programme is conditional on achieving adequate income to support the

	expenditure and the council's yearly budget setting process
Boundary areas	Poole town from Lighthouse, Poole, through the bus station and into the high street, old town and along the Quay
Proposed BID additional activity	Poole BID will help part and seed fund agreed events and attractions that attract footfall to the area, this includes: Discover Themes (Love, Food, Wellbeing, Summer Fun, Christmas Choirs at Easter / Christmas Seasonal Window Display Competitions Poole Goes Vintage Seafood & Sounds Distinguished Gentleman's Ride Bike Nights Car Nights Folk on the Quay Mini Steam on the Quay Summer Sounds Dunkirk Wild in Art The Tales of Poole Walk & Talks Santa Maria Tall Ship England by the Sea installations
Value of BID activity	Circa £100k per year

Base Line activity: Public Protection (Replaced 'Regulated')

Head of Service: Sophie Sajic

Date: October 2025

Specification	Currently provide the following services to business within the town centre: • Trading Standards • Food Safety • Licensing • Workplace health and safety • Port Health (Exports & Imports of SPS) These services are predominately a statutory requirement, although they are designed around the demands, needs and expectations of business and their customers. The aim is to protect the health, safety and wellbeing of residents and visitors through regulating those traders who deliberately or negligently cause detriment to the environment, products & foods that are sold, or the places in which people work or spend their leisure time. Through applying regulatory advice, information, enforcement and licensing criteria, a level playing field is created for legitimate businesses to operate and flourish, whilst deterring irresponsible or rogue traders who cause detriment to the town centre and discourage visitors.
Performance Measure	The service maintains, interprets, and uses measures based on customer experience, end-to-end resolution times, process times, and whole systems outcomes. These measures relate to purpose and demonstrate variation over time. They help in understanding and improving performance and are used to act on and improve systems.
Non-compliance procedure	Monitoring and corrective actions via Team meetings, one-to-one meetings, Management Team meetings, analysis of the Risk Register, Performance Matrix, Training Plan, Team Plans, and Directorate plans.
Existing value of contract/service	Based on case requirements, unable to define.
Boundary areas	Lighthouse Poole / High Street North, Bus Station, The Dolphin Centre, Kingland Crescent / Falkland Square, Poole High Street, Poole Old Town and Poole Quay areas.

Proposed BID additional activity	None
Value of BID activity	Nil