

Public Document Pack

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A meeting of **Cabinet** will be held in Committee Room 2, East Pallant House on **Tuesday 12 July 2016 at 9.30 am**

MEMBERS: Mr A Dignum (Chairman), Mrs E Lintill (Vice-Chairman), Mr R Barrow, Mr B Finch, Mrs P Hardwick, Mrs G Keegan and Mrs S Taylor

SUPPLEMENT TO AGENDA

8 **Chichester City Centre Management - Renewal of Chichester BID** (Pages 1 - 76)

Referring to minutes 29 of 5 July 2011 and 142 of 9 February 2016, to consider whether to support the renewal of the Chichester Business Improvement District (BID) and, if so, to make arrangements for a ballot to be held of businesses in Chichester City Centre.

Appendix 1 - Chichester BID Renewal Business Summary – Term 2, 2017-2022

Appendix 2 – Chichester BID Baseline Statements – Term 2, 2017-2022

Appendix 3 - Chichester BID Members Consultation - Term 2, 2017-2022

Appendix 4 – Chichester BID Research - Term 2, 2017-2022

10 **Review of the Constitution** (Pages 77 - 107)

Referring to minute 159 of 8 March 2016, to recommend the Council to adopt a revised Constitution.

Appendix 1 – Part 2 Article 4 The Full Council

Appendix 2 – Part 2 Articles 7 to 10

Appendix 3 – Part 4.1 Procedural Standing Orders

Appendix 4 – Part 4.5 Overview & Scrutiny Committee Call-in Procedure

Appendix 5 – Part 4.9 Contract Standing Orders; Exceptions to the necessity for obtaining tenders

11 **Public Spaces Protection Order Chichester City Centre** (Pages 108 - 133)

Referring to minute 186 of 12 April 2016, to consider the responses to consultation and to approve the making of a Public Spaces Protection Order (PSPO) for Chichester City Centre.

Appendix 1 – Public Consultation Analysis Report

Appendix 2 – Proposed Public Spaces Protection Order

Appendix 3 – Proposed geographical area of Public Spaces Protection

Order

Appendix 4 – Human Rights & Equalities Assessment

- 17 **The Novium Museum Options Appraisal** (Pages 134 - 190)
Referring to minute 142 of 9 February 2016, to approve further work to investigate additional options for the future of The Novium Museum.

Exempt Appendix: Options Appraisal Report – Black Radley

- 19 **Land in Ellis Square, Selsey - Land Disposal** (Pages 191 - 210)
Referring to minute 691 of 4 December 2014, to consider two offers for council-owned land at Ellis Square, Selsey and to determine which, if any, to progress.

Appendix 1 - Plan showing proposed 1.42 acres of land remaining to be sold at Ellis Square.

Appendix 2 – DVS Valuation Report for Land at Ellis Square

Appendix 3 – Memorandum of Sale

Appendix 4 – The Company's Proposal.

Appendix 5 – Letter from Selsey Town Council.



Renewal Business Proposal Term 2 2017-2022

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- A. Baseline Statements
- B. BID Members Consultation
- C. BID Research



Chichester BID - Term 1 (2012-2017)

Over the last four years, Chichester BID has made a significant contribution to improving the attraction of the City for consumers and businesses.

Key Objectives and Achievements

Chichester BID's four objectives were voted for in 2010, by our electorate.

1. Improve the marketing and promotion of our City centre:

- ✓ *BID Christmas Lights and switch-on event with fireworks, leaflets, market, facebook and twitter campaigns, late-night shopping and festivities, brought 70,000 people on 2^{6th} November 2015. Christmas Lights bring an additional 12% footfall (against the year with no Lights) and 250,000 over Christmas period into the City.*



- ✓ *'Choose Chichester' for shopping, days out, heritage, arts and culture, -marketing in parish magazines, Sussex Life, Heart and Spirit Radio, promotes footfall from across the region, into the City*

- ✓ *event media, leaflets and organisation for BID Members City events: Independents Day, Festival of Flowers, Ride 2 Chi, Chichester's Got Style, Garden Market, Chichester Festival, Roman Week.*
- ✓ *BID website and business directory attracts 2,000+ clicks a month*
- ✓ *facebook and twitter encourages brand loyalty and repeat business*



2. Improve the organisation of our City centre:

- ✓ *82, North Street office and BID manager aids businesses with reporting City centre issues, BID representation, networking and information*
- ✓ *the Chichester BID matters (City Focus) quarterly magazine, monthly e-shot, BID visits and open meetings, share City activities and information*
- ✓ *cost reduction services to help members reduce overheads such as utilities*

- ✓ *the footfall camera, digital foot flow monitors, sales turnover and other city measurements – benchmarks Chichester and helps business monitor their own performance against the city’s performance*
- ✓ *City centre monitoring for street activity and licencing*
- ✓ *advocacy for change and improvement of the City centre such as car parking forum, City Vision & City markets*

3. Improve the quality of the environment of our City centre:

- ✓ *City Maps with 50 City dispensers, and new fingerposts coming with listed slat-business signage improves wayfinding*
- ✓ *to help raise the profile of this street, with other projects pending*
- ✓ *annual street focus project to encourage stores to improve shop fronts*
- ✓ *supplemented hanging baskets and City planter maintenance has helped keep the streets colourful*



- ✓ *the Crane Street project has secured hanging signs, planters and sculpture*
- ✓ *chewing gum removal and deep pavement cleans for the Hornet, St Pancras, St Martins, Crooked S and Market Road, making it more attractive to visit*
- ✓ *flags were provided to create a sense of well-being and unity within the City, celebrating national events: St George’s Day, WW1 and WWII; and local events such as Roman Week*
- ✓ *BID is consulted by our Local Authorities and*

represents BID members views at planning and policy decision level, and investments such as ‘Pay On Foot’ for car parks

4. Improve the safety and security of our City centre

A Crime Reduction and Improved Safety package delivered by ChiBAC has resulted in high level police detection rates at circa 65% as opposed to 35% outside of ChiBAC area:

- ✓ *Provision of radio link, theft retail training courses, banned-persons’ photos and exclusion scheme; all deters offenders and repeat crime*
- ✓ *Reported **crime detection rate between 2011 to 2014, dropped by 30%.***
- ✓ *Security walk-arounds, drug dog operations, undercover store detectives and additional CCTV coverage, reduces crime and sends a clear message*
- ✓ *Body worn cameras for evening door staff significantly reduces late night issues*
- ✓ *ChiBAC support for City Angels helps those in distress at night*

What the BID has learned

1. **City Licensing** would work better under one central roof.
2. The **timescale** required to achieve CDC Planning and WSCC Highways permissions for improvements should be shortened.
3. The best way to engage and share information with BID members is through face to face meetings rather than corporate **communications**.
4. The **loss of small incubator spaces** for Independents and offices is having a negative impact on our young entrepreneurs and business development in Chichester.

BID Area

Chichester BID area is within Chichester's City walls including Southgate, Northgate, St Pancras and The Hornet.



<p>Alderman's Walk, A286 (East side of), Avenue De Chartres (North side of), Baffins Lane, Basin Road (West side of), Canon Lane, Chapel Street, Cooper Street, Crane Street, Deanery Close, East Pallant, East Row, East Street, East Walls, Eastgate Square, Franklin Place, Friary Lane, Guildhall Street, Lancastrian Grange</p>	<p>Lion Street, Little London, Market Avenue (North side of), Market Road excluding Car Park and WC, Needlemakers (West side of), New Park Road (West side of), New Town, North Pallant, North Street, North Walls, Northgate (inc. Metro House), Oaklands Way (South side of), Old Market Avenue, Orchard Street (South side of), Priory Lane, Priory Road, Shipham Street, South Pallant, South Street</p>	<p>Southgate to North of Railway Line, St Cyriacs, St Johns Street, St Martins Square, St Martins Street, St Peter's, St. Pancras, The Close, The Hornet, The Providence, The Square, Eastgate The Woolstaplers, Theatre Lane, Tower Close, Tower Street, Wall Cottage Drive, West Pallant, West Street.</p>
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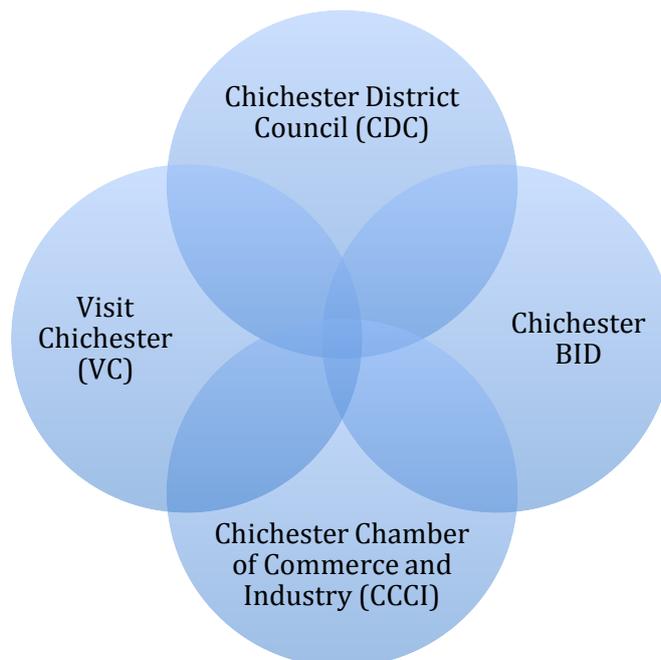
Chichester BID - Term 2 (2017 – 2022)

A. TERM TWO OBJECTIVES

As a new business, the BID may have had a shaky start under Term 1 but we learned a lot, and Term 2 will build on what was achieved in Term 1 where possible. In some part it will be business as usual but better managed. Term 2 presents the BID with a big opportunity - to be much more proactive; we could achieve a lot more.

1. Strategic Partnership

The BID has obvious synergies with the following bodies:



What we are trying to do: The main focus for all of us is a) vision and b) leadership so that Chichester may become the 'go-to place'. The **aim** will be to enable Chichester City Centre to become one of the top UK heritage city destinations, attracting the visitor and worker alike through an increased promotional awareness, across the country.

Communications: There was a lower level of engagement with partners and members in the first term and the BID in the 2nd term, will be more efficient in its communications. Additional and clearer communications will make all our processes as transparent as possible.

Advocacy: Businesses are telling us they want a cohesive private sector business voice representation with our Local authorities and key organisations. The BID has the opportunity to facilitate this through stronger alliances and partnership.

2. Marketing

What is the offer? There is little wrong with the Chichester offer although some improvements would not go amiss. In Term 2 the BID will *focus more on demand and less on supply*, by improving the customer and business experience.

The Visitor Economy: Certain physical attributes of the City Centre were successfully developed in Term 1 but the marketing has not made enough impact. Chichester City Centre is under-promoted both as a destination and a place to do business. The BID will therefore *undertake the development of a tourism strategy and a city development vision with Visit Chichester (VC) that will market and advertise Chichester City Centre to the outside world*. The BID will help VC to have a considerably improved impact by creating a business model to ensure that the City Centre is much more comprehensively marketed.

What we will need to get there: To achieve this step-change in the marketing of the City, the BID will *increase the levy on the business community by 0.25%*, and specifically ringfence this amount for a deep collaboration with Visit Chichester (nationally, 73% of BIDS sit between a levy of 1% to 1.5%). If the ballot for the second term is successful, the BID is confident that CDC will provide funding to match this increase, thereby achieving the equivalent of a 0.5% increase in the levy, dedicated to City Centre marketing through the offices of a renewed and revitalised Visit Chichester.

Raising Finance: This first match funding success will be the first step in a new strategy that will use the 1.25% of Rateable Value levy, to attract sponsorship from the private sector and match funding from the public sector to supplement BID expenditure for other City Centre projects.

3. Events

In the second term Chichester BID will continue to provide Christmas Lights and related festivities and to support our BID member events. Through the new focus groups we will be seeking to support member events that provide content to show the City off to its best advantage. We learned from Term 1 that Christmas lights and markets attract new visitors, develop brand loyalty and encourage repeat business; we will build on this.

4. Business Opportunity

Term 1 taught us that the BID, with its focus on the retail sector and improvements to the streetscape, was unnecessarily single-track in meeting its responsibilities to the levy payers. In association with the CCCI, the BID in Term 2 will seek to develop business opportunity for all levy members to promote the City Centre as a vibrant place to live, work and do business.

5. Organised and Safer City

Safer City: The BID will continue to provide funding for a safe and secure City through ChiBAC, an investment which we have learned has become almost invisible, because it is so effective. This programme will also continue works designed to improve access to the City, helping people to know where to go. The programme will also do all it can to keep Chichester's streets looking marvellous.

Smart City: In order to counteract and even exploit changes in consumer habits, the BID will move towards *City digital marketing to help promote Chichester as a place to shop, visit, work and do business*. The BID will seek to undertake only those improvement projects that are not bound by planning restrictions and focus this spend on improved City Wi-Fi, and digital marketing & advertising platforms for all interested businesses.

Project response times: Term 1 lessons learned, shows that we could develop quicker response times. We have learnt how to collaborate with CDC and the lead-time to projects will be shorter. The Term 2 programme will aim for 1 big win a year plus 2 smaller opportunities for completion. To achieve this, we will set up a pipeline of projects that can be funded inside of the timescale, i.e. a definable project financed by a reachable deadline. If any project does not fall within the timescale, then we will disconnect and reallocate those resources.

B. TERM TWO ACTIVITIES

1. **Strategic Partnership - 16% of BID levy**

To increase our partnership impact by **focusing on strategic alliances**, with vital key City groups and organisations, **to represent BID member's interests** such as City access, signage, parking initiatives, digital solutions, at public policy discussions. To ensure Chichester is attractive to skilled employees that are seeking a pleasant, entertaining and safe context.

Strategic Partnership - £52,000 pa

(Measured by: amounts raised in sponsorship and match funding; BID member satisfaction survey; number of joint alliances; Purple Flag; BID accreditation)



- With Chichester District Council – to support our **Visitor economy** and influence public planning policy
- To work more closely with West Sussex, City and District Councils, to **create a One-stop Shop** for City centre management
- To support the Chamber of Commerce & Industry with resource, media and events to **promote business development and opportunities** through networking
- To work more closely with Chichester College and University to **expand internship programmes and work experience opportunities in Chichester** and to **source sponsorship and match-funding opportunities**
- To **build a stronger City voice** for lobbying and member representation
- To **service the BID** – central office and overheads, BID manager and staff
- To undertake **BID accreditation** by British BIDS, and aim for Purple Flag status for the night-time economy.

Example Co-sponsors

Chichester District Council, Arts Council England, Heritage Lottery Fund, Regional local authorities, increased recruitment of voluntary BID members, Chichester City Council, Chichester District Council, West Sussex County Council Highways, Southern Rail, Stagecoach, Sussex Police & private sector businesses

2. Marketing - 26% of BID Levy

An alliance with Visit Chichester to advertise and market Chichester outside the BID area. Underpinned by Chichester District Council and the new BID Street and Sector Focus Groups.

Marketing & Advertising Opportunities - £84,000 pa

(measured by increased visibility nationally, increased city spend and performance data)

- continued BID **City marketing and advertising** of Chichester's events and the City, as a key destination to shop, work and visit, to attract visitors and investment from across the BID region
- **consumer segmentation** to better understand the modern consumer and needs
- **financial support for Visit Chichester** to raise Chichester's profile beyond the BID region and co-sponsorship fund raising joined up City Events calendar
- **Smart City 1:** introduction of an APP/digital marketing platform for business promotion, rewards and networking
- closer working with local attractions to draw footfall into the City

3. Events – 26% of BID Levy:

A strengthened programme of support for BID member events **to drive footfall** into the City, for day and night time economies. Stronger relationships with our major attractions, a Heritage & Culture Partnership and a voluntary Chichester Ambassador Scheme.

Programme of City Events & Promotions - £84,000 pa

(measured by foot flow, number of events supported, membership satisfaction survey)

- full time Events & Marketing Manager to support and create new events to drive footfall into the City
- promotion of BID members services and events, to attract new visitors, develop brand loyalty and encourage repeat business
- Christmas lights infrastructure, light switch-on event and festivities
- promotion and support for City annual events/activities
- to monitor provision of quality markets
- new events and initiatives such as regular late night shopping to support the night-time economy
- to increase and harness volunteer support from individuals and groups as a PR function (eg the Rotary Club who support the Lights switch-on event.)

4. Business Opportunity - 11% of BID levy

In alliance with the CCCI, to create opportunities for members to do business with each other, promoting Chichester as a key place to do business.

Business Opportunity - £35,500 pa

(Measured by take-up per 7,000 workers of data collection, business links, rewards, schemes. Increase in Voluntary Levy members)

- **Smart City 2:** Free City Wifi
- Monthly Foot Flow Reports and data collection to improve City centre performance measurements and BID member engagement
- BID focus groups to support business
- Business twinning to create alliances
- To encourage BID levy voluntary membership - to include Waitrose, Chichester Festival Theatre, Chichester College, Chichester University, Goodwood, Chichester Gate, Wiley, Mercer and other key organisations
- BID member segmentation to better understand City businesses and their needs
- Regular engagement with BID members to enable better advocacy representing the views and voice of the business community and to help influence public policy
- Meet and greet new businesses to ensure they network successfully and take advantage of the business support the city has to offer

5. Organised & Safer City - 16% of BID levy

Organised City

Additional financing for street cleaning, floral displays and planting, business signage support and way-finding tools maintenance, and to provide **a more welcoming City.**

Organised City improvements - £16,000 pa

(Measured by member's satisfaction survey – environment projects as 'additionalities' only)

- part-time City Ranger to support our BID members and be the eyes and ears on the street
- **Smart City 3:** business and pedestrian signage support
- intensive chewing gum and deep-street clean when necessary
- trees, floral displays and planting
- maintaining wayfinding tools



Safer City

To provide a safe and secure City centre plus a strengthened evening security and safety programme, in collaboration with City Angels for distressed and vulnerable visitors and Stonepillow, for the homeless.

Service Contract to: Chichester Businesses Against Crime (ChiBAC) - £35,500pa

(Measured by reduction of problems recorded and donations received)

- crime reduction initiatives and community safety projects
- PCSO's on call and City Angels back-up for distressed people
- quick response radio link scheme to report crime with safety support and advice
- body-worn cameras and video to help reduce anti-social behaviour
- CCTV, security walk-rounds, drug dog patrols
- ChiBAC office, manager and monthly reports, supported by Sussex Police
- a Diverted Giving Scheme via Stonepillow to combat homeless sleeping out in the City

Financial Projections - BID Levy at 1.25%

Table 2

Revenue	Year 1	Year 2	Year 3	Year 4	Year 5	Total
BID2 Levy	350,000	350,000	350,000	350,000	350,000	1,750,000
Additional Income (not including 0.25% match-funding)	5,000	5,000	5,000	5,000	5,000	25,000
TOTAL BID2 LEVY REVENUE	355,000	355,000	355,000	355,000	355,000	1,775,000
Less Collection & Renewal Costs (11%)						
Collection Costs	14,500	14,500	14,500	14,500	14,500	72,500
Non Collection Contingency	- 17,500	17,500	17,500	17,500	17,500	87,500
Renewal Process	-	-	-	-	40,000	40,000*
CDC Ballot Process	-	-	-	-	5,000	5,000*
Total Costs	32,000	32,000	32,000	32,000	77,000	205,000
AVAILABLE REVENUE	323,000	323,000	323,000	323,000	278,000	1,570,000
EXPENDITURE BID2 OBJECTIVES:						
A. Marketing Chichester (52%)	168,000	168,000	168,000	168,000	141,300	815,600
B. Business Opportunity (11%)	35,500	35,500	35,500	35,500	30,350	173,500
C. Strategic Partner (16%)	52,000	52,000	52,000	52,000	44,600	253,750
D. Organised & Safer City (16%)	51,000	51,000	51,000	51,000	49,400	79,500
CONTINGENCY 5%	16,150	16,150	16,150	16,150	12,350	77,500
BID2 EXPENDITURE	323,000	323,000	323,000	323,000	278,000	1,570,000
0.25% MATCH-FUNDING INCOME:						
Visit Chichester Partnership	67,500	67,500	67,500	67,500	67,500	337,500

* Only payable if Chichester BID seeks a third term for a Business Improvement District

The BID Contingency

The BID sets aside a sum per annum from its budget to act as a contingency margin to support businesses as required, in addition to a non-collection contingency. If, at the end of the financial year, there has been no call on either contingency fund, then it will be invested in the 4th quarter of each year into the other four main objectives, (either as a lump sum or shared).

Chichester BID Renewal Arrangements

Chichester BID will continue to operate for a 2nd Term from 1st April, 2017 to 31st March 2022.

For the BID to proceed to another term, more than 50% of those who vote, must vote 'yes'. Of those positive votes, the total rateable value must be higher, when added together, than the rateable value of those who voted 'no'. If Chichester BID2 secures a 'yes' vote, then all businesses within the BID Levy geographical area are legally obliged to pay the BID Levy for the next 5-year BID term.

Proposed Timescale

- 14 September - Notice of the ballot from the CDC
- 3 October - Ballot papers sent out to eligible voters
- 21 October - Deadline for appointments of proxy
- 3 November - Ballot Day: voting closes at 5pm
- 4 November - Ballot count and announcement of the result

Alteration

Neither the BID area nor the BID levy percentage can be altered during the BID Term, without an Alteration Ballot. The budget headings and project costs can be altered within the constraints of the revenue received through the BID levy.

BID Levy Collection

For efficiency reasons, Chichester BID will pay a collection charge to Chichester District Council to continue to issue invoices and collect the BID Levy from our BID members on behalf of the BID. Chichester BID then receives the funds raised from the Levy in monthly instalments from the District Council directly, which are spent against the agreed annual budget to deliver our members' objectives.

Businesses Liability

The Chancellor's recent decision to lift small businesses out of the business rates (approximately 49% of Rateable value) by 2017, will mean that some of **our smaller independents will only have to pay the BID levy and no business rates at all** once the scheme is introduced by Chichester District Council.

The 2017-2022 BID levy will be fixed at 1.25% of each hereditament's rateable value as shown below. The levy will be based on the current Rating List as at 1st April of the year in which the levy is to be collected. Potential levy payers can check their rateable value online at www.voa.gov.uk.

In terms of impact, at a 1.25% BID levy, larger businesses with a rateable value between £100,000 - £500,000+ will pay collectively over 50% of the annual contribution to the BID, whilst the very

smallest businesses with Rateable Values between £5,000 - £10,000 will contribute around 4% of the total.

The indicative liability to businesses would depend on the Rateable Value and be as follows:

Rateable value	Annual Levy	Weekly Cost	Daily Cost
£5,000	£62.50	£1.20	£0.17
£10,000	£125.00	£2.40	£0.34
£20,000	£250.00	£4.81	£0.69
£50,000	£625.00	£12.02	£1.72
£100,000	£1050.00	£20.19	£2.88
£250,000	£3125.00	£60.10	£8.59
£300,000	£3750.00	£72.12	£10.30

Table 3

Company Registration

Chichester BID is currently registered as: Chichester City Centre Partnership CIC at Companies House, Registration no: 7961000, along with the Memorandum of Articles and Association and Constitution.

It is proposed the company remains a Community Interest Company (CIC), not for profit.

Term 2 BID Team



Colin Hicks
Chairman



Charlotte Wickins
BID Manager



Jeanette Hockley
Events & Marketing Manager

For further information on Chichester BID please contact:

Charlotte Wickins - BID Manager

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EDITION 39 SPRING 2016

Chichester **BID**

Your Business Improvement District

MATTERS

“Choose Chichester” for 2016-17

We all know that shopping habits nowadays are all about choice, with convenience and cost being top of shoppers' lists. With online shopping being so convenient, our businesses remind us that nothing beats the “customer experience”.

What keeps Chichester unique?

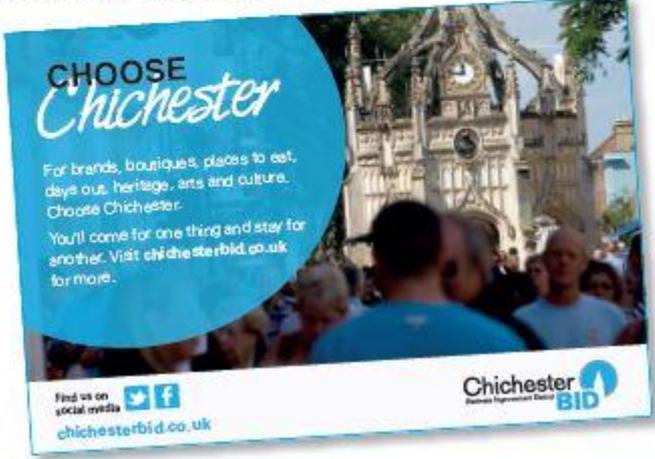
- our mix of independent retailers
- a large variety of eateries
- our clean and safe streets
- the mix of culture, arts and heritage

So improving ease of access and parking with clear wayfinding is fundamental to improving the customer experience. Subsequently, we are pleased that our wayfinding projects are finally reaching fruition, with new fingerposts on their way.

Throughout 2015, BID Manager Charlotte Wickins visited City businesses, who fed-back on the importance of raising Chichester's profile. Whilst this is also the remit of Visit Chichester, Chichester BID has reviewed our marketing and event budgets to focus on raising the profile of Chichester's events to help attract repeat business and new visitors into Chichester for 2016-17.

New advertising initiatives are being investigated, alongside the introduction of events such as Roman Week (May half-term). We look forward to discussing this in further detail with you at the AGM, on 28 April.

To reduce our marketing external spend and deliver more events, the BID is delighted to welcome Jeanette Hockley to the management team. Jeanette comes with 8 years' event and marketing experience with Johnston Press and will focus 100% on the City centre's events and marketing needs.



www.chichesterbid.co.uk @ChichesterBID 01243 773263 Spring 2016 Chichester **BID** MATTERS 1

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Appendix A

Baseline Statements

Term 2 2017 – 2022

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Introduction

Baseline and continuation of existing services

It is the intention that the Chichester BID may bring new initiatives to the City Centre and build on existing public sector service provision. The BID may enhance existing services but not replace them.

Where new public sector services are contracted by Chichester BID, appropriate service level agreements will be sought prior to the commitment of expenditure.

Chichester District Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity
Parking Services

Head of Service
Tania Murphy

Date
December 2015

Service Provided, Location, Number of Staff & Equipment	Location	Opening	Spaces
	Little London Car Park	24 Hr	81
	Baffins Lane	24 Hr	86
	St Cyriacs	24 Hr	50
	South Pallant	24 Hr	52
	East Pallant / Cawley Priory	24 Hr	246
	Market Ave / St Johns Street	24 Hr	29
	Market Road	Saturdays only	50
	Market Avenue / South Pallant	Saturdays only	75
	New Park Road	24 Hr	95
	Orchard Street	24 Hr (Saturday only)	25
	Basin Road	24 Hr	115
Outside BID area	Avenue de Chartres	24 Hr	890
	Northgate	24 Hr	836
	Cattlemarket	24 Hr	907
Specification	There are 18 members of staff in the Parking Services team, 9 of these are Civil Enforcement Officers of those 19, a minimum of 4 patrol the city at any time.		
Performance Measure	Receipts from car parking, number of penalty notices issued, number of public helped and supported, management of complaints process		
Non -Compliance Procedure	This is a public sector service that receives no reward or censure		
Existing Value of Contract/Service in Boundary Area	The City is part of an overall District wide service		
BID Boundary Area	City Centre		
Proposed BIDs Additional Activity	Encourage parking improvement schemes such as 'pay on exit' and use of digital payment facilities.		
Cost of BIDs Additional Activity	None		

Chichester District Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity
CCTV

Head of Service
Tania Murphy

Date
December 2015

Service Provided, Number of Staff & Equipment	CCTV office uses 63 CCTV cameras to cover the Chichester City Centre and District. Coverage hours are Monday and Saturday 10am until 5pm, Tuesday to Friday 9.30 until 5.00pm, Friday and Saturday evenings 19:00 to 01:00.
Specification	To monitor and manage CCTV in the District to protect, service and assist the public, ChiBAC and the Police.
Performance Measure	Number of arrests and successful prosecutions using CCTV footage, customer satisfaction and complaints procedure, intelligence gained to assist in Police operations, protection of public and assistance in incidents.
Non - Compliance Procedure	This is a public sector service that receives no reward or censure.
Existing Value of Contract/Service in Boundary Area	Total Budget £219,600 including all on costs Divided by 63 cameras = £3485 per camera
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester District Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Community Safety	Steve Hansford	May 2016

Service Provided, Number of Staff & Equipment	<p>Community Safety</p> <p>2 FTE staff support a range of partnership activities and deliver specific projects aimed at reducing Crime and Disorder, Anti Social Behaviour and Substance Misuse.</p> <p>Crime Prevention and deterrent materials include covert CCTV, property marking equipment and high profile campaign material. Also includes: Graffiti removal contract, multi-agency security inspections/ walks and work with the homeless sector.</p>
Specification	<p>A solution focused service provision that is flexible and responsive to predictable and emerging trends within a standard 5 day week but will include evenings and weekends for specific preplanned activities. Anti Social Behaviour Policy sets out service specification and standards.</p>
Performance Measure	<p>Operates to a Community Safety Business Plan through the Community Safety Partnership which specifies projects, activities and targets. This is a public document.</p>
Non - Compliance Procedure	<p>Response to reported incidents and public enquiries are subject to standard complaints procedures. Business Plan targets are not subject to reward or censure.</p>
Existing Value of Contract/Service in Boundary Area	<p>It is estimated that 20% of the team's time is spent on activity relating to the City centre.</p>
Boundary Area	<p>City centre</p>
Proposed BIDs Additional Activity	<p>Support for Community safety</p>
Cost of BIDs Additional Activity	<p>Staff time</p>

Chichester District Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Green Spaces	Andy Howard	May 2016

Service Provided, Number of Staff & Equipment	Green space management and grounds maintenance of 95 sites across the district. Includes, parks, play areas, wildlife habitats, formal gardens, cemeteries and open spaces. 0.5 x Green spaces and street scene manager 1 x Green spaces officer 0.5 x Admin officer 1 x grounds maintenance supervisor 8 x grounds maintenance operatives
Specification	Ensure sites are safe, well maintained and welcoming to visitors.
Performance Measure	Proactive work schedules in place. Inspection schedule in place. Case management system for reactive works. Compliments and complaints register maintained by customer services.
Non - Compliance Procedure	N/A
Existing Value of Contract/Service in Boundary Area	Approx £250k.
Boundary Area	City centre.
Proposed BIDs Additional Activity	Support for street planting Replacement of City trees if necessary
Cost of BIDs Additional Activity	£5,000 subject to quotations and relevant permissions

Chichester District Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Streetscene	Andy Howard	May 2016

Service Provided, Number of Staff & Equipment	Districtwide litter picking, bin emptying and highway sweeping. 0.5 x Green Spaces and Streetscene Manager 0.5 x Admin officer 2 x Streetscene supervisors 19 x Streetscene operatives The city center team comprises 6 full time operatives with support from other members of the team as required.
Specification	Requirement to maintain levels of cleanliness as specified in the Environmental Protection Act 1990 and the Code of Practice on Litter and Refuse.
Performance Measure	Proactive work schedules in place. Inspection schedule in place. Case management system for reactive works. Compliments and complaints register maintained by customer services.
Non - Compliance Procedure	Prosecution in event of failure to comply with the Environmental Protection Act.
Existing Value of Contract/Service in Boundary Area	£250,000 of the District cleaning budget (approximately £1 Million for the whole District) would be spent on maintaining cleaning standards within this area, with the City receiving the most intense operation within the contract due to the nature of the area.
Boundary Area	City Centre
Proposed BIDs Additional Activity	Street Focus (walk about to identify and raise issues) Support to CDC when having issues with business waste Deep street clean were essential
Cost of BIDs Additional Activity	£3,000 subject to quotations and relevant permissions

Chichester District Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Community Right to Bid/ Register of Assets of Community Value	Steve Hansford	March 2016

Service Provided, Number of Staff & Equipment	1 member of staff, within their role, considers nominations of “Assets of Community Value”, maintains the register of approved nominations, and deals with any ensuing matters if owners of properties subsequently look to sell. Full details are maintained on the Council’s website.
Specification	The Community Right to Bid is one of a number of “Community Rights” enshrined within the Localism Act. Properties or land that contribute to the social wellbeing of the local community can be nominated. If listed, then the owner would be required to advise the Council of their intention to sell, and if the community were interesting in bidding to buy the property then a moratorium on sale of up to 6 months could be enforced to give the community time to fundraise.
Performance Measure	All nominations must be determined within 8 weeks, and a publically accessible Register of Community Assets must Be maintained. With effect from July 2016, CDC will need to address a number of related enquiries in all Property Searches.
Non - Compliance Procedure	Nominations can be appealed by property owners at two stages. Declined nominations cannot be appealed, but revised nominations can be considered if new information can be presented.
Existing Value of Contract/Service in Boundary Area	Of the 26 nominations detailed in the register, only 1 currently is within the City.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester District Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity
Discretionary Grants
and Concessions

Head of Service
Steve Hansford

Date
March 2016

Service Provided, Number of Staff & Equipment	Chichester District Council offers Grants to community groups and organisations, and local businesses, to further advertised annual priorities. The Council employs four staff who act as Funding Advisers (as part of their wider roles), and bids are approved through the Council’s Grants and Concession Panel that meets quarterly. The Panel also oversees rent concessions on commercial or community properties owned by the Council, to either support new businesses or the community benefit. The Panel can also confer discretionary rate relief in line with the Council’s Policy, or in exceptional circumstances. Chichester District Council also offers New Homes Bonus to Parish Town and City Council’s to facilitate projects that address the impact of local development. As the major centre of housing development, Chichester City is eligible for significant proportions of this fund. NHB is administered separately by two staff (PT) and bids are approved through a separate annual meeting of the Grants and Concessions Panel.
Specification	Economic Development, Environmental enhancement, Community development, Health and Wellbeing.
Performance Measure	<ul style="list-style-type: none"> -Regular review of the Council’s Grants and Concessions Policy, and New Homes Bonus (Parish Allocations) Policy -Annual refreshment of the Councils advertised “Priorities and Principles of Funding” -Quarterly meetings of the Grants and Concessions Panel -Annual meeting of the Panel to consider NHB applications -Annual production of a Report regarding all grants and concessions provided in the previous financial year.
Non - Compliance Procedure	Advice to applicants is subject to guidance approved by Council, so complaints could be made via the line management route. Grant giving is discretionary, but applicants who were unhappy with the Panel’s decision could appeal the decision to Council Cabinet.
Existing Value of Contract/Service in Boundary Area	The annual Grants budget is £175,000 across the District. The annual budget for New Homes Bonus in 2016/17 is £250,000 of which Chichester City is eligible for £100,000.
Boundary Area	Chichester District
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Sussex Police	CI Justin Burtenshaw	April 2016

Service Provided, Number of Staff & Equipment	Provision of Police service across West Sussex including Chichester District area and within the defined area of Chichester City. Service response available 24hrs/day 7days/week 365days /year. The neighborhood policing team is combined with Arun enabling resources to be deployed based on Threat Harm Risk and Vulnerability. Officers are based at Chichester and Bognor Police Stations. The teams are comprised of 2 Inspectors, 7 Sgts, PCs and a team of 27 PCSOS. 12 of the PCSOS will be based at Chichester police station but flex across the hub where required. Their Core Mission is The Prevention of crime. In addition, centralized services such as Divisional Response Team, CID, Crime Prevention and Licensing are available by Police request to assist in the BID area on a needs basis.
Specification	The prevention and detection of crime
Performance Measure	Sussex Police has targets from the Home Office with national, regional and local performance targets. Crime Reduction, Crime Outcomes and Public Satisfaction. Complaints and customer feedback.
Non -Compliance Procedure	Targets are not subject to reward or censure.
Existing Value of Contract/Service in Boundary Area	Unable to identify value within City Centre BID area as expenditure is targeted at need and varies from year to year. - Sussex Police are 100% committed to supporting ChiBAC.
Boundary Area	City Centre
Proposed BIDs Additional Activity	Support of ChiBAC business radio network, loan of head cams for night time door staff, a minimum of five drug dog operations per annum, internal mobile CCTV for hire, scam awareness and projects as required to respond to latest crime trends.
Cost of BIDs Additional Activity	£35,500 per annum £175,000 over the BID term

BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity

Head of Service

Date

WSCC Highways Maintenance

Jonathan Ullmer

May 2016

Service Provided, Number of Staff & Equipment	Provision of Highway maintenance and network management service across West Sussex including Chichester District area and within the defined area of Chichester City. Service response available 24hrs/day 7days/week 365days /year.
Specification	Maintenance of all public areas of highway to defined standards identified in the West Sussex Highway Maintenance and Asset Management Plan. Ensuring highway safety in accordance with defined standards and criteria as identified in West Sussex Safety Plan plus Highway Inspection and Management regime. Co-ordination and bookings of street activity.
Performance Measure	Maintain public highways and regulate activities undertaken within the highway and deliver it in accordance with defined performance measures, criteria and relevant legislation.
Non - Compliance Procedure	Service Level Agreements and Performance Standards identified within Highway Maintenance contracts with clearly identified procedures for dealing with non-compliance.
Existing Value of Contract/Service in Boundary Area	Unable to identify value within City Centre area as expenditure is targeted at need and varies from year to year. No fixed amount of expenditure set aside for identified areas within West Sussex.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Street Furniture	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Provision of benches in the City Centre and potentially Bike Racks subject to further discussions with Chichester District Council and West Sussex County Council. Managed by the Property Manager and maintained by the Property Maintenance Officer.
Specification	To ensure the benches are regularly inspected, cleaned and maintained and replaced as necessary.
Performance Measure	Maintained as required
Non - Compliance Procedure	Complaints are responded to.
Existing Value of Contract/Service in Boundary Area	Benches £32,433
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Christmas Lights	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	This Baseline Statement is no longer applicable to Chichester City Council because the responsibility is now with Chichester BID. However, Chichester City Council may still own some of the Christmas infrastructure.
Specification	
Performance Measure	
Non - Compliance Procedure	
Existing Value of Contract/Service in Boundary Area	
Boundary Area	City Centre
Proposed BIDs Additional Activity	Provision and maintenance of Christmas Lights and Infrastructure, organization and delivery of Lights Switch-on event and Fireworks or similar activities
Cost of BIDs Additional Activity	£50,000

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Street Naming and Numbering	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Provision of street naming and numbering services within Chichester City centre under delegated powers from Chichester District Council. Managed by Property Manager.
Specification	To liaise with Royal Mail and Chichester City Council’s Planning and Conservation Committee in processing street naming and numbering applications from developers and private individuals. Services to be provided in accordance with the Chichester City Council’s Street Naming and Numbering Policy. The name plates, posts and back boards follow an approved specification and includes City Council’s Coat of Arms and are maintained by the Property Maintenance Officer.
Performance Measure	Public Safety and community well-being.
Non - Compliance Procedure	Action taken to replace as required.
Existing Value of Contract/Service in Boundary Area	£4,000 pro rata for the BID area.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Floral Displays in the City Centre and other landscaped Areas in the City Centre (Formerly Chichester in Bloom)	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Provision of seasonal flower displays within the City Centre and other landscaped areas including Cathedral Beds and potentially St Richard's Walk from Autumn 2016 (subject to further negotiations with the Dean & Chapter). The City Council is responsible for the 11 flowers tower bases and 8 cast iron waste bins. Managed by the Administration Manager and Finance Assistant.
Specification	To provide seasonal flower displays within the City Centre.
Performance Measure	Controlled by Chichester City Council and horticultural specialists.
Non - Compliance Procedure	It would be detrimental to the tourism and well-being in the City.
Existing Value of Contract/Service in Boundary Area	£25,000
Boundary Area	City Centre
Proposed BIDs Additional Activity	Support for floral displays
Cost of BIDs Additional Activity	£5k

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
City Events	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Eg. Gala, Freedom and Military Parades Managed by appropriate City Council staff.
Specification	Varied to meet requirements.
Performance Measure	Economic, tourism and general well-being of the City.
Non - Compliance Procedure	Public disappointment and detrimental impact on the footfall of the City.
Existing Value of Contract/Service in Boundary Area	As required according to the event.
Boundary Area	City Centre
Proposed BIDs Additional Activity	Support promotion of City Events as required.
Cost of BIDs Additional Activity	Staff time.

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity

Head of Service

Date

Footpath Lighting

Rodney Duggua

March 2016

Service Provided, Number of Staff & Equipment	Provision of footpath lighting in certain areas of the City Boundary. Managed by the Property Manger.
Specification	In accordance with PFI contract with West Sussex County Council.
Performance Measure	In accordance with PFI contract with West Sussex County Council.
Non - Compliance Procedure	Public safety.
Existing Value of Contract/Service in Boundary Area	£3,000 for lighting the footpaths £1,900 for maintenance of the footpath lighting £80,000 Capital funding towards Heritage Street Lighting provision as part of SSE replacement street lights programme.
Boundary Area	City Boundary
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Heritage Awards and Blue Plaques	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	To provide commemoration examples of good architecture and commemoration of historic events, people or places.
Specification	As required.
Performance Measure	Increase historic interest in the City Centre.
Non - Compliance Procedure	N/A
Existing Value of Contract/Service in Boundary Area	Blue Plaque budget £300. Civic & Heritage Awards budget £1,400
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Market Cross & Market Cross Clock	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Managed by the Property Manager in liaison with Historic England. All work to be carried out by approved specialist contractors. A programme of works for the Cross and Clock is currently being implemented.
Specification	To maintain and preserve the structure of the Market Cross and to maintain the Clock in good working order. Liaison with Historic England and the use of approved specialist contractors is essential.
Performance Measure	As required.
Non - Compliance Procedure	Complaints are responded to.
Existing Value of Contract/Service in Boundary Area	Maintenance/Repair of Clock £5,500
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Conference Facility/ Community Centres/Tourism	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Use of hire facilities. Visitor Information Point at the Council House. Managed by appropriate City Council staff.
Specification	Community Engagement and local knowledge.
Performance Measure	Income generation, promotion and Civic Pride.
Non - Compliance Procedure	Loss of income.
Existing Value of Contract/Service in Boundary Area	Specific budgets for repairs, maintenance and specialist work.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Crime Prevention	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	
Specification	Financial support of Community Wardens. Active member of ChiBAC.
Performance Measure	Reduction in crime in the City Centre.
Non - Compliance Procedure	Increase in crime in the City Centre.
Existing Value of Contract/Service in Boundary Area	£40,000 contribution to Community Wardens pro rata.
Boundary Area	City Centre
Proposed BIDs Additional Activity	Chichester BID continues to financially support ChiBAC
Cost of BIDs Additional Activity	£35,500 allocated on Sussex Police Baseline Statement

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity

Head of Service

Date

Newsletter

Rodney Duggua

March 2016

Service Provided, Number of Staff & Equipment	Chichester City Council produce a monthly ' <i>Chichester Matters</i> ' newsletter which is displayed on all City Council Noticeboards and the website.
Specification	Promoting Chichester City Council.
Performance Measure	N/A
Non - Compliance Procedure	N/A
Existing Value of Contract/Service in Boundary Area	N/A
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Town & Country Planning	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Managed by Planning Adviser
Specification	The ability to comment on Planning Applications. An average of 550 received annually.
Performance Measure	To ensure the City remains uniformed and in keeping with the character and historic nature of the environs.
Non - Compliance Procedure	Loss of character and appearance of the City.
Existing Value of Contract/Service in Boundary Area	N/A
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Closed Churchyard/ Disused Burial Grounds	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	St Martin’s Garden, St Paul’s Churchyard and All Saints, Portfield. Managed by the Property Manager.
Specification	To maintain the grounds and boundaries of St Martin’s Garden. St Paul’s and All Saints, Portfield. In the case of All Saints the maintenance is carried out under a Memorandum of Understanding with Chichester District Council.
Performance Measure	Regular maintenance to keep grounds and boundaries tidy, boundary walls stable and St Martin’s Garden secure.
Non - Compliance Procedure	Complaints are responded to.
Existing Value of Contract/Service in Boundary Area	£2,200 pro rata over BID area.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Street Banners and Bunting	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	The administration of Street Banners in the City Centre under an Agreement with West Sussex County Council. Banners are displayed in North and East Streets between the months of May and September. The administration of bunting in the City Centre. Managed by the Administration Manager.
Specification	To ensure the correct administration procedures are followed by organisations wishing to display a street banner and the safety of the eye-bolts for the banners to be hung from.
Performance Measure	Promotion of events.
Non - Compliance Procedure	Loss of publicity for local organisations.
Existing Value of Contract/Service in Boundary Area	Street Banners – self funding. £700 for bunting display.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity

Head of Service

Date

War Memorials

Rodney Duggua

March 2016

Service Provided, Number of Staff & Equipment	The maintenance, repair and protection of War Memorials under the War Memorial Act 1923. Managed by the Property Manager.
Specification	Preservation of the Grade II Listed War Memorial in Litten Gardens in liaison with Historic England and all work to be carried out by specialist approved contractors.
Performance Measure	This is a Discretionary Power available to the City Council.
Non - Compliance Procedure	This is a sensitive area and complaints would be undesirable.
Existing Value of Contract/Service in Boundary Area	Repairs and Maintenance Budget £2,500.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Discretionary Grants	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	
Specification	The City Council have the Power of Well-Being under the Localism Act 2011.
Performance Measure	To assist non-profit making community organisations.
Non - Compliance Procedure	Projects may not proceed.
Existing Value of Contract/Service in Boundary Area	£30,000
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

**Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA**

Baseline Activity	Head of Service	Date
Public Conveniences in Priory Park.	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	
Specification	To financially contribute towards the public conveniences in Priory Park.
Performance Measure	N/A
Non - Compliance Procedure	N/A
Existing Value of Contract/Service in Boundary Area	£11,500 contribution to Chichester District Council for the public conveniences in Priory Park.
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council
BASELINE STATEMENT FOR: CHICHESTER BID AREA

Baseline Activity	Head of Service	Date
Bus Shelters	Rodney Duggua	March 2016

Service Provided, Number of Staff & Equipment	Provision of two RTI ready bus shelters with integrated seating (via West Sussex County Council Section 106 funding) in Market Road. Managed by the Property Manager in partnership with Clear Channel.
Specification	The shelters are regularly inspected and maintained under contract with Clear Channel.
Performance Measure	Maintained as appropriate.
Non - Compliance Procedure	Complaints are responded to.
Existing Value of Contract/Service in Boundary Area	£10,758
Boundary Area	City Centre
Proposed BIDs Additional Activity	None
Cost of BIDs Additional Activity	None

Chichester City Council BASELINE STATEMENT FOR: CHICHESTER BID AREA

Please note: None of the Chichester City Council's budgets quoted include staff costs or to her related on-costs.

Budget figures are for 2016/17 financial year.

Other services provided by the City Council outside the BID area include:

Mayoralty

Allotments

European Twinning



BID Members Consultation

**Term 2
2017-2022**

CONSULTATION OVERVIEW

The Business Improvement District is completing its first term as a funding mechanism to achieve BID Levy Payers (BID members) projects and initiatives within its defined location.

Consultation has been carried out in three phases.

Phase 1 – Feasibility Study

Initial Consultation was targeted to reach 20% of businesses to determine the support and feasibility of a BID for a second term.

BID Customer Survey (August-September 2015)

(21 x feedback questions) distributed online and by paper to all BID businesses. 45 x businesses responded out of 670 posted to BID members addresses, as of August 2015 = 6.7% response rate. Please see results in Appendix C.

Final Question:

- *Are you likely to vote for Chichester BID to have a second 5-year term in October 2016?*

Yes = 44.68%

Maybe = 31.91%

No = 23.40%

Feedback and results suggested there is a demand for a Business Improvement District but direct engagement with BID members had not been carried out regularly at that point.

BID Customer Engagement (July – December 2015)

Personal face-to-face engagement by the BID Manager with 95 other businesses (13.5%). Once engaged general feedback confirmed a lack of previous understanding as to the broad remit of Chichester BID. There was definite support for a second term to raise Chichester's profile and create a better customer experience.

The BID Manager noted there is confusion as to the role of the BID, higher expectations than the budget allows on the deliverables and an assumption that Chichester BID is within our District Council.

Phase 2 – Business Listening & Feedback Consultation

In order to assess how businesses might want to spend the BID fund for a second term, we have carried out 2 further phases of consultation.

February – April 2016

120 businesses (18%) were met face-to-face across retail, professional services and independents with the BID area, by a Customer Engagement Team (an ex-City retailer, a local graduate and a local business man) on behalf of Chichester BID to create a neutral platform on which to discuss what has and has not worked for our BID members within the first Term.

Key issues and concerns were monitored and needs for the second term have fed the Term 2 Business Proposal.

Findings showed that:

- The needs of the Independents and the chain stores should be assessed separately from professional services, as our more commercial businesses are less informed, believe the BID is about retail and whilst they appreciate the benefit to the collective, they do not currently see a direct added value from the current BID strategy.
- Whilst increased marketing to attract more footfall into the City centre and a safe and vibrant environment to trade in are the general needs requested, the BID offer should reflect more business opportunity across all sectors. Chichester must promote itself externally and the City should be branded.

Phase 3 – Business Proposal Consultation

Focus Groups

8 x Focus Group Meetings May – 15th June 2016

Meetings held in:

North Street, South Street, West and East Streets, Hornet & St Pancras 1 & 2 (independents), Professional services (commercial), Eateries and a Final Open Consultation.

Findings showed that:

- BID members continue to want increased events, PR and digital marketing to reach out to customers beyond the City region to raise Chichester's profile for the Visitor economy.
- Some BID members are already using a digital platform in the form of an app or similar for Chichester, to build customer retention for loyalty, rewards and gathering information to target their audience.
- Better BID member segmentation is suggested, across the District, to create better alliances and business opportunities to interlink business
- More street-focused and group support is the best way to share knowledge and networking opportunities
- Continue to focus on representing the BID members view for a more organised City, for ease of access, City signage, parking and wayfinding.

DETAILED ASSESSMENT

Phase 1: August - September 2015 Initial Consultation

Background

Feasibility study required to establish the appetite for a second term BID.

Methodology

A six-page questionnaire was posted to 670 City hereditaments addressed to the managers. This was sent out in August / September 2015. There were 45 responses to the questionnaire by post and 21 on line responses.

This was followed up by a person to person consultation of 95 businesses. The discussion was to determine in general terms how businesses were responding to the BID offer.

RESULTS

Questionnaire final question:

- *Are you likely to vote for Chichester BID to have a second 5-year term in October 2016?*

Yes = 44.68%

Maybe = 31.91%

No = 23.40%

Person to person Consultation:

Chichester BID's business objectives for Term 1 remain the top priorities for BID members:

- Improve the marketing and promotion of our City centre
- Improve the organization of our City centre
- Improve the quality of the environment of our City centre
- Improve the safety and security of our City centre

The majority of discussions quickly **became focused on 'a better promoted and more organized City', as Chichester doesn't appear to have a crime problem and is mostly considered a pleasant and quality environment.** "It is ever so civilized in Chichester, a really nice City." – Gerry Weber

The key issues were as follows:

Providing a better Organised City

Car parking being the biggest issue with 31% unhappy in one way or another. Issues were car parking availability for Visitors and cost, facilities, City access from the A27 and poor City centre signage.

The following comments from the Questionnaire were noted:

"Free parking on a Sunday would be good and pay on exit" Edinburgh Woollen Mill.

"Car parks are getting expensive - can we have half an hour free?" Simms Sweet Shop
"Sales get lost as people rush off" East

The majority of the BID members **feel Chichester is a safe City** and low in crime and there was 100% satisfaction from the Survey from those who use the Chichester Businesses Against Crime (ChiBAC) service.

Providing a better promoted City

1. Markets were of great interest with 22% wanting to discuss them and 11% specifically wanting a Sunday market when footfall is half that of a Saturday and many shops are closed. City market comments were largely negative, as businesses located in the area of the market, feel it is unfair they have to pay high rates and rents whilst traders don't, and felt they are detrimental to trade.

Comments:

" I don't like the market, its directly in front, so blocks my shop." Solutions Inc

" Sales can be down as much as 30% on market days." Hansfords

" Chichester continues to under promote itself." Barclays Bank

2. Events were well received with 14% of respondents noting they were good for business, with Black Friday and Christmas being the highest trade turnover. Swaroski take 50% of their year's takings from October to December every year, and this was been repeatedly stated across retail. There were suggestions that the Coca Cola truck was good to draw in crowds but not in keeping with Chichester, and many suggested a future ice rink.
3. Free WIFI for the City
50% of businesses were asking for better City connectivity and would welcome free Wifi as a City service, for them and their consumers - who often leave their shop to get a decent online connection. This results in poor click and collect service and less repeat trade.

CONCLUSION

Whilst the engagement process is less easy to quantify than the questionnaire it was a very good way to initiate personal engagement and nearly all interviewees responded positively to the BID Manager taking time to personally visit them.

In order to assess our performance against our current Business Plan, and how businesses might want to spend the BID fund for a second term, 2 further phases of consultation were then carried out.

Phase 2: February - April 2016 - Customer Engagement and Feedback

Background

Following Phase 1 feasibility exercise, undertaken prior to Christmas, a customer engagement (listening and feedback exercise) was launched in Feb 2016. The purpose was to assess BID members' businesses after the Christmas peak and to attain their priorities for a second Term.

Methodology

A Customer Engagement Team of 3, were tasked to visit 120 businesses (18%). The meetings involved discussion regarding the BID offer and how appropriate and relevant it was to each business.

120 businesses were interviewed. 20 businesses completed a short questionnaire:

- Concerns
- Wants
- Pleased with
- Ideas
- Preferred Method of Communication

Over 120 man-hours were spent interviewing BID members.

Results

Whilst we have 794 hereditaments many of these are part of one organisation. As our Customer Engagement Team is made up of a Retailer, Business Person and Graduate the engagement was divided into independents, sme's and larger businesses, and commercial professional services.

The conclusions of this more personable engagement were prompted to be Customer-led so less quantifiable, as largely resulted in broad discussions. All businesses were very pleased to be consulted and were pleasantly surprised at the current broad remit of the BID and that they have a City voice.

Keys Findings

A. Independents (paying more than £100 a year to the BID)

- Independent Retailers - defined as anybody selling a product from clothing to jewellery etc. = 67 (the highest BID payer - £740)
- Independent Hairdressers = 7
- Independent Restaurants = 12
- Independent Florists (all) = 3

- Independent Estate Agents= 1

From interviewing Independents across all sectors (other than estate agents) to date their needs break down as follows:

All Independents were happy with Christmas. Only one comment that the Bognor Regis event was better because of a snow making machine.

Advertising

The majority of Independents were pleased with our advertising but would like to see more marketing further afield to increase footfall. Any nationwide advertising would be gratefully received.

Independents are happy with our current selection of regional and local magazines and radio advertising. They are delighted with City centre maps for our Visitors and our Map Dispensers. However, the removal of A-Boards by the District Council, has led to a significant loss to footfall. Many are still using them, but the majority have resigned themselves to this loss of advertising. Any form of digital marketing would be embraced.

Events

The uptake on getting involved with events to raise BID members' profile was more from sectors such as hairdressers and florists. However, retailers and restaurants appreciate the extra footfall that BID events, (such as Festival of Flowers Window Competition, Independents Day, Roman Week) can bring. Annual City events such as Christmas are totally supported and very popular.

Information

The majority of the Independent sector has Internet access and is therefore able to access the information on our website. However, they are only mildly interested in our website, partly because they are busy but also because they are less accountable than multiples. They like the idea of people counters showing intensity of footflow around the City, as it means they can plan and manage staff cover more easily, such as not allowing staff to go to lunch if they can see a hot area approaching.

Communications

Apart from 3 BID payers all Independents we're delighted that they were being contacted and were keen to hear how their contribution was spent. All independents have different preferences on receiving BID communications, from social media, to e-shots to quarterly newsletter. South Street Independents felt supported by the BID when receiving updates on the recent gas pipe replacement roadworks.

Markets

A mixed reaction. Many businesses are totally against (eg Stephen Lawrence). Some said it made no difference and some said it did improve figures on market days. Some independent retailers were unhappy with the proximity of market stalls to their windows. The proposed City Market also gains a mixed reaction but the majority are against this. They were pleased to hear the BID would ensure this would be a quality market with an annual review, to ensure the market meets performance measures and the standards of the City. Niche markets or themed markets are desired.

Car parks

All Independents were pleased with the current 'pay on exit' initiative at Avenue de Chartres and that the BID is influencing the local authority to roll this out across other major car parks. Most BID members are generally unhappy with increased costs again, and would like to see the Councils introduce incentives for shoppers and visitors.

Security

Generally, this is of little interest to Independents as Chichester is considered a safe city. However, those engaged with ChiBAC are pleased to have a security service and police back up. Most said they suffered very little theft.

Current Specific issues

- 1) Gas pipe replacement works
 - Retailers talking about losses as high as 11%, but most not using compensation scheme.
 - Concern over the timing for more works as the Council come back to repair and resurface the current temporary surface.
 - Clothing retailers have busy season in summer, quieter time in the autumn, before Christmas. It remains essential that works are not carried out before Christmas.
 - Toy and Game shops have huge deliveries arrive before Christmas.
 - Travel agents are very busy in January.
 - General consensus if possible hold off till February.
- 2) Deliveries remain an issue to South Street due to limited access during the day time and many businesses don't have access to a back entrance.

B. Multiple Businesses / Stores

- Total number of multiple store retailers and are paying more than £100 per annum to the BID = 105.
- Chichester has a good ratio of Independents numbering 77 compared to 105 chains.
- 37 retailers pay in excess of £1000 per year.
- Marks & Spencer paying the highest contribution with a total fee of £12,900 across both stores.

Within this mix are also:

Restaurants	23
Charity shops	12
Estate Agents	8
Game Stores	2
Hairdressers	3

Multiples visited feedback

Generally, multiples are less interactive and engaged as 'Head Office pays the levy', so it's not their budget. However, once engaged some are really enthusiastic as they realise that the BID information available for them is useful for head office as well as the added value of BID's marketing to enhance footfall into the City centre. "My company normally votes No to all BIDs but because I am so pleased with Chichester I am allowed to vote Yes!" – Edinburgh Woollen Mill

HSBC, Barclays Bank and Nat West Banks all support Chichester BID and want to know how they can get involved and use our data collection that benchmarks our City's performance. Chichester is considered a great place to live and work but staff retention is an issue in retail, but less so in professional services.

Most Retailers complain of a poor year this year, with clothing hit hard as the seasons have not been so marked and therefore customers have stuck to their existing wardrobe.

Purchases

Multiples and Independents are both really happy with the Christmas offer. The sales of both sectors were poorly affected in the year before Chichester BID commenced, when there were no Christmas decorations. Many multiples take up to 30% of their annual sales at Christmas in one month.

Some multiples have been affected more recently by “negative footfall” as customers go to stores to refund on internet purchases. “The challenge is to create store fulfilment for in store returns and turn a refund into an exchange.” – Ecco.

Advertising

All multiples are pleased with the Visitor Maps and map boards, and all the BID advertising across the media. There was a lot of interest from stores in the possibility of future nationwide digital advertising. More promotion of Chichester as a brand would be welcomed. *Footfall and any way to increase this, must be the priority.*

Information

As many multiples have to justify their sales or "conversion " rates with key performance Indicators, they are *extremely keen to tap into our footfall and digital foot flow information.* This means they can then justify poor sales to head office, by showing there was poor foot flow and footfall on relevant days. Foot flow is popular to those using leaflets to target hot spots, and also for staff cover when seeing incoming customers.

Approximately 50% of multiples don't have access to the Internet in store, as most medium to large retailers have intranet only. This means no internet connectivity in store, at all. Many managers said they would like to access their own devices but have to move around the City to find connectivity.

Constant updates regarding disruptions were also considered helpful, such as for the South Street gas works. One chain restaurant has lost part of their awning and will be suing the delivery truck. On being canvassed re a date *to repair and resurface the road all multiples requested February next year. “I found out about the Website a year ago and have used it a lot since” – White Stuff*

Events

Many multiples would very much like to be part of events but their corporate Visual Merchandising prevents this. They would appreciate non-window related events, such as a chocolate Easter Egg treasure hunt as run in previous years. Multiples appreciate early notification of event dates in order to organise staffing, and would like to see a joined up Calendar of Events.

Security

Surprisingly many multiples do not take advantage of ChiBAC. Most felt that the level of theft in Chichester, compared to other towns they'd worked in was low. Damage to premises also seems very low suggesting that security in Chichester is good.

Markets

A lot of interest in the City market due to arrive in East Street. A mixed reception, as some stores feel markets are good for business whilst others are seriously affected in a negative way. All hope that the market will be of quality and not conflict with their offering.

Car Parks

All welcomed the 'pay on exit' having lost sales to people dashing back to car parks. Many mentioned the difficulty in getting space if they arrive after 0830am and during the day. General consensus that parking permit rates are reasonable but more should be done to encourage Visitors to stay longer – such as first hour free or free after 4pm.

General

Multiples are a very mixed group of highly-motivated and savvy managers who really want to be part of Chichester, and dis-engaged managers who have little or no interest in the City they trade in.

Apart from one exception, all of them were unaware of their company's policy re BID voting. They are not requested to report back to their area manager or head office re the BID, but would make more effort to do so.

Also multiples have experienced a considerable drop in sales due to internet sales.

KEY FINDINGS

There are approximately 770 hereditaments within the BID geographical area and at the start of these Consultations it was expected there were approximately 670 businesses.

These Consultations now shows that whilst approximately 670 invoices are sent out by Chichester District Council, there are actually 444 businesses currently spread across that space and paying more than one BID Levy.

Retail = 269 (representing 60%)	55% Multiples	38% Independents	7% charity shops
Eateries = 59	31% Multiples	61% Independents	
Commercial Businesses =116	26% Multiples	74% Independents	

As part of Phase 2 a small survey was conducted where 44 businesses were asked to prioritise the following in relation to their business needs:

No. 1 Priority	Percentage
Events & PR	25%
Marketing & Advertising	39%
Crime & Safety	14%
Business Opportunity	14%
Street Projects	4%
Strategic Partner	4%

These responses will help shape the investment against priorities for our BID members for the second term.

CONCLUSION

The needs of the Independents and the multiples should be assessed and segmented by the BID separately, from our professional service commercial businesses. Whilst increased marketing, events, PR to enhance footfall along with a safe environment to trade remain the general needs, the evidence shows different sectors require different solutions which are also dependent on location across the City. For a 2nd Term the BID's offer should reflect this.

Phase 3 - May-June 2016 Business Proposal focus groups

Background

The Chichester BID area has approximately 440 members with a variety of businesses including restaurants, banks, building societies, charity shops and retail premises selling many different products. For this reason, the BID felt that each sector or in some cases street locations would benefit from their own specific group meeting.

Methodology

8 sector meetings were set up to start in May, to encourage shared discussion on BID issues raised by Phase 1 and Phase 2. They are as follows:

- Eateries – all restaurants, bar, pubs and coffee shops
- St. Pancras & The Hornet 1 - Independents
- South Street
- Northgate and North Street

- Follow up St. Pancras & The Hornet 2
- East and West Street - Retail
- Professional Services - Commercial
- Evening meeting for all sectors.

RESULTS

Independents

An initial group meeting held in the Hornet & St Pancras, was dominated by a few negative BID members from this area, who feel they are out of the City centre so don't benefit from the BID. "I don't believe BID money does anything for us and the Council is not helpful". CMW Motorcycles Ltd.

Issues ranged from a lack of footfall as shoppers do not turn right into the Hornet, due to street layout and a lack of signage pulling people into the area. The BID has fingerpost and listed signage coming to this area this year. It was noted that many shops in this area are destination shops and some commented that footfall doesn't affect them.

Parking incentives to increase dwell time and access were requested and comments made that workers take up space that should be available for visitors in Cattle market car park.

Loss of A Boards is seen as a negative by the majority for this area. "I want to keep A Boards as they help draw business in" Helter Skelter.

The group believe being on the peripheral of the City and they also do not benefit from City events, marketing and PR. "When there's an event in the City centre, this area is dead". Nags Head

Advertising remains a high priority for Independents – some of whom do not have a website and rely on repeat local business and events. "More should be done by the Council for rates relief and something to encourage Landlords for rent incentives." - Classix

The Hornet & St Pancras, are mostly independent retailers who do not work as a collective and raised many individual issues. Therefore, a second follow-up meeting was held again in this area, to discuss specific issues.

Questions about the BID geographical area and the BID budget spends were addressed and more transparency offered, as some BID members have not engaged with the BID previously. The BID offered new ideas which changed the conversation to be more creative around less tangible but more event-based solutions to attract more visitors, and business twinning for customer-focused offers and better networking, also offering support for an improvement group to help them lobby the

Council on their specific area for planning issues. The BID left the meeting with more positive potential opportunities.

Retailers – sme’s and multiples

“There is a fundamental need to work as a collective to look at the macro for the City - choice, design, price. We need to attract aspirational brands and make Chichester a destination.” – Cred Jewellers. Ecco confirmed their customers are asking where these brands are. “Chichester needs to get up to date and move forward” - Basler

Parking remains a main topic of concern regarding access and cost for the consumer and expensive for part-time staff. Largely dependent on location of business. Request for the Council to introduce a direct debit scheme so every month you don’t have to click onto the Council website to renew your parking permit. The BID made clear, that two cars can be on one parking permit for part-time staff.

Concerns were raised as to South Street being highly dominated by eateries and most BID members would like to understand more fully the Council’s policy and quota on eateries per street, now that many businesses offer coffee etc, as an extra. It was suggested Chichester promote eateries and ask eateries to pull customers to the Independents. Visitors come for convenience, cost, service and quality.

The BID was praised for liaising with businesses on city centre management such as the gas pipe replacement works which have been very disruptive to businesses in South Street. “For the first time in 4 years my business has lost money due to the gas works outside” Cred Jewellers.

Chichester needs a good WIFI connection remains to attract shoppers and businesses. The structure of Chichester is good, but without modern technology and new high-end brands there is uncertainty about Chichester’s competitiveness along the South Coast.

Professional Services

General feedback is that Chichester is considered a good place to live and work which helps retain staff and there is a desire to maintain the quality of the environment. Better graduate retention however remains an issue and needs focus. The Estate Agents tell the BID that Chichester requires better employers. The CEO lifestyle is a good fit in Chichester so there was a suggestion we capitalise on this attracting CEO’s on away-days to then influence moving their business here. The issue is potential premises – as we continue to lose office space and incubator space. It is widely considered that there are gaps in the City’s offer, retail and culture – however independents are worth travelling for. Support is required for hot desking and start-ups.

Key Findings

BID Engagement

All businesses were positive about the engagement groups and process, and felt they were useful. Most would like to continue this form of engagement as it acts as networking and knowledge sharing across the all areas. Attendees are now keen to receive BID communications, if not read previously received or read before, especially to hear about the City events and footfall and data collection services available.

Visitor Economy

All businesses felt that there are no good brands for young people in Chichester like Zara. Night life is non-existent - we are a day-out destination and there is also a need to capitalise on pay day spend. There are a lack of cultural events and annual events in the City. A market in the town centre is a good option as Chichester is traditionally a market town, but it must be run by the right traders and be managed correctly be a quality market. Could be themed such as vintage, antiques - niche markets/small fayres, BID could pay for start-up local brands in market stands. Chichester College and University must get more involved, so as we cater for the students in the City – Chichester needs more activities as well as ware's. Exhibitions have been suggested several times – such as collector fairs which are attractive to groups, societies, whose magazines draw people, as do cultural and local events such as boating/yachting.

Communication

BID Magazine is read and appreciated but many prefer the convenience and size of our e-newsletter and access to other relevant links. Most people have their own preference on how to communicate. All businesses respond very well to regular meetings and one to ones, as they prefer face to face interaction to larger open meetings where they may not be interested in some matters that come up for debate. All businesses fully support BID introducing the Wi-Fi project, all agreed that connection in Chichester city centre is very poor and necessary as poor phone signal too.

Marketing & Advertising

All Focus Groups expressed a desire for increased marketing to help “Chichester become known as a Lifestyle City”. – Zigzag. The majority favoured an increase in the BID levy to pay for this.

Events & PR

A large percentage of Focus groups enjoyed getting together informally, and thought this helps share ideas to increase business opportunity. “After the success of the Festival of Flowers – our takings were back up to 2014 levels – I really feel events are the way forward.” – All That Glitters

One retailer suggested all shops theme their windows and get involved, however multiples are unable to participate with window design dictated from head office.

Night time economy

A majority of focus groups questioned the lack of night time economy in Chichester.

“There are plenty of places to eat but no night-life. We have a University and must be the only City that doesn’t have any night life”. - Hansford Menswear.

“Chichester town is dead after 8pm” - The Vestry

“I sell men’s clothing and my sales have decreased since our one Club Thursdays, closed.” – D’Artagnan Menswear

Crime & Safety

Very little comment overall – those using ChiBAC were very happy with it. The understanding was that this is a job well done but if ChiBAC were not in existence, crime levels would increase.

Information

Many more chain stores at the Focus Groups are now aware of and using the BID foot flow data. “Good comparison to our store footfall counter”. – Ecco Footwear.

“Yes, it’s very relevant to us.” Anonymous South Street business.

Signage

Still a considerable issue for all focus groups. There is little signage pointing towards the City centre from the A27 and at major entry routes.

Parking

New visitors don’t know where the car parks on offer are, and it’s easy to go round the one-way system looking for parking at peak times and give up and go home. This remains an issue as far as cost for the visitor and facilities to pay. All approve of pay on foot and would like to see this rolled out to all City centre car parks.

New Focus Group ideas

- 1) Where are the Chinese visitor’s? Encourage international visitors into the City. The Chinese average spend is greater than UK shoppers. One business manager has received training on how to enhance the shopping experience for Chinese visitors: “I have worked in 3 BID Cities and this is the only one that doesn’t encourage Chinese visitors.” – Ecco. Create links with higher education universities across the South Coast and use Global Blue to attract the affluent traveller.

- 2) Advertise Chichester as a destination, further afield at major transport links – at Southampton and Gatwick airports, other town/City train and bus stations, also at hotels and B&B's across the South.
Create 'Wish-Lists' for men at Christmas. Wives may leave lists for their husbands at specific outlets. Introduce a specific Men's Shopping Night where staff actively get involved. Also use our wonderful heritage for Christmas – lets tell a story about Chichester...
- 3) Can the BID create a database for recruitment? – Retail recruitment for quality staff is proving difficult, as is staff retention for multiples and most agencies focus on management staff. A vacancies list was considered to be really useful and should be on the BID's website.
- 4) Business Twinning – join up businesses which complement each other with their services and/or products and attract the same audience. E.g. The Sweet Shop in South Street, already offers a discount to the customers of the Game shop and vice versa. The retro vintage shops could link with Goodwood for Revival for promotion and events.
- 5) More ideas for activities for Children in the City – such as a Grotto for Christmas, an engaged City Easter Hunt across the City, starting at the Cathedral (– the BID has only done this once on a small scale).
- 6) Can the BID give our City information and maps out on the street to tourists? Information for local hotels and caravan parks and all of our major attractions should be readily available.

CONCLUSION

Phase 3 results currently show that the BID members want increased marketing to raise Chichester's profile and more segmentation across the BID members to create better business opportunities and more street-focused support. Events are seen as important and they appreciate the support offered from the BID for organisation and promotion of their events, through facebook, twitter and the website. Independent businesses engage a lot more than sectors with the BID and BID communications.

Through the need to segment our BID customers in order to create focus groups, the BID has realised the importance of this exercise, to ensure that BID Term 2 is both inclusive and meets the priorities and objectives across all sectors and industries. The BID needs to do a lot more to create better and more regular engagement across all sectors but specifically, with our commercial sector and build more business opportunities for them.

Personal engagement and Surveys have also shown a general desire for more cultural and art- based events with emphasis on promoting our heritage (eg Chichester Cathedral, City walls and local points of interest). It was also noted that Chichester's wide Roman Streets make working, shopping and eating out a pleasure along with our pleasing Georgian architecture.

Consultation Conclusion

There is consensus that people in today's modern society are using leisure time for activities rather than shopping which is increasingly done at home on the internet. Footfall figures were nationally down 6% last year, and continue to fall, which confirms that shopping is moving towards an online experience. High streets are becoming showcases for the internet, with a proportion of retailers finding footfall is becoming about click & collect or returning goods rather than shop sales.

The rise in eateries is a concern for some but most understand that these drawn in people as visitors but Chichester is mostly a day-time destination. Most visitors usually have a drink and/or snack at some point for convenience if not a meal and this could be capitalised on with twinning with another business. The lack of Michelin star restaurants is continually brought up – we have a wealthy demographic who go to the Theatre and like to dine out; this is a missed opportunity. Creating venue destinations is key - harnessing the large brands as anchor stores remains important in the mix of offering on the high street, such as Zara which is currently missing for the 25-45 age group. Also more quality independents would be welcomed as quality destinations.

Joining up with Chichester's major attractions such as Goodwood is seen as a positive must-do, to have their presence in Chichester along with larger businesses such as Rolls Royce, Wiley and Mercer. Major attractions should be show-casing Chichester to their audiences. There is a definite desire for exhibitions in Chichester especially for cultural and themed events.

The BID recommends the branding of Chichester going forwards to create a unique selling point. We are a lifestyle city that has it all! The use of a digital marketing platform for not only customer reward schemes but also for city information and improved navigation around the city, will add value to the customer experience and greater value to our retailers in particular but also for our services. This will also bring the BID members a network platform to raise awareness, outside of Chichester increasing the City's reach across the south. The BID can collect data for better consumer segmentation to help target our visitors through surveys, email marketing and build repeat business and trust. Importantly, the BID is seen as a facilitator for business opportunity and to represent the views and concerns of the private sector to our Local Authorities and other key organisations.

Charlotte Wickins
BID Manager
June 2016



BID Research

**Term 2
2017-2022**

APPENDIX C: Research to develop the BID2 Strategy

C1. Context – The Business District

C1.1 Understanding our Business District – THE INDEPENDENTS

BID research reveals that businesses in Chichester, and in particular the smaller independents who keep Chichester unique, are seeking increased business opportunity to increase prosperity. They feel this would be encouraged by an increased BID focus on sponsored events, marketing and advertising to help raise footfall in our streets. If these services are provided through the BID's collective buying power, (such as when engaging with media and advertisers), then spending as a collective, rather than as an individual business, will be more cost-effective for them.

C1.2 Understanding our Business District – THE ANCHOR SHOPS

Consultation with chains and small chains reveals that the Noggin system of reporting weekly on footflow is of great assistance to local managers in reporting on theirs. The linking of this footflow information to 10 retailers who are prepared to reveal in private their revenue that same week gives all the chains and small chains a real insight into how footfall relates to their bottom line.

C1.3 Understanding our Business District – THE SELF-EMPLOYED

In justification of our decision to promote Chichester as a place of business opportunity, with 16,500 self-employed entrepreneurs in the district¹ there is definitely more that could be done for them to improve the business environment and contribute to graduate retention. **Opportunity: To improve and enhance business operating conditions in the city to generate more interest in the BID among the business community.**

C2. Context – Understanding our consumers

C2.1 Changes in the retail environment

BID2 sees real opportunity in the fact that City Centre environments are changing. Online shopping is forecast to account for 16.8% of UK retail spend in 2016², contributing to the 19% drop in footfall on our High Street³. And the mix of businesses nationwide is changing in reaction to the migration of retail spend to online shopping⁴. Between 2007 & 2010 the City footfall declined yearly from 12m to 9.25m, in line with national trends⁵. From 2011 & 2015 footfall continues to fluctuate between 9.5m-10.5m visitors per year⁶. As High Street shopping declines, cities need to find other avenues to draw people to their streets – e.g. real-world experiences such as socializing, leisure and entertainment which are showing signs of growth⁷. Footfall is down, and the mix of businesses is changing nationwide to try and counter this.

C2.2 Understanding our consumers – CONSUMER LIFESTYLE CHANGES

Participation in arts and culture events has risen 9% among 16-24 year olds in the past five years⁸. Four out of the 5 top Amazon sellers are well-being books⁹ and 27% of under-25 year olds are now teetotal¹⁰. Modern consumers are impulsive, with 35% spending their wages in a week and 7% in just 24 hours¹¹. There are signs that online shopping is far from satisfying every consumer desire and shoppers these days are also looking to their city to offer new ranges of opportunity¹²:

- **to discover and explore** – cities for learning, arts and culture, trends, independent fashion, food provision, impulsive behaviours
- **to socialise** – cities for the image-focused, capture and share, live like a local (personal experience), coffee, restaurants and bars
- **to improve yourself** – combat higher stress levels, (buy a Nutribullet or a Spiralizer), health and beauty, well-being, personal fulfilment, finding headspace

C2.3 Understanding our visitors – YOUNG PEOPLE

BID2 recognises that some segments of the Chichester shopping public have been less well served than others and fresh opportunities remain to be tapped. There are 16,000 students in Chichester and 12.5% of the population are aged 18-29¹³. There are indications that the average student spend of some £35 a week is going elsewhere and that many leave the City after

graduation. There is a high percentage of families with under-18s living at home yet there is little indication from footfall figures that Chichester is managing to exploit the school holiday¹⁴, weekend family activity or crèche facility opportunities presented by this segment. **Opportunity: Generate more appeal to the student population to increase spend in the city.**

C2.4 Understanding our consumers – THE 30-45s

A straw poll of 28 people in the 30-45 year-old age bracket, who represent 16.5% of our population, would seem to indicate there is a gap in how Chichester meets their shopping, entertainment and lifestyle choices. 28% of the population are so-called Baby Boomers, 45-65 year olds who will be looking for something new on which to spend their accumulated wealth. This generation has re-engineered so much of our current social context it would be a mistake to start treating them as our current OAPs: after all, for them, 50 is the new 30. **Opportunity: To better understand our consumer segmentation and generate increased appeal for spend based on consumer preferences (fashion, food, entertainment, services).**

C2.5 Understanding our consumers – CITY WORKERS

Recent improvements in our footfall data estimate that there might be 7000 daytime workers circulating in our streets. Whatever their current level of circulation, these local employees represent such a large proportion of the base they present a significant opportunity for the city if they can be encouraged to change their behaviour even slightly to capture payday spend and any lingering into the night-time economy. **Opportunity: To engage with Chichester workers to encourage greater spend in the city.**

APPENDIX D: BID2 Works and Services

D1. Strategic Partnership: Building the BID as a Partnership Organisation



<i>Achieved</i>	Chichester BID is business led, business controlled and business funded: meeting the needs of the levy payers and their employees has been and will remain our constant priority. The Chichester BID recognises that access and car parking are key issues for City Centre businesses and over the past four years has worked hard to develop creative solutions to improve access to the city for workers, shoppers and visitors. The BID continues to lobby for the conversion of all major car parks to pay on exit.
<i>Example</i>	The BID Partnership - The Chichester BID has always existed for the City, not for itself. City Centres are dynamic, changing places and we know that effective town centre management is about managing this change to the maximum benefit of the locality. Everyone has wanted to see the City Centre doing well and because of the public sector relationships we have built up we have been well placed to collaborate, responding to changing circumstances and issues across the public and private sector divide. We own neither land nor property and have no statutory powers. We have therefore relied on the goodwill and cooperation of a large range of partners, particularly the City and District Councils, to deliver our event and activity programmes. Because of this partnership nature, it has not always been possible for the BID to take a public stance on some of the issues that businesses would sometimes have liked us to.
<i>Ambition</i>	To increase our partnership impact by focusing on strategic alliances , with vital key City groups and organisations, to represent BID member's interests such as City access, signage, parking initiatives, digital solutions, at public policy discussions. To ensure Chichester is attractive to skilled employees that are seeking a pleasant, entertaining and safe context.
<i>How?</i>	To provide an articulate voice on behalf of our BID members to influence public

	<p>policies. Such as, improved access to the City, parking initiatives and modern way-finding solutions. To generate funding opportunities for sponsorship and generate match-funding. To keep Chichester attractive to skilled employees that are seeking a pleasant, entertaining and safe context for their aspirational lifestyle.</p> <p>To build the Chichester BID in its second term more as a partnership organisation focused on strategic alliances, including Partnerships with Visit Chichester and the Chamber of Commerce.</p> <ul style="list-style-type: none"> • Chichester District Council – to support our Visitor economy and influence public planning policy • To work more closely with West Sussex, City and District Councils, to create a One-stop Shop for City centre management • To support the Chamber of Commerce & Industry with resource, media and events to promote business development and opportunities through networking • To work more closely with Chichester College and University to expand internship programmes and work experience opportunities in Chichester and to source sponsorship and match-funding opportunities • To build a stronger City voice for lobbying and member representation • To service the BID – central office and overheads, BID manager and staff • To undertake BID accreditation by British BIDS, and achieve Purple Flag status for the night-time economy. <p>One-Stop Shop - Under additionality agreements, a study of the feasibility of a management agreement with the local authorities to enable the BID to book public spaces, providing licensing, manage the street buskers, and offer health and safety advice, event equipment, support and funding to event organisers.</p> <p>i. Develop an internship programme to research new funding opportunities for sponsorship and match funding</p> <p>ii. Invest in the visitor experience with Stagecoach and encourage their engagement as an investor member. As part of this to raise funding for a study to introduce a Walk and Ride scheme from peripheral car parks by BID electric shuttle bus and perhaps cycle lockers and pooled electric bikes for City Centre businesses and their employees to use.</p>
<p><i>KPIs</i></p>	<p>Amounts raised in sponsorship and match funding. BID Member satisfaction survey. Number of joint alliances. Purple Flag. BID accreditation. Whether these schemes were actually delivered. Number of joint initiatives set up, amount of additional resources raised from third party sources.</p> <p>Ambition for excellence 1: the Chichester BID will drive for performance excellence, actively seeking greater recognition of its professionalism by striving for accreditation by British BIDS before the end of the 2nd term.</p>
<p><i>Investment</i></p>	<p>16% of BID levy - £52,000 pa Access Opportunities Fund, Walk and Ride Scheme. Management fee charged to programmes. Offset by management charge to programmes with external funding.</p> <p>The Chichester BID is a business in its own right, although not-for-profit of course. This involves us in managing staff, premises, VAT returns and utilities in order to deliver our work programme.</p> <p>Sponsorship: We aim to join the more successful BIDs in the UK at securing external funding from our Strategic partners, the range of sources like Arts Council England, the Heritage Lottery Fund, The Department of Communities and Local Government, the Mary Portas initiative, Business in the Community and European funds. This will all require significant monitoring and reporting in terms of staffing and the establishment of effective and efficient management systems.</p> <p>Match funding: If our business partners could increase their investment by a quarter of one percent, we would undertake to double that additional contribution from other sources so that the Chichester offer could widen its scope and become more demand-driven.</p>
<p><i>Example Co-sponsors</i></p>	<p>Working with the MP, CCCI, CDC, WSCC, Southern and Stagecoach.</p> <p>Many of the BID initiatives will depend on the strategic and funding support of a range of national and local bodies. These are listed under each programme section but</p>

	<p>repeated here: Events – Arts Council England, Heritage Lottery Fund, Visit Chichester, Chichester Cultural Attractions Visitor Economy – Chichester District Council, Visit Chichester, Visit Britain, Chichester Visitor Offer Access – MP, CCCI, CDC, WSCC, Southern and Stagecoach Shopping - Chichester City Council, BID Street Focus Groups, Business in the Community, Noggin Business Opportunity - Chichester District Council, CCCI, WSCC, City retail and commercial businesses Evening Economy – Eateries, Pubs and Bars, ChiBAC, Sussex Police, City Angels, DCLG, ATCM, Churches Crime - ChiBAC, City Angels, Sussex Police, Stonepillow Street Management – ChiBAC, Wifi provider, App provider, GeoPal provider, Cleaning company</p>
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D2. Marketing: Marketing & Advertising Opportunities

<i>Achievement</i>	The BID has invested heavily in the marketing and promotion of the City through initiatives like the Radio/bus/Sussex Life advertising and the street art festival. Social media channels have been developed for the digital promotion and marketing of the City.
<i>Example</i>	Way-finding: Communications and signage. In 2014, BID1 achieved one of its important strategic aims: better signage for Chichester. Chichester BID's Attractions & Eateries map leaflet, map leaflet dispensers, map boards and business signage form part of a completed suite of solutions for business signage and way-finding around the City. By Spring 2017, we will have invested over £25,000 in new High Street signage. Satisfactory planning solutions for business signage across the City continue to elude us but the BID wishes to consider hanging signs as a potential solution for side streets, as in Crane Street, as well as a system of slatted signs for the second term.
<i>Ambition</i>	An alliance with Visit Chichester to advertise and market Chichester outside the BID area. Underpinned by Chichester District Council and the new BID Street and Sector Focus Groups. Nationally, High Street footfall continues to decline and the marketing of Chichester needs a fresh approach. There is general agreement that Chichester's night-time economy is moribund. The closure of the central night club and retailer resistance to an extension of trading hours has contributed to a falling off of what little activity there was. However the progressive conversion of the city into a place to wine and dine before or after enjoying a top class cultural activity has shown the latent potential for development. However, the City still has significant opportunities to develop its visitor and consumer potential and Chichester City Centre can be placed firmly on the map as a preferred City of Choice . Our challenge will be to seize these opportunities. We see the visitor and night-time economies as vital components of our business plan to maintain visitor numbers by establishing Chichester as a high quality visitor destination.
<i>How?</i>	To attract visitors and encourage them to stay longer to develop repeat business and brand loyalty. Creating an alliance with Visit Chichester to raise the profile of the City outside the BID area and develop Visitor incentives. <ul style="list-style-type: none"> • continued BID City marketing and advertising of Chichester's events and the City, as a key destination to shop, work and visit, to attract visitors and investment from across the BID region • consumer segmentation to better understand the modern consumer and needs • financial support for Visit Chichester to raise Chichester's profile beyond the BID region and co-sponsorship fund raising joined up City Events calendar

	<ul style="list-style-type: none"> • Smart City 1: introduction of an APP/digital marketing platform for business promotion, rewards and networking • closer working with local attractions to draw footfall into the City <p>i. Invest in a campaign to put Chichester more firmly on the tourist map from 2017 through Visit Chichester. This will be underpinned by the organization of a national awareness measurement project in collaboration with Visit Britain.</p> <p>ii. Create a demand led BID Consumer Profiling Group from across all interested parties, to drive Chichester’s contemporary offer by understanding our segmented consumer groups: Discover & Explore (learning, arts and culture, trends, independent fashion, food, impulsive behavior); Socialise (image-focussed, capture and share culture, ‘live like a local’, personal experiences, coffee restaurant and bar lifestyle; Self-Improve (combat stress, health and beauty, well-being, personal fulfillment, finding headspace).</p> <p>ii. A seminar will be held to consider the good management of Chichester’s Evening and Night time economy (ENTE), to determine the BID’s Strategy and investment in respect of its 2017-2022 business plan. This will be designed to attract funding from the Department for Communities and Local Government (DCLG) to promote the evening economy and encourage a diversity of activity. The scheme will have to deliver good management of the evening economy including its impact on local residents.</p> <p>iii. Out of this an Evening Economy Group could be established, to engage with late night operators and follow up on key issues: * Late night trading deal with major retailers. Thursdays would coincide with the Pallant Gallery for example. Support and promotion by eateries of evening events they have initiated. * The introduction of a Chichester BID Evening Economy Management Programme could bring together partners with an interesting in the evening economy and coordinate a range of initiatives to ensure a safe, vibrant and accessible city at night.</p> <p>iv. Engage a digital marketing coordinator to ensure our web content and social media channels are up to date, interesting and informative, investment in a visitor website, and adding a search facility for visitor accommodation.</p> <p>v. Tourism development activities with Visit Chichester including the training of City Guides with funding from the Heritage Lottery Fund. If the Visitor Information Centre remains in the Novium as a CDC and not a Visit Chichester service, the BID will collaborate in any efforts to increase opening hours, retail turnover and visitor enquiries amongst visitor offer businesses.</p>
<i>KPIs</i>	<p>Increase visibility for Chichester outside the BID area. Steady footfall and increase revenue and City performance data from Noggin Ltd. DCLG matched funding. Ambition for excellence 2: For Chichester to achieve purple flag status – the quality assurance management standard for evening economy operation, run by the ATCM (Association of Town and City Management). (There is not one yet on the south coast between Bournemouth and Canterbury.)</p>
<i>BID Levy Investment</i>	<p>26% of BID levy - £88,000 pa to co-fund the Visit Chichester Partnership, a BID Consumer Profile Group, Evening Economy Group.</p>
<i>Example Co-sponsors</i>	<p>Chichester District Council and DCLG match funding, Visit Chichester, Visit Britain, Chichester Attractions, Chichester retail chains, eateries pubs and bars as investors – because this drive cannot be delivered by the Chichester BID alone. The Visit Chichester Partnership with Visit Chichester and the Chichester District Council and other visitor stakeholders, all have an important part to play but by spearheading this comprehensive marketing campaign with Visit Chichester and the Chamber of Commerce we aim to have everyone on board. Some costs offset by management charge to programme.</p>

D3. Events: A Programme of City Events & Promotions

BID2 BUSINESS PROPOSAL 2016
Version 2: 15/06/16

<i>Achieved</i>	The BID has established support for events in Chichester that play a significant part in its annual calendar.
<i>Example</i>	<p>Ride to Chi: At noon on Sunday, 28th July 2013, Chichester vibrated and resonated to the roar of up to 300 motorcycles gathered in the very heart of the city centre. After being ridden onto the precinct, for two hours these gleaming machines were displayed by their proud owners in North Street and East Street for all to enjoy, making a novel addition to the Sunday shoppers, tourists and other visitors on the day, all of whom will also want to appreciate the power and style of machines from colourful modern sportsbikes to globetrotting adventure bikes, continental tourers to chrome-laden custom bikes.</p> <p>This was a great partnership event supported by Chichester Chamber of Commerce & Industry, Chichester BID, the Motorcycle Action Group, levy payer CMW Motorcycles, Sussex Police, the Fire & Rescue Service and West Sussex County Council. Besides creating a fantastic spectacle for the city, the primary purpose of this event was to raise money for the Kent, Surrey & Sussex Air Ambulance. The other focus was to promote road safety, for which the event had the full support of the Sussex Safer Roads Partnership.</p>
<i>Ambition</i>	A strengthened programme of support for BID member events to drive footfall into the City, for day and night time economies. Stronger relationships with our major attractions, a Heritage & Culture Partnership and a voluntary Chichester Ambassador Scheme.
<i>How?</i>	<p>A continuing and strengthened programme of support for BID member events to drive footfall into the City centre, including the Christmas Festivities and during the evenings and to provide a more welcoming City:</p> <ul style="list-style-type: none"> • full time Events & Marketing Manager to support and create new events to drive footfall into the City • promotion of BID members services and events, to attract new visitors, develop brand loyalty and encourage repeat business • Christmas lights infrastructure, light switch-on event and festivities • promotion and support for City annual events/activities • to monitor provision of quality markets • new events and initiatives such as regular late night shopping to support the night-time economy • to increase and harness volunteer support from individuals and groups as a PR function (eg the Rotary Club who support the Lights switch-on event.) <p>Underpinned by strengthening relationships with our major attractions both in and outside the city Centre; a Heritage & Culture Partnership and a voluntary Chichester Ambassador Scheme.</p> <p>ii. Plans will be got underway to create a Chichester Cultural and Arts Partnership with Arts Council of England input, to fund a wider range of collective marketing initiatives and promotions that will better exploit the already rich and vibrant culture and heritage offer of the City.</p> <p>iii. Collaboration with other agencies to develop a comprehensive City calendar of events complete with clash diary to encourage a more inclusive offer, adding the Festival of Chichester, New Park Cinema and venues like St John's Chapel to the more obvious candidates like the Festival Theatre or the Pallant Gallery.</p> <p>iii. Investment in an expansion of our seasonal events, such as the provision of markets where it is viable to do so. Ideas include fashion promotions, Children in Need events, theatre/proms/movies in the park and an Easter event on Cathedral Green.</p> <p>v. Introduction of a Chichester Ambassador Scheme to encourage local people to get involved in supporting City Centre events and activities. In collaboration with Visit Chichester, we plan to submit a bid to the Heritage Lottery Fund to fund City Ambassadors and guide training.</p>
<i>KPIs</i>	Number of events supported, membership satisfaction survey.
<i>BID Levy</i>	26% of BID levy - £84,000 pa to fund a Chichester Cultural and Arts Partnership,

<i>Investment</i>	Chichester Ambassador Scheme. Management fee charged to programmes.
<i>Example Co-sponsors</i>	Arts Council England, Heritage Lottery Fund



D4. Business Opportunity: Chichester City of Enterprise

<i>Achieved</i>	<p>Chichester City Centre is the largest employment centre in the District, employing over N,000 people and a key driver of the local economy. Our levy payers include the University of Chichester, Chichester College, the City, District and County Councils, solicitors, accountants, banks and financial institutions, as well as over N00 office-based employers.</p> <p>The Chichester BID carries out a number of direct initiatives to make a real difference to people's experience of working and visiting the City Centre. Much of the work that the Chichester BID does to attract shoppers and visitors to the City Centre benefits all City Centre businesses by making it a better place for customers, visitors and staff.</p>
<i>Example</i>	<p>BID Business Services: The BID are consultees on all major projects affecting Chichester and seek to facilitate a joined-up approach with all stakeholders to improve Chichester's offering as a great place to do business. The BID has worked successfully with developers and commercial agencies in the City and promotes vacant properties on its website. Many businesses have been helped and supported through planning processes, lease processes, refurbishment and growth plans (from Marks and Spencer to small independents.)</p> <p>Monthly e-newsletters are sent to over 320 businesses and growing through internal distribution and businesses signing up to it. In addition, Twitter and Facebook pages (consumer facing and business facing) have been established and are growing in use. Our website is well populated and informative. The business search Directory is up to date and the BID achieves approximately 2,000 new visits per month.</p>
<i>Ambition</i>	<p>In alliance with the CCCI, to create opportunities for members to do business with each other, promoting Chichester as a key place to do business. We want the City Centre to maintain its role as an employment centre and be a great place to work. Partnership objectives to provide business support and incubation space; encourage inter-business links and alliances; assistance to independent businesses. Encourage inter-trading between City Centre businesses. In collaboration with business and education partners, to research a graduate retention scheme to support our young entrepreneurs.</p>
<i>How?</i>	<p>Promoting Business Opportunity through:</p> <ul style="list-style-type: none"> • Smart City 2: Free City Wifi • Monthly Foot Flow Reports and data collection to improve City centre performance measurements and BID member engagement • BID focus groups to support business • Business twinning to create alliances • To encourage BID levy voluntary membership - to include Waitrose, Chichester Festival Theatre, Chichester College, Chichester University, Goodwood, Chichester Gate, Wiley, Mercer and other key organisations • BID member segmentation to better understand City businesses and their needs • Regular engagement with BID members to enable better advocacy representing the views and voice of the business community and to help influence public policy • Meet and greet new businesses to ensure they network successfully and take advantage of the business support the city has to offer • To work with landlords and tenants to identify space for hot-desking, office

	accommodation, to incubate start-ups and small businesses and utilise empty space, with advice from outfits like the Fragmented Ownership Group and Citicentric.
<i>KPIs</i>	No of incubation places provided. Increase in Voluntary Levy Payers (members). Take-up of incubator places. Meeting Voluntary levy payer and matched income targets.
<i>Investment</i>	11% of BID levy - £35,500 pa to fund Access Opportunities Fund, Loyalty Scheme for City Workers, Retail & Business Incubator.
<i>Strategic Partner to</i>	Stagecoach, Southern, WSCC, CDC, CCCI and voluntary levy payers as investors. Chichester District Council, CCCI, WSCC, City retail and commercial businesses,
<i>Example co-sponsors</i>	Regional local authorities, increased recruitment of voluntary BID members.

D5. Organised and Safer City

D5A. Organised City: Organised City improvements

<i>Achieved</i>	The Chichester BID ensures that the City Centre is clean and bright to raise the quality of experience of the City Centre for businesses, residents and visitors and at all times of day. Our Street Management Programme fosters close working with other services that impact on the City Centre, including those delivered by West Sussex County Council, Chichester District Council, the City Centre policing team and Chichester City Council, all of which actively support us, sometimes with financial contributions.
<i>Example</i>	Floral City - BID funded floral hanging baskets on 'blank' walls and worked with CDC and CCC in the Town Centre category of South and South East In Bloom achieving Gold for four years in a row. Chichester no longer competes for understandable reasons, however the City Council continues to provide a comprehensive floral display, supplemented every two years by the Cathedral Flower Festival. The BID continues to work with CCC and the Cathedral in the provision of side street hanging baskets and the planters in Crane Street, and organizes a retail window competition during the Festival of Flowers.
<i>Ambition</i>	Additional financing for street cleaning, floral displays and planting, business signage support and way-finding tools maintenance, and to provide a more welcoming City.
<i>How?</i>	<p>These remain only when required as 'additionalities':</p> <ul style="list-style-type: none"> • part-time City Ranger to support our BID members and be the eyes and ears on the street • Smart City 3: business and pedestrian signage support • intensive chewing gum and deep-street clean when necessary • trees, floral displays and planting • maintaining way-finding tools <p>i. Introduction of a part-time City Centre BID Ranger to welcome visitors and be our eyes and ears on the street. This caretaking and ambassadorial presence can directly tackle problems such as graffiti and fly-posting, and trained in First Aid and defibrillator use often will be, through their contact with the ChiBAC team, the first line of support to arrive at an incident.</p> <p>ii. Way-finding and signage, heritage shop front maintenance and improvements in collaboration with landlords and the local authorities.</p> <p>iii. Working with a third party to increase internet connectivity, leading to investment in free WiFi for the City Centre that will enhance communication and the customer experience.</p> <p>iv. Collaboration with WSCC on introduction of the recommendations on the Chichester Road Audit; reporting and maintenance of the condition of foot and highways; work towards pedestrianisation, improved service access and more shared surfaces.</p> <p>iv. Smart City 4: Utilising new technologies, we will invest in a new 'Geopal' Reporting Tool which will allow the City Centre BID Ranger to record incidents whilst on the street</p>

	with automatic geo-location and reporting. The tool will also allow the BID Ranger to directly update our database to ensure that we have up to date contact details and communication with businesses. v. Investigate street improvements required to maintain a clean City Centre and a welcoming environment which is also fit for purpose. With advisory support from the BID Heritage & Urban Design Group.
<i>Performance measure</i>	Consumer survey to measure perceived improvements, reduction in response times to reported incidents.
<i>Investment</i>	5% of BID levy - £16,000 pa to fund City Centre BID Ranger, digital tools, Floral City, Heritage & Urban Design Group.
<i>Example co-sponsors</i>	Chichester City Council, Chichester District Council, West Sussex County Council Highways, Southern Rail, Stagecoach

D5B. Safer City: Chichester Businesses Against Crime (ChiBAC)

<i>Achieved</i>	Information from our surveys indicate that the City generally has a reputation for being a safe place and the Chichester BID has worked successfully to keep it that way. Regarding safety and security, over the last four years we have dealt successfully with over N00 security incidents.
<i>Example</i>	Chichester Businesses Against Crime (ChiBAC) , delivers a proactive BID project as the delivery agent, where BID funds are used to create a safer City and support the evening and night time economy in particular. ChiBAC have received an excellence award with their business model being rolled out in surrounding areas. Our BID Levy payers that use this scheme have reported to the BID a 100% satisfaction rate. All BID levy Payers who are members of ChiBAC receive a subsidy of £3 per week towards the radio cost of £8 per week reducing the membership fee to £5 per week. The BID provides head cams for night-time door staff to reduce and eradicate anti-social behaviour; a minimum of two drug dog operations per annum; and mobile CCTV for hire at a very competitive rate. ChiBAC supports all BID payers with advice and support regarding crimes against them and forewarns businesses of the latest scams affecting the trading environment. The BID also works to provide a child safety scheme with Association of Town Centre Managers (ATCM) accredited companies providing child bands and support in the schemes implementation. Four shops (one in each main street) are designated “safe shops” but the radio network is so effective that lost children and vulnerable adults are very quickly found and helped.
<i>Ambition</i>	To provide a safe and secure City centre plus a strengthened evening security and safety programme, in collaboration with City Angels for distressed and vulnerable visitors and Stonepillow, for the homeless.
<i>How?</i>	We will continue our support for ChiBac and include issues around homelessness, begging and street drinking in their remit. Thanks to the work of organisations like Stonepillow and the Hub, there is little on-street sleeping rough in Chichester City Centre but more will be done. <ul style="list-style-type: none"> • crime reduction initiatives and community safety projects • PSCO’s on call and City Angels back-up for distressed people • quick response radio link scheme to report crime with safety support and advice • body-worn cameras and video to help reduce anti-social behaviour • CCTV, security walk-rounds, drug dog patrols • ChiBAC office, manager and monthly reports, supported by Sussex Police Underpinned by ChiBAC and, if required, a Diverted Giving Scheme via Stonepillow to combat homeless sleeping out in the City Centre*. i. Through our excellent relationship with ChiBAC we will continue to offer to supplement the Radio Link scheme and deliver walk-arounds for the prevention of crime. We will introduce direct support for the City Angels who already patrol our streets at the weekends.

	<p>ii. Evening Safety Project - Events will be held to carry out awareness-raising activities, an improved two-way flow of information-sharing between partners and primary research with consumers of the evening economy. Including support for City Angels and contributions to CCTV coverage and Police drug dog patrols.</p> <p>iii. Key safety initiatives of our Evening Economy Group could cover almost all licensed premises in the City Centre, evening safety ambassadors on key evenings through direct support for City Angels and assistance with the provision of door officers, body protection vests and cameras. (possible support for the Chichester pastors' initiative to be investigated.</p> <p>* Introduction of a scheme to combat homeless on-street sleeping. To assist those who do - in the doorways of HoF, Crane St and Gold Arts for example - we will work closely with the Hub to help them find a place to sleep and also set up a Diverted Giving Scheme, if helpful, which will allow shoppers to donate to local charities rather than give money directly to the homeless on our streets.</p>
<i>KPIs</i>	Reduction of problems recorded and donations received.
<i>Investment</i>	11% of BID levy - £35,500 pa to fund ChiBAC and the Diverted Giving Scheme. BID cost centre only.
<i>Example Co-sponsors</i>	ChiBAC, City Angels, Sussex Police, Stonepillow

APPENDIX E : BID Information

E1. The 2016 BID Levy Directors

NOTE: All Board members are volunteers and receive no payment for their work

Andrew Finnamore	Chair
Colin Hicks	Deputy Chair
Adam Workman	Wannops Ltd
Sebastian Martin	Flude Commercial Property
Linda Bethan	House of Fraser
Trevor James	Sheen Stickland LLP
Damien Saddler	Goodrowes
Vince Carpenter	Archibald Shaw
Brendon Cook	Kiwi Recruitment
David Coulthard	Cathedral Enterprises
Greg Mahon	Rathbones
Peter Evans	Chichester City Council
Gillian Keegan	Chichester District Council

E2. BID Partner Organisations

CCCI
Visit Chichester
WSCC
University of Chichester
Chichester College
Chichester Festival Theatre
Sussex Police
Goodwood
Stagecoach
Southern Rail

E3. Media Partners

Chichester Observer
Spirit FM

Footnotes to Appendix C:

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- ¹ Census 2011: <http://www.chichester.gov.uk/CHttpHandler.ashx?id=19419&p=0>
- ² Source: www.retailresearch.org/onlinereetailing.php
- ³ Source: Springwise footfall data 2007-present
- ⁴ <http://www.managementtoday.co.uk/news/1338345/decline-britains-high-streets-getting-faster/>
- ⁵ See Noggin interpretation of data in their Chichester Bid Annual Review 2014
- ⁶ See Noggin interpretation of data in their Chichester Bid Annual Review 2014
- ⁷ <http://www.managementtoday.co.uk/news/1338345/decline-britains-high-streets-getting-faster/>
- ⁸ <http://www.telegraph.co.uk/news/uknews/11270715/Whatever-happened-to-feckless-youth-Young-people-more-cultured-than-ever.html>
- ⁹ <http://www.amazon.co.uk/gp/bestsellers/2015/books>
- ¹⁰ <http://www.telegraph.co.uk/news/health/news/11411081/Teetotalism-on-the-march-as-young-turn-their-back-on-drink.html>
- ¹¹ See <http://www.dailymail.co.uk/news/article-3516608/A-Britons-spend-wages-week-paid-blowing-just-24-hours.html>
- ¹² See <http://www.managementtoday.co.uk/news/1338345/decline-britains-high-streets-getting-faster/>
Also <http://www.johnlewis.com/inspiration-and-advice/home-garden/jl-retail-report>
Also <http://www.amazon.co.uk/gp/bestsellers/2015/books>
Also <https://www.linkedin.com/pulse/airbnb-vs-hospitality-industry-trend-toward-personal-dean>
- ¹³ Census 2011: <http://www.chichester.gov.uk/CHttpHandler.ashx?id=19419&p=0>
- ¹⁴ See Noggin interpretation of data in their Chichester Bid Annual Review 2014

Article 4 – The Full Council

4.01 The Role of Council

Council is the policy making body from which the ~~policy~~Policy framework Framework will be established and the Budget set. Council has responsibility for ensuring that the correct structures are in place for the effective implementation and delivery of its services. This includes the exercise of overall responsibility for the proper administration of the Council's financial affairs under Section 151 of the Local Government Act 1972. Once the structures are agreed and appointments made, the Cabinet will be delegated the responsibility of policy implementation and effective service delivery. The election of the Leader and appointment of Committees (except the Cabinet), will be the responsibility of Council.

Each year the Council will elect a Chairman who shall not then be a member of the Cabinet or the Overview and Scrutiny Committee. The Council shall normally meet six times per year unless a need is identified for any additional meeting.

4.02 Meanings

(a) Policy Framework:

~~(ia) The ~~policy~~Policy framework–~~Framework~~ means the plans, policies and strategies which must be approved or adopted by the full Council and are, for the time being, the following:~~listed below.~~~~

~~(b) The Council may add further significant plans, policies and strategies to the Policy Framework as it sees fit from time to time.~~

Sustainable Community Strategy

Corporate Plan

Local Plan and plans and strategies which together comprise the Local Development Plan Documents

~~associated Local development documents~~

~~Infrastructure Business Plan, incorporating the Community Infrastructure Levy (CIL) Spending Plan~~

Medium Term Financial Strategy

Crime and Disorder Reduction Strategy

Treasury Management Strategy

Licensing Authority Policy Statement(s)

Senior Pay Policy Statement

~~(ii) The Council may add further significant plans, policies and strategies to the Policy Framework as it sees fit from time to time.~~

(b) Budget: The budget includes the allocation of financial resources to different services and projects, proposed contingency funds, setting the council tax and decisions relating to the control of the Council’s borrowing requirement, the control of its capital expenditure and the setting of virement limits.

4.03 Functions of the full Council

Only the Council will exercise the following functions:

- (a) adopting and changing the Constitution, with the exception of matters allocated to the Cabinet, and related Standing Orders and Procedure Rules and subject to the provisions of Article 15 in relation to minor and consequential amendments and to the powers of the Cabinet and certain Committees to agree protocols;
- (b) ~~deciding the major policies or objectives of the Council, and specifically to approve the budget and financial strategies, and the plans and strategies listed in Article 4.02 under Policy Framework, approving or adopting the policy framework and the budget;~~
- (c) ~~the discontinuance of, or major alterations to, existing services Council makes all decisions relating to policy, strategy and overall resource allocation including the discontinuance of, or major alterations to, existing services. In doing so they will have regard to the results of any community consultation.~~
- (d) subject to the **urgency procedure** contained in the Access to Information Procedure Rules in Part 4 of this Constitution, making decisions about any matter in the discharge of an executive function which is covered by the policy framework or the budget where the decision maker is minded to make it in a manner which would be contrary to the policy framework or contrary to/or not wholly in accordance with the budget;
- (e) electing the Leader and removing him or her from office; appointing Committees (except the Cabinet) and their Chairmen and Vice Chairmen; ~~dissolving a Committee or altering its membership or terms of reference, except for any Panel or Forum appointed by the Cabinet.~~
- (f) appointing representatives to outside organisations unless the appointment is made by the Cabinet or has been delegated by the Council;
- (g) adopting an allowances scheme for Councillors under Article 2.05;
- (h) ~~changing the name of the area or a parish;~~
- (i) confirming the appointment of the Chief Officers and Deputy Chief Officers (Heads of Service) and determining the terms and conditions on which they hold office (including procedures for their dismissal);
- (j) designating officers as Head of Paid Service, Monitoring Officer and Section 151 Officer ~~and (appointing officers as proper officers for particular purposes);~~
- (k) making, amending, revoking, re-enacting or adopting bylaws and promoting or opposing the making of local legislation or personal Bills;
- l) ~~expressing its views to the Cabinet before the Cabinet resolve to make a compulsory purchase order;~~

Comment [PC1]: link

Comment [PC2]: Covered by (p)

Comment [PC3]: Paul queries whether this is (or should be) reserved to full Council

Comment [PC4]: Steve Carvell queries whether this is a legal requirement. It is not, but TFG believes it should be retained.

- (m) all local choice functions which the Council decides should be undertaken by itself rather than the executive, and not listed in Part 3 of this Constitution;
- (n) The passing of a resolution that Schedule 2 to the Noise and Statutory Nuisance Act 1993 should apply in the authority's area;
- (o) functions relating to elections which are not carried out by the Chief Executive;
- (p) functions relating to name and status of areas and individuals as set out in Schedule 1 to the Functions Regulations; major decisions relating to district, county, parish or other boundaries.
- (q) approval of all development plan documents associated with the Local Plan prior to public consultation on them (but not, for the avoidance of doubt, local development documents, such as supplementary planning documents, that are not development plan documents);
- (r) Adopting, revising or replacing a-the Members' code of conduct -expected-of Members-of-the-Council-when-they-are-acting-in-that-capacity; approving arrangements under which allegations that a Member has failed to comply with the code of conduct can be investigated and decided upon; appointing an independent person or persons as required by Section 28 of the Localism Act 2011; and
- (s) all other matters which, by law, must be reserved to Council.

Comment [PC5]: Paul asks whether it's a legal requirement that this should be full Council No It may be but need not be the responsibility of the Cabinet.

4.04 Council meetings

There are three types of Council meeting:

- (a) the annual meeting;
- (b) ordinary meetings;
- (c) special meetings.

They will be conducted in accordance with the Procedural Standing Orders in Part 4 of this Constitution.

Comment [PC6]: Link

4.05 Responsibility for functions

The Council will determine the responsibilities for the Council's functions which are not the responsibility of the executive.

4.06 References

Local Authorities (Functions and Responsibilities) (England) Regulations 2000
Chapters 2, 5 and 9 – DETR Guidance

Article 7 – the Cabinet

7.01 Role

The Cabinet will carry out all of the local authority's functions which are not the specific responsibility of any other part of the local authority, whether by law or under this Constitution.

7.02 Form and composition

The Leader will determine the size of the Cabinet within statutory limits. The Leader will appoint between 2 and 9 other councillors (referred to as Cabinet Members) to the Cabinet and allocate areas of responsibility (portfolios) to them. The Leader and Cabinet Members collectively form the Cabinet. None of the members of the Cabinet will be members of the Overview and Scrutiny Committee.

~~7.03 The role and operation of Panels and Forums~~

~~Panels and forums may be either permanent or ad hoc groups set up to assist and advise the Cabinet. They are subject to the same scrutiny by the Overview and Scrutiny Committee as the Cabinet itself.~~

~~*Panels* — These are defined as groups of councillors and/or staff set up by the Cabinet to develop, for example, a particular policy or project. Their life span is likely to be that of the duration of the task they have been set, but they might have a role in monitoring and review. They will be chaired by an elected councillor. They have no direct executive responsibility beyond that delegated to them by the Cabinet.~~

~~*Forums* — These include representatives of outside interests facilitated by the Council discussing specific areas of activity. Forums may have a permanent role to ensure that specific policies are properly considered, co-ordinated and delivered. They will be an important vehicle for ensuring the involvement of the community in policy development and review.~~

~~They will be set up by the Cabinet who will define their terms of reference and responsibilities and they may sit in public. They will not have any direct executive role. Forums will be chaired by an elected councillor.~~

7.04 Leader

The Leader will be a councillor elected to the position of Leader by a majority vote of the Council. The Leader will hold office until:

- (a) he/she resigns from the office; or

- (b) he/she is suspended from being a councillor under relevant statutory provisions (although he/she may resume office at the end of the period of suspension); or
- (c) he/she is no longer a councillor; or
- (d) he/she is removed from office by resolution of the Council provided that notice of any motion which would have the effect of removing him/her from office is delivered in writing to the office of the Chief Executive 10 clear days before the relevant Council meeting, signed by at least 10 councillors who reflect the proportion of seats of the political groups on the Council; or
- (e) the election of another Leader at the next post-election Annual Council meeting;

7.05 **The Leader and the Cabinet**

The Leader

- (a) determines the scheme of delegation for the discharge of the executive functions of the Council
- (b) has responsibility for the smooth running of the Cabinet
- (c) chairs all meetings of the Cabinet
- (d) may appoint Special Advisers to assist Cabinet Members in consultation with Cabinet Members, and
- (e) has responsibility for the allocation of portfolios to the Cabinet members and may vary them at his/her discretion.

7.06 **The Deputy Leader**

The Leader shall appoint one of the Cabinet Members to be the Deputy Leader. The Deputy Leader will hold office until:

- (a) he/she resigns from the office; or
- (b) he/she is suspended from being a councillor under relevant statutory provisions (although he/she may resume office at the end of the period of suspension); or
- (c) he/she is no longer a councillor; or
- (d) he/she is removed from office by the Leader

The Deputy Leader will carry out the functions of the Leader when he/she is absent.

7.07 **The Cabinet Members**

Cabinet Members shall hold office until:

- (a) they resign from office; or
- (b) they are suspended from being councillors under relevant statutory provisions (although they may resume office at the end of the period of suspension); or
- (c) they are no longer councillors; or
- (d) they are removed from office, either individually or collectively, by the Leader

During their period as a Cabinet Member each councillor will be expected to work closely with designated staff. This will require an effective system of relevant information provision to those councillors. Responsibility for the identification of such information lies with the designated staff who will also be expected to brief the appropriate councillor on important operational items which may be happening as part of delegated Council business. Councillors expected to speak at Cabinet meetings, or called in to speak at the Overview and Scrutiny Committee meetings, must also be briefed by appropriate staff who will be entitled to accompany them at such meetings and able to speak there in their own right.

The generic role of a Cabinet Member will include:

- (i) Collective responsibility for policy implementation as a Cabinet Member
- (ii) Specific responsibility for introducing reports and speaking at the Cabinet on issues within allocated portfolios
- (iii) Occasional responsibility for speaking on behalf of the Council at outside meetings where councillor attendance is required
- (iv) An acceptance of the need to be well informed, and where appropriate to undergo training about relevant current issues
- (v) Responding to media requests as appropriate in relation to topical issues. In this respect each councillor should attend media training sessions
- (vi) Speaking at Council meetings and answering questions on issues relevant to the allocated portfolio
- (vii) Chairing forums or panels as designated by the Cabinet
- (viii) Attendance at the Overview and Scrutiny Committee when requested to speak on particular performance issues

~~The allocation of portfolios is set out in Table 2.~~

7.08 Proceedings of the Cabinet

Proceedings of the Cabinet shall take place in accordance with the Executive Procedure Rules set out in Part 4 of this Constitution.

Comment [PC1]: Link

7.09 Responsibility for functions

The Leader will maintain a list in Part 3 of this Constitution setting out which individual members of the Cabinet, committees of the Cabinet, officers or joint arrangements are responsible for the exercise of particular executive functions.

7.10 References

Section 11, 15 and Schedule 1 (paragraph 2) Local Government Act 2000
Chapters 4, 14 and 15 DETR Guidance.

Table 2: Cabinet Portfolios for 2016/2017

Name	Role and Portfolio
Tony Dignum	Leader of the Council
Eileen Lintill	Deputy Leader of the Council Cabinet Member Community Services
Bruce Finch	Cabinet Member Business Improvement Services
Gillian Keegan	Cabinet Member Commercial Services
Roger Barrow	Cabinet Member Environment
Philippa Hardwick	Cabinet Member Finance and Governance
Susan Taylor	Cabinet Member Housing and Planning

Article 8 – Regulatory and other Committees

8.01 Regulatory and other committees

The Council will appoint the following committees

- Overview and Scrutiny Committee
- Planning Committee
- Alcohol & Entertainment Licensing Committee
- General Licensing Committee
- Standards Committee
- Corporate Governance and Audit Committee
- Investigation and Disciplinary Committee
- Appeals Committee
- Independent Remuneration Panel
- Parish Remuneration Panel

The Council may appoint other Committees, including Area Committees, and Panels and Forums.

Their terms of reference and delegated powers are set out in Part 3 of this Constitution.

8.02 References

Sections 101 and 102 Local Government Act 1972.
Section 6 Licensing Act 2003
Section 53 Local Government Act 2000
Section 18 Local Government & Housing Act 1989

~~Article 9 – The Standards Committee~~

~~9.01 Standards Committee~~

~~The Council meeting will establish a Standards Committee.~~

~~9.02 Composition~~

~~Membership: The Standards Committee will be composed of a total of:~~

~~seven members of Chichester District Council, excluding the Leader;~~

~~Three parish councillors nominated by the three Sub Districts of the Chichester District Association of Local Councils shall be co-opted in a non-voting capacity~~

~~The Independent Persons appointed by the Council in accordance with section 28(7) of the Localism Act 2011 are invited to attend meetings of the Committee in an advisory capacity~~

~~(b) Chairman of the Committee: The Chairman will be appointed by the Council from the district council members of the Committee.~~

~~(c) Vice Chairman of the Committee: The Vice Chairman will be appointed by the Council from the district council members of the Committee.~~

~~9.03 Role and Function~~

~~The Standards Committee will have the following roles and functions in relation to members of Chichester District Council and all parish councils within the District:-:~~

~~(a) promoting and maintaining high standards of conduct by councillors and co-opted members;~~

~~(b) assisting the councillors and co-opted members to observe the Members' Code of Conduct;~~

~~(c) advising the Council on the adoption, revision or replacement of the Members' Code of Conduct and its interpretation;~~

Comment [PC2]: This has a lot in common with, but is subtly different from the ToR of the Standards Committee in Part 3 of the Constitution. Since the Standards Committee is listed in Article 8, it seems unnecessary to set out this detail here. I suggest that this is consolidated in Part 3 of the Constitution.

~~_____ (d) _____ reviewing the operation of the Members' Code of Conduct;~~

~~_____ (e) _____ advising parish councils in the Chichester District as to their obligations in respect of Members' conduct;~~

~~_____ (f) _____ advising, training or arranging to train councillors and co-opted members of the district and parish councils on matters relating to the Members' Code of Conduct;~~

~~_____ (g) _____ investigating and making decisions on certain complaints of misconduct by Members through its Assessment and Hearing Sub-Committees;~~

~~_____ (h) _____ such other functions as Chichester District Council decides.~~

~~9.04 _____ Quorum of Meetings: There must be at least 3 voting members present.~~

~~_____ Where parish council matters are being discussed – there must be at least one parish councillor present who is not also a district councillor.~~

~~9.05 _____ Voting Rights: Only members of the Committee who are elected members of Chichester District Council are entitled to vote at the meetings.~~

~~9.06 _____ Agenda, Reports and Minutes of the Standards Committee: These must be circulated to all members of Chichester District Council, and to all parish councils in the District.~~

~~9.07 _____ Further information about the Standards Committee is set out in Part 3 of this Constitution.~~

~~9.08 _____ References~~

~~_____ Sections 101, 102 Local Government Act 1972~~

~~_____ Sections 53-55 and Section 81(5) Local Government Act 2000.~~

~~_____ Chapter 7 Localism Act 2011.~~

Article 10 – Area Committees

10.01 – Area committees to be appointed

~~————— The Council may appoint area committees as it sees fit, if it is satisfied that to do so will ensure improved service delivery in the context of best value and more efficient, transparent and accountable decision making.~~

~~————— The Council will consult with relevant parish and town councils and the chairmen of relevant parish meetings when considering whether and how to establish any area committees.~~

10.02 – Area Committees – access to information

~~————— Area Committees will comply with the Access to Information Procedure Rules in Part 4 of this Constitution.~~

10.03 – Cabinet members on Area Committees

~~————— A member of the Cabinet may serve on an Area Committee if otherwise eligible to do so as a councillor.~~

10.04 – References

~~————— Part VA Local Government Act 1972.~~

~~————— Section 13 Local Government and Housing Act 1989.~~

~~————— Section 18 Local Government Act 2000.~~

~~————— Regulations 4, 5, 16A Local Government (Committees and Political Groups) Regulations 1990~~

~~————— The Local Authorities (Functions and Responsibilities) (England) Regulations 2000~~

~~————— Chapter 6 DETR Guidance.~~

4.1 Procedural Standing Orders

Introduction

These Standing Orders regulate the proceedings of the Council Meetings and a wide range of Committee Meetings.

If a Member requires any advice on the operation of these Standing Orders, or the statutory provisions which affect Council and Committee Meetings, or on the declaration of interests at meetings, please contact Member Services before the meeting and they will be pleased to assist you.

In these Standing Orders the words mentioned below have the following meanings:-

1. Committee - means the Cabinet, Committees, Sub-Committees, Working Parties, Panels and Boards which include Council Members in their membership.
2. Minutes of the meetings of the Cabinet and other Committees - these may include recommendations (which require approval by the Council) and resolved minutes (which are resolutions made by the meeting under authority delegated by the Council and set out in their Terms of Reference).
3. The word "he" includes "she".
4. Council Year - means the period from the Annual Council meeting in May to the next one.

Part A – Procedures common to Council and committee meetings

1. Dates of Meetings

- 1.1 The **Annual Meeting** shall be held in May each year.
- 1.2 **Ordinary meetings** of the Council and of Committees shall be held generally in accordance with a programme to be approved by the Council, although the dates and times of meetings may be adjusted by the Chairman
- 1.3 A **special meeting** of the Council may be called by the Chairman of the Council; or by at least 5 Members giving a written request to the Head of Finance & Governance Services.
- 1.4 A special meeting of a Committee may be called by the Chairman of the Committee, or by 3 or more Members of the Committee giving a written request to the Head of Finance & Governance Services.
- 1.5 The special meeting will not normally be held until at least 3-5 working days have elapsed since the request was submitted, and no business shall be considered unless it is stated on the agenda.
- 1.6 A special meeting of the Council shall not include Public Question Time, Questions to the Executive and Late Items unless the Chairman of the Council so directs.

2. Quorum

- 2.1 The quorum for each Council meeting shall be 13 Members.
- 2.2 The quorum of the Cabinet shall be 4 Members
- 2.3 The quorum of the Overview and Scrutiny Committee shall be 4 Members
- 2.4 The quorum of each of the other Committees shall be one quarter of its membership (with a minimum of 3 Members).
- 2.5 In the absence of a quorum the meeting shall be adjourned.
- 2.6 The business not transacted shall be deferred to the next ordinary meeting of the Council or Committee, or to a special meeting of it called in accordance with Standing Order 1.

3. Chairman

- 3.1 The chairman for each meeting shall be
 - 3.1.1 The Chairman of the Council or Committee, as appropriate; or
 - 3.1.2 The Vice Chairman of the Council or Committee, as appropriate, in the absence of the Chairman; or

3.1.3 The Member elected by the meeting in the absence of both the Chairman and Vice Chairman.

3.2 The chairman of the meeting shall be entitled to give a final ruling on the interpretation of these procedural Standing Orders or to vary processes for particular meetings or circumstances within the general framework of these Standing Orders.

3.3 If the position of Chairman or Vice-Chairman of a Committee becomes vacant during the Council Year, the Council shall fill such a vacancy at its next meeting.

4. Agendas and Minutes

4.1 The content of the agendas for all Council and committee meetings shall be finalised by the Head of Finance & Governance Services in consultation with the Chairman.

4.2 The Head of Finance & Governance Services shall be responsible for the content of the published version of the minutes of all meetings subject to consultation with the relevant Chairman and approval under Standing Order 4.3 below.

4.3 The meeting shall consider approving and signing the minutes of the last meeting as a correct record (or the minutes of an earlier meeting if they were not approved at a subsequent special meeting). Only the accuracy of the minutes may be discussed and then only by motion.

5. Announce Urgent Items

5.1 The chairman shall announce any matters which he has agreed will be considered as urgent items.

6. Public Question time

6.1 The public may ask questions in accordance with the Council's ~~scheme~~ **Scheme for public question time** (Part 5.6 of this Constitution).

Comment [PC1]: Link

6.2 Members may, with the chairman's consent, ask questions or make comments on the matters raised during public question time.

6.3 A Member may propose that a matter arising during public question time is referred to a Committee for consideration (if arising at a Council meeting) or (if arising at a Committee meeting) is considered by the Committee or another Committee – and if this is seconded the Council or Committee shall vote on the proposal.

6.4 The chairman may extend the time limit for each member of the public asking questions (5 minutes) or the total time for public question time (15 minutes).

7. Declaration of Interests

7.1 Each councillor, and co-opted member with voting rights, shall declare interests at meetings and withdraw to the public seating area or from the meeting room as required by the Code of Conduct adopted by the Council.

8. Rules of Debate

- 8.1 A proposal at the full Council may only be discussed after it has been **moved** by one Member and **seconded** by another.
- 8.2 A member when speaking shall address the chairman of the meeting.
- 8.3 The Chairman will decide the **order of speeches** by Members and (at a Council meeting).whether a Member will be permitted to speak more than once on the same item.
- 8.4 Speeches by Members shall normally last not more than **5 minutes** unless the chairman approves a longer period.
- 8.5 **Amendments** to motions shall be moved and seconded before they are discussed in detail and the chairman has discretion to allow more than one amendment to be discussed at the same time.
- 8.6 A Member may raise, without notice, any matter relating to the **procedure** of the meeting (for example rules of debate, reference of an item to a committee, appointing a new committee, sub-committee or task and finish group etc., or a point of order – that is, an alleged breach of a statutory provision or a Standing Order).
- 8.7 During a debate a Member may move a “**closure motion**” that is, that the motion being discussed be voted upon, or that the Meeting should proceed to the next business, or that the Meeting should be adjourned.
- 8.8 If a “**closure motion**” is seconded, the chairman shall decide if the matter has been discussed sufficiently and he may then ask the Member who moved the original motion for his comments and the meeting shall then vote on the “closure motion”.
- 8.9 ~~A meeting shall not discuss any personal matter relating to a member of staff (for example, his appointment, promotion, salary or conduct) until it has excluded the public and the press.~~

9. Voting Procedures

- 9.1 Except as stated in Standing Orders 9.4-5 and 9.6-7 below, generally voting on all motions shall be by **show of hands**.
- 9.2 In the event of an equality of votes, the chairman of the meeting shall have a second or casting vote.
- 9.23 After voting, a member may require the **minutes** of the meeting to **record** whether he voted for or against a motion, or abstained from voting.
- 9.34 A **recorded vote** shall be taken if at least 4 Members request it before the voting process starts, that is, the Minutes shall record whether each Member present voted for the motion, against it, or abstained from voting;

- 9.45 A **recorded vote**, as defined in 9.3 above, shall be taken at a budget decision meeting of the Council on any decision related to the level of Council Tax.
- 9.56 If a meeting considers matters relating to the level of Council Tax, any Member who is at least 2 months in arrears with payment of his Council Tax shall disclose this fact to the meeting – he may speak on the matters but shall not vote on them.
- 9.67 A **secret ballot** shall be conducted only if there are two or more candidates for the election of the Leader of the Council or any chairman or the appointment of the vice-chairman, that is, each Member present shall record his vote confidentially for, against or abstaining, on a blank piece of paper.
- 9.78 If there are **3 or more Members nominated** for any appointment (for example as a committee chairman or vice-chairman or as a member of a committee, sub-committee etc. or another organisation) and after a vote none of the candidates has a clear majority of votes in his favour, the person with the least number of votes shall be deleted from the list and a fresh vote shall be taken until a majority of votes is given in favour of one person. A similar procedure shall be followed where a meeting is asked to choose between three or more options.
- 9.8 ~~In the event of an equality of votes, the chairman of the meeting shall have a second or casting vote.~~

10. Members' Behaviour

- 10.1 A Member shall always comply with the directions and rulings of the chairman of the meeting on the conduct of the meeting and the interpretation of the procedural Standing Orders.
- 10.2 If any Member acts improperly or wilfully obstructs the business of the meeting the chairman may
- 10.2.1 Direct the Member to stay silent; or
 - 10.2.2 Direct the Member to leave the room; or
 - 10.2.3 Adjourn the meeting.

11. Behaviour of the public, press and media

- 11.1 The public, press and media shall comply with the directions of the chairman during a meeting.
- 11.2 The chairman may order the removal of a member of the public, press and media from the meeting room if he is disrupting the meeting, and if there is general disturbance the chairman may adjourn the meeting.
- 11.3 Subject to the provisions allowing the exclusion of the press and public, the photographing, filming or recording of meetings of the Council and its Committees from the public seating area is permitted. To assist with the management of a

meeting, anyone wishing to photograph, film or record is asked to inform the chairman of the meeting of their intentions before the meeting starts. The use of mobile devices for reporting on a meeting by the press and public using social media is permitted. Those undertaking such activities must do so discreetly and not disrupt the meeting, for example by oral commentary, excessive noise, distracting movement or flash photography and this could result in expulsion under Standing Order 11.2.

12. Record of Attendance at Committee Meetings

- 12.1 ~~Each Member attending the meeting shall sign his name in the Attendance Book~~A record shall be kept of attendance at Council and Committee meetings.

Part B – Council meetings

13. The Annual Meeting

- 13.1 At the Annual Meeting of the Council the Council shall

13.1.1 Elect the Chairman of the Council

13.1.2 Appoint the Vice Chairman of the Council

13.1.3 Elect the Leader of the Council (at the post-election Annual Meeting)

13.1.4 Appoint Committees (except the Cabinet) which exercise delegated authority including

13.1.4.1 Their membership in accordance (if applicable) with the Local Government (Committees and Political Groups) Regulations.

13.1.4.2 The appointment of their Chairmen and Vice-Chairmen.

13.1.5 Appoint Members to other organisations (where the appointments are not made by the Cabinet).

- 13.2 The decisions in Standing Order 13.1 above shall apply only until the next Annual Council meeting (except for the election of the Leader of the Council and the long term appointments to other organisations).

- 13.3 The content of the agenda for the Annual Meeting shall be finalised by the Head of Finance & Governance Services in consultation with the Chairman of the Council and the meeting shall also consider other business as stated on the agenda in accordance with Standing Order 14 below.

- 13.4 ~~The Chairman of the Council shall be entitled to sit and speak (but not vote) at the Committee table of all meetings of the Committees (with the exception of the Cabinet) of which he is not a Member.~~

14. The order of business at ordinary meetings of the Council

- 14.1 The order of business at ordinary Council meetings shall be as set out in 14.2 to 14.17 below - however the order may be varied by the chairman of the meeting, or by the Council after a vote on it.
 - 14.2 The **election of a chairman** if the Chairman of the Council and the Vice Chairman of the Council are both absent.
 - 14.3 Approve and sign the **Minutes** of the last Meeting of the Council as a correct record (or the minutes of an earlier meeting if they were not approved at a subsequent special meeting). Only the accuracy of the Minutes may be discussed and then only by motion (see S.O. 4).
 - 14.4 Announce any matters which the Chairman has agreed will be considered as **urgent items** (see S.O. 5).
 - 14.5 **Declarations of interests** by Members (see S.O. 7)
 - 14.6 **Chairman's announcements**
 - 14.7 To consider a **petition** (if any) in accordance with the Council's petition scheme (see S.O. 15).
 - 14.8 **Public question time** (see S.O. 6)
 - 14.9 **Decisions to be made by the Council, (if any) on the recommendation of the Cabinet or a Committee**
 - 14.10 **Topic for debate as directed by the Chairman (if any)**
 - 14.11 **Questions to the Executive** (for a maximum of 40 minutes) (see S.O. 16 and 17)
 - 14.12 Receive reports from Chief Executive and the Council's committees and receive questions and answers on any of those reports.
 - 14.13 Receive reports about and receive questions and answers on the business of any joint arrangements and external organisations.
 - 14.14 Consider **motions** proposed in advance by Members (see S.O. 18).
 - 14.15 Consider **other business** stated on the agenda.
 - 14.16 Consider any **urgent items** – the reasons for urgency being recorded in the minutes.
 - 14.17 Consider items in **private session**.
- 15. Petitions**
- 15.1 A petition that satisfies the criteria set out in the Council's petition scheme may be the subject of debate by the Council. Whether the criteria are met shall be determined by the Head of Finance & Governance Services in consultation with the Chairman.

- 15.2 The organiser of the petition (or his or her nominee) may attend the meeting of the Council so as to address the Council for not more than five minutes. The relevant Member of the Executive (as determined by the Head of Finance & Governance Services in consultation with the Leader of the Council) shall be entitled to speak for up to five minutes in reply and the matter may then be debated. The debate should, subject to the discretion of the Chairman, not last more than 30 minutes.
- 15.3 Where necessary for the purpose of advising the Council ~~or on~~ whether the officer is directly affected by the content of the address, the Chairman may call upon a senior officer to advise the Executive member or, exceptionally, to address the Council.
- 15.4 Where the petition meets the criteria for requiring the attendance of a senior officer before a meeting of the Overview and Scrutiny Committee the organiser of the petition (or his or her nominee) may submit in writing at least five days before the meeting questions to be answered by the relevant senior officer at the meeting.

16. Councillors' Questions

~~16.1—Written Questions:~~

- ~~16.1.1~~ Written questions must be received by Member Services no later than noon two working days prior to the day of the Council meeting (i.e. by noon on Friday where the Council meeting is on a Tuesday with no intervening bank holiday). Questions shall be addressed to the Leader or relevant Cabinet Member who shall be responsible for the content of the answer. Members of Cabinet shall have discretion to refer a question to another member if this is appropriate.
- ~~16.1.2~~ No more than three written questions shall be asked by each Councillor. In case of doubt, the Chairman shall decide whether it is appropriate for the matter to be considered at a Council Meeting and shall disallow any questions considered inappropriate.
- ~~16.1.3~~ ~~No question shall be asked on a matter concerning a Planning or Licensing application.~~
- ~~16.1.4~~ ~~Copies of all written questions and their draft replies, which may be subject to oral amendment, shall be circulated to all Councillors at the beginning of the meeting. Copies shall also be made available to the press and public present at the meeting.~~
- ~~16.1.5~~ ~~A Councillor may ask two supplementary questions arising from the reply given to a question they have submitted but shall do so only if called by the Chairman. A Councillor other than the original questioner may ask a supplementary question at the Chairman's discretion.~~
- ~~16.1.5~~ ~~A record of all questions and answers will be included in the minutes of the meeting.~~

~~16.2—Oral Questions:~~

16.23.1 Any Councillor, except any other Cabinet member, may ask the Leader or a Cabinet Member, as appropriate, one oral question without notice on any matter affecting the Council's area.

16.2.24 No question shall be asked on a matter concerning a Planning or Licensing application.

16.2.35 A Councillor may ask one brief supplementary question arising from the reply given to a question they have submitted but shall do so only if called by the Chairman.

16.2.46 A Councillor other than the original questioner may ask a brief supplementary question at the Chairman's discretion.

16.2.57 A record of all questions and answers will be included in the minutes of the meeting.

17. Answers re: Public Question Time and Councillors' Oral Questions

17.1 The relevant Member of the Cabinet or committee chairman may

17.1.1 Respond orally to the question/comment; and/or

17.1.2 Decline to respond; and/or

17.1.3 Make reference to an existing publication; and/or

17.1.4 Circulate a written response at the Council meeting or subsequently; and/or

17.1.5 Request a Chief Officer or Head of Service to respond where practicable

18. Notice of a new proposal

18.1 A Member may have a proposal discussed at a Council meeting by giving written notice of it to the Head of Finance & Governance Services at least 7 working days before the date of the Council meeting.

18.2 The proposal shall relate to one of the Council's functions or affect the Council's district.

18.3 The proposal shall be discussed at the Council meeting only if it is moved by the Member who proposed it and seconded at the meeting.

19. Overturning a previous Council resolution

19.1 No proposal to overturn a Council resolution shall be considered by the Council within six months of the resolution unless

19.1.1 At least 13 Members of the Council sign a proposal under Standing Order 11, or

19.1.2 The proposal is included in a recommendation from a Committee

20. Changing Procedural Standing Orders

20.1 Any proposal to change any of the Procedural Standing Orders (unless the subject of a written report circulated with the Agenda) shall, after being proposed and seconded at a Council Meeting, be automatically deferred for consideration at the next Council Meeting – although the proposal may be considered in the meantime by a Committee.

21. Suspension of Standing Orders

21.1 Any of the above Standing Orders may be suspended at a Council meeting, provided advance notice is given in accordance with Standing Order 11 or if at least 25 Members are present at the Meeting when the proposal to suspend Standing Orders is put forward.

Notes relating to the suspension of Procedural Standing Orders

- (a) Members should endeavour to state their reasons for requesting suspension of Procedural Standing Orders (Minute 31(c) of the Council meeting 21st June 2005).
- (b) The extent and duration of suspension will be proportionate to the result to be achieved, taking account of the purposes of the Constitution set out in Article 1 (see Article 16.01 (b) on page 40 and Article 1 on page 4).
- (c) It is not possible to suspend the requirement for the approval of the Minutes of a Council meeting if they were not approved at a subsequent Special Meeting (This is set out in Standing Order 5.3 and is made mandatory by regulations.)
- (d) It is not possible to suspend Standing Order 13.2 which entitles a Member to require the Minutes of a Council meeting to record whether he voted for or against a motion, or abstained from voting, as this is also a mandatory requirement in regulations.

Part C – Committee meetings

22. Attendance by Members who are not appointed to the Committee

22.1 All Members shall be informed of the dates of the meetings of all Committees.

22.2 Each Member who is not appointed to a Committee shall have the right to attend and observe its meetings from the area, if any, set aside for such members or from the public seating area only.

22.3 Each Member may, with the chairman's consent, speak at the Committee or temporarily sit and speak at the Committee table on a particular item on the agenda but shall then return to the seating area described in Standing Order 22.2.

Note: The Leader of the Council applies this Standing Order at Cabinet meetings by requesting that members should normally seek his consent in writing by email in advance of the meeting. They should do this by noon on the day before the meeting, outlining the substance of the matter that they wish to raise. The word "normally" is emphasised

because there may be unforeseen circumstances where a member can assist the conduct of business by his or her contribution and where he would therefore retain his discretion to allow the contribution without notice.

- 22.4 The Member who moved a motion at a Council meeting which was referred to a Committee shall be entitled to speak on the matter at the Committee meeting.

Part D - Miscellaneous

23. Proceedings to be confidential

- 23.1 All agenda, reports and other documents and all proceedings of Committees, shall be treated as confidential unless and until they become public in the ordinary course of the Council's business.

24. Inspection of background documents by Members

- 24.1 Members shall have the right to inspect documents held by the Council which relate to items on the agenda of the Council meeting or Committee meetings unless a Chief Officer or the Monitoring Officer considers that they contain exempt information as defined in Section 100 F of the Local Government Act 1972.
- 24.2 A Member shall not knowingly inspect and shall not call for a copy of any document relating to a matter in which he is professionally interested or in which he has any disclosable pecuniary or prejudicial interest.
- 24.3 Exceptionally a member of staff may seek a decision from the Cabinet on whether to compile information requested by a Member which would entail significant staff time and/or resources.

25. Standing Orders etc. to be given to Members

- ~~25.1 The Member Monitoring Officer Services Manager sh~~ shall provide each new Member of the Council with a copy of the Council's Standing Orders relating to procedures and contracts, financial regulations, terms of reference of Committees, and the scheme of delegation to staff.

26. The Appointment of Chief Officers and Deputy Chief Officers

- 26.1 Where the Council propose to appoint a Chief Officer or a Deputy Chief Officer, and it is not proposed that the appointment be made exclusively from among their existing staff, they shall:-
- 26.1.1 Draw up a statement specifying the duties of the Chief Officer or Deputy Chief Officer concerned, and any qualifications or qualities to be sought in the person to be appointed;
- 26.1.2 Make arrangements for the post to be advertised in such a way as is likely to bring it to the attention of persons who are qualified to apply for it; and
- 26.1.3 Make arrangements for a copy of the statement mentioned in paragraph 26.1.1 to be sent to any person on request.

- 26.2 Where a post has been advertised as provided in Standing Order 26.1.2 a Committee of the Council shall:-
- 26.2.1 Interview all qualified applicants for the post; or
 - 26.2.2 Select a short list of such qualified applicants and interview those included on the short list.
- 26.3 Where no qualified person has applied, the Council shall make further arrangements for advertisement in accordance with paragraph 26.1.2 above.
- 26.4 Every appointment of a Chief Officer or Deputy Chief Officer shall be made by the Council. In respect of the post of Chief Executive or a post advertised in accordance with 26.1-3 above the appointment shall be made following the recommendation of such an appointment by a Committee of the Council. In respect of an appointment exclusively from existing staff (except the Chief Executive post) the appointment shall be made on the recommendation of the Chief Executive.
- 26.5 The Full Council may only approve the appointment of a Chief Officer, or Deputy Chief Officer, where no well-founded objection has been made by a member of the Cabinet.

NB Chief Officers and Deputy Chief Officers are as defined by the Local Government and Housing Act 1989

27. Members and appointment of staff

- 27.1 If a candidate for an appointment with the Council canvasses a Member of the Council on the appointment, the candidate shall be disqualified.
- 27.2 A Member shall not solicit an appointment for any person, although the Member may give a reference for a candidate if requested. The conduct of a Member in such matters may be reviewed by the Council's Standards Committee (see Standing Order 43 below).
- 27.3 A candidate for any appointment with the Council who knows that he is related to any Member, Chief or senior officer of the Council, shall, when making his application, disclose that relationship to the Head of Finance & Governance Services.
- 27.4 A candidate who fails to disclose such a relationship shall be disqualified for the appointment and if appointed shall be liable to dismissal without notice.
- 27.5 Every Member, Chief Officer and Head of Service shall disclose to the Head of Finance & Governance Services any relationship known to him to exist between himself and any person whom he knows is a candidate for an appointment with the Council.
- 27.6 For the purpose of this Standing Order persons shall be deemed to be related if they are husband and wife or are living together as such, or are partners, or if either of them, or the spouse of either of them, is the son or daughter or grandson or

granddaughter or brother or sister or nephew or niece of the other, or of the spouse of the other.

28. Disciplinary Action against the Chief Executive and certain other staff

28.1

28.1 In the following paragraphs—

“the 2011 Act” means the Localism Act 2011;

“chief finance officer”, “disciplinary action”, “head of the authority’s paid service” and “monitoring officer” have the same meaning as in regulation 2 of the Local Authorities (Standing Orders) (England) Regulations 2001;

“independent person” means a person appointed under section 28(7) of the 2011 Act;

“local government elector” means a person registered as a local government elector in the register of electors in the authority’s area in accordance with the Representation of the People Acts;

“the Panel” means a committee appointed by the authority under section 102(4) of the Local Government Act 1972 for the purposes of advising the authority on matters relating to the dismissal of relevant officers of the authority;

“relevant meeting” means a meeting of the authority to consider whether or not to approve a proposal to dismiss a relevant officer; and

“relevant officer” means the chief finance officer, head of the authority’s paid service or monitoring officer, as the case may be.

28.2 A relevant officer may not be dismissed by the authority unless the procedure set out in the following paragraphs is complied with.

28.3 The authority must invite relevant independent persons to be considered for appointment to the Panel, with a view to appointing at least two such persons to the Panel.

28.4 In paragraph 28.3 “relevant independent person” means any independent person who has been appointed by the authority or, where there are fewer than two such persons, such independent persons as have been appointed by another authority or authorities as the authority considers appropriate.

28.5 Subject to paragraph 28.6, the authority must appoint to the Panel such relevant independent persons who have accepted an invitation issued in accordance with paragraph 28.3 in accordance with the following priority order—

- i. a relevant independent person who has been appointed by the authority and who is a local government elector;
- ii. any other relevant independent person who has been appointed by the authority;
- iii. a relevant independent person who has been appointed by another authority or authorities.

28.6 The authority is not required to appoint more than two relevant independent persons in accordance with paragraph 28.5 but may do so.

28.7 The authority must appoint any Panel at least 20 working days before the relevant meeting.

28.8 Before the taking of a vote at the relevant meeting on whether or not to

approve such a dismissal, the authority must take into account, in particular—
any advice, views or recommendations of the Panel;
the conclusions of any investigation into the proposed dismissal; and
any representations from the relevant officer.

28.9 Any remuneration, allowances or fees paid by the authority to an independent person appointed to the Panel must not exceed the level of remuneration, allowances or fees payable to that independent person in respect of that person’s role as independent person under the 2011 Act.

~~No disciplinary action in respect of the head of the Council’s paid service (unless he is also a council manager of the authority), its monitoring officer or its chief finance officer, except action described in Standing Order 28.2, may be taken by the Council, or by a committee, a sub-committee, a joint committee on which the Council is represented or any other person acting on behalf of the Council, other than in accordance with a recommendation in a report made by a designated independent person under regulation 7 of the Local Authorities (Standing Orders) (England) Regulations 2001 (investigation of alleged misconduct).~~

~~28.2 — The action mentioned in Standing Order 28.1 is suspension of the officer for the purpose of investigating the alleged misconduct occasioning the action; and any such suspension shall be on full pay and terminate no later than the expiry of two months beginning on the day on which the suspension takes effect.~~

~~28.3 — In this Standing Order, “chief finance officer”, “council manager”, “disciplinary action”, “head of the authority’s paid service” and “monitoring officer”, have the same meaning as in regulation 2 of the Local Authorities (Standing Orders) (England) Regulations 2001 and “designated independent person” has the same meaning as in regulation 7 of those Regulations.~~

29. Interests of staff in contracts

29.1 Members may inspect the record regarding the interests of officers in contracts which have been declared under Section 117 of the Local Government Act 1972.

30. Sealing of Documents

30.1 The common seal of the Council shall be affixed to a document only if the sealing has been specifically authorised by the Council, a Committee or by an employee acting under delegated powers, or if the sealing is necessary in order to implement any of their decisions.

30.2 The common seal of the Council shall be kept in a safe place in the custody of the Legal and Democratic Services Manager~~Legal Services Practice Manager~~.

30.3 The person who witnesses the sealing of the document shall sign the sealing register.

31. Registers of Gifts and Hospitality

31.1 The registers of gifts and hospitality offered or received by Members and staff shall be open to inspection by all Members and the public upon request to the Member Services Manager.

32. Members – works, property and management practices

- 32.1 A Member shall not issue any order relating to any works being carried out by the Council or its contractors.
- 32.2 A Member shall not claim any right to enter or inspect any property in the district.
- 32.3 Members shall recognise the distinction between their role of determining policy and the responsibility of managers to manage the Council's day-to-day activities, and will conduct themselves accordingly.

33. Standards Committee

- 33.1 The Committee shall meet on an ad hoc basis and shall have responsibility for ensuring Members act in accordance with the Council's Code of Conduct and ethical values.

References

Section 106 and Schedule 12 Local Government Act 1972
Local Authorities (Standing Orders) Regulations 1993
Local Authorities (Standing Orders) (England) Regulations 2001.

Appendix 4

Call-in procedure

25. A 'call-in' is where the Overview and Scrutiny Committee decides to review a decision made by the Cabinet or one of its members before the decision is implemented. Call-ins should be used only in exceptional circumstances.
26. A decision is made by the Cabinet or one of its members but the decision does not come into effect until a call-In period has elapsed.
27. Within two working days of the decision being made, the Member Services **Manager Team** will notify all council members of the decision, stating the date of the notification, and the date the decision will come into effect if there is no call-in on it. The "effective date" of the decision is normally at 10am on the day after the expiry of three clear working days from the notification to Members, excluding Saturdays, Sundays and Bank Holidays. (For example, in respect of a decision made by the Cabinet on a Tuesday, notification will be given to all members by Thursday of the same week, and the effective date of the decision will be 10am on the following Wednesday.)
28. A request for a call-in of the decision must be received by the Member Services **Manager Team** between the date of notification to members and the effective date of the decision.
29. For the call-in to be valid, the request must satisfy all of the following provisions:-
 - i) Be in writing (on paper or e-mail)
 - ii) Specify the decision which is to be the subject of the call-in.
 - iii) Be supported by at least five members of the **Council** excluding members of the executive.
 - iv) Written confirmation that such members have each considered all of the following matters before requesting a call-in of the decision:-
 - a) Whether the decision is likely to cause distress, harm or significant concern to a local community, or to prejudice individuals within it.
 - b) Whether the matter has been subject to consultation or debate with relevant interested parties.
 - c) Whether the delay in implementing the decision is likely to cause significant harm to the council or others.
 - d) Whether the decision is against an approved policy or budget provision of the council.
 - e) Whether the decision was made against the advice of professional staff.

- f) Whether the decision is contrary to a provision in the Sustainable Community Strategy, the Annual Report or the Corporate Plan or other Policy Framework document or the Budget.
- g) Whether the decision-maker complied with the decision making principles set out in Article 13 of the constitution.
- h) Whether the views of the members requesting the call-in were taken into account in arriving at the decision.
- v) State the reasons for the call-in of the decision and specify the evidence which demonstrates the alleged breach of any of the criteria listed in 29 (iv) above.
30. The call-in request will be considered by the chairman of the Overview and Scrutiny Committee to decide whether criteria (a)-(h) above have been met and whether the call-in request should be referred for consideration at a meeting of the Overview and Scrutiny Committee.
31. If having considered the decision, the Overview and Scrutiny Committee is still concerned about it, the committee may:
- a) refer it back to the decision-maker for reconsideration, setting out in writing the nature of the committee's concerns; or
- b) refer the matter to full Council, setting out in writing the nature of the committee's concerns; or
- c) decide that neither a) or b) above applies in which case the decision will be effective immediately thereafter.
32. If the matter is referred to the decision-maker, they shall consider the concerns of the committee as soon as practicable, amending the decision or not, before adopting a final decision.
- ~~33. If within one calendar month from the date of the request for the call-in, the Overview and Scrutiny Committee does not meet, or does meet but does not refer the matter back to the decision-maker, or to full Council, the decision shall take effect on the date of the Overview and Scrutiny Committee meeting, or on the expiry of the one month period, whichever is the earlier.~~
34. If the matter ~~was~~ referred to ~~full~~ Council, and the Council does not object to the decision, the decision will be effective immediately thereafter.
35. However, if the Council does object to the decision, it may:
- (a) overrule the decision if it is against~~contrary to an approved~~ the pPolicy Framework or the bBudget provision of the council, or
- (b) refer it back to the decision-maker with the views of the Council - in this case the decision-maker shall, as soon as practicable~~within 14 working days~~, consider the Council's views and make a final decision, and the decision shall

then be implemented.

35. If the Overview and Scrutiny Committee does not meet within one calendar month from the date of the request for the call-in, or does meet but does not refer the matter back to the decision-maker or to Council, the decision shall take effect on the date of the Overview and Scrutiny Committee meeting, or on the expiry of the one month period, whichever is the earlier.

Urgent Decisions

36. The call-in procedure set out above shall not apply where the decision being taken by the Cabinet or one of its members is considered by them to be urgent. A decision will be urgent if any delay likely to be caused by the call-in process would seriously prejudice the council's interests or the public's interests. The record of the decision shall state whether in the opinion of the decision-maker the decision is an urgent one, and therefore not subject to call-in. The consent of the chairman of the Council must be obtained both that the decision is reasonable in all the circumstances and to it being treated as a matter of urgency. (In the absence of the chairman, the vice-chairman's consent shall be required and in the absence of both, the Chief Executive or his/her nominee's consent shall be required.) Decisions taken as a matter of urgency must be reported to the next available meeting of the Council, together with the reasons for urgency.

The party whip

37. When considering any matter in respect of which a member of the Overview and Scrutiny Committee is subject to a party whip a nominated member of the party must declare the existence of the whip and the nature of it before the commencement of the committee's deliberations on the matter. The declaration, and the detail of the whipping arrangements, shall be recorded in the minutes of the meeting.

References

Section 21 Local Government Act 2000

6. Exceptions to the necessity for obtaining tenders

~~In spite of Standing Order 2, for contracts with an estimated value over £50,000, there is no need for tenders to be sought in any of the circumstances listed in 6.1 below. The justification to waive the need to obtain tenders in these circumstances must be subject to an internal review and approval by the Section 151 Officer and the Monitoring Officer, prior to the award of the contract.~~

~~There is no need for tenders to be sought in the following circumstances;—~~

6.1 The work to be executed or the goods or materials or services to be supplied:

are procured via an approved and valid framework agreement. ~~The use of such agreement to be approved in consultation with the Legal Services Practice Manager and the Chief Finance Officer (or his appointed Representative).~~

~~6.2—The work to be executed or the goods or materials or services to be supplied:~~

- are exclusively manufactured by the supplier, or the goods, materials, or services are sold only at a fixed price and no satisfactory alternative is available;
- must be entrusted to the appropriate utility undertaking;
- constitute an authorised extension of an existing contract;
- is required so urgently as not to permit the invitation of tenders. This must be ~~approved by the appropriate Chief Officer or Head of Service~~ and reported to the next meeting of the Cabinet;
- consist of repairs to or the supply of parts for existing machinery or plant that can only be carried out by the supplier or manufacturer of that machinery, or under licence for a fixed price;
- are to be undertaken by a contractor or supplier with particular expertise. This must be ~~approved by the appropriate Chief Officer or Head of Service~~ and reported to the next meeting of the Cabinet;
- are to be part of a tender invited on behalf of any consortium, Central Purchasing Body or a similar body of which the Council is a member;
- For other reasons where there would be no genuine competition.

~~6.2.1—In the case of all contracts estimated to exceed £50,000 in value or amount, the justification to waive the need to obtain tenders must be subject to an internal review and approval by the Section 151 Officer and the Monitoring~~

~~Officer, before authority not to obtain tenders is sought from Cabinet, prior to the award of the contract.~~

- 6.21.21 For contracts estimated to exceed £10,000 but not to exceed £50,000 in value or amount, exemption from the requirement to seek quotations must be obtained in writing from both the appropriate Chief Officer or Head of Service and the Chief Finance Officer.
- 6.21.32 For contracts estimated not to exceed £10,000 in value or amount, the appropriate Chief Officer or Head of Service may waive the requirement to seek quotations where this would be inexpedient or uneconomic.
- 6.32 At all times the contract administrator needs to demonstrate that the contract represents value for money and that the Council will receive Best Value for the work undertaken.

CORPORATE INFORMATION TEAM

PROPOSED PUBLIC SPACES PROTECTION ORDER FOR CHICHESTER CITY

PUBLIC CONSULTATION ANALYSIS REPORT

JUNE 2016

Introduction

Corporate Information Team
June 2016

1

Chichester District Council and Sussex Police are working together to tackle problem behaviour in Chichester City Centre. Further measures are now being considered to tackle individuals or groups who commit anti-social behaviour in a public space where the behaviour is having, or is likely to have:

- a detrimental effect on the quality of life of those in the locality;
- be persistent or continuing in nature and
- be unreasonable.

One measure that could be introduced is a Public Spaces Protection Order (PSPO). A PSPO would give additional powers to the Council and Police to issue notices to individuals breaching the order by carrying out specific types of nuisance.

The view of Chichester District Council, after discussion with other partner agencies is that Chichester City centre could benefit from a new Public Spaces Protection Order covering drinking in public areas and illegal street trading. A short survey was carried out to find out public views on whether or not a PSPO would be supported.

Executive Summary

- 118 responses were received to the online survey between 13th April and 24th May.
- More than three quarters of responses came from people who said they were local residents, with a further 30% from people who said they regularly visited the City Centre (including for work). Respondents could select more than one answer for this question.
- 82 respondents provided their postcode as part of the survey. The majority (**47**) came from people living in Chichester City and of these, **16** responses were from people living inside the boundary of the proposed PSPO. In addition, **15** responses were received from people living elsewhere in Chichester District and **14** from people living outside the area. A full breakdown of locations is included in the Respondent Profile below.

Street Drinking

- Less than half of respondents (44.1%) said they had seen street drinking happening in Chichester over the last 12 months. However, this figure was higher among residents living inside the proposed PSPO boundary (57.9%) and higher again (67.9%) among those living in Chichester City but outside the proposed boundary.
- Almost half of respondents (45.8%) said that street drinking in Chichester City was about the same as 12 months ago and just over a quarter (27.9%) felt it had become less of a problem. However residents of Chichester City and City Centre retailers were more likely to say it had become more of a problem. Those who did think street drinking had become more of a problem most often mentioned intimidation, anti-social behaviour and noise.
- Only 11.9% said they had been personally affected by street drinking in the last 12 months. However, this rose to around a quarter of respondents who live in Chichester City saying they had been personally affected. Those who had been affected mentioned being made to feel uncomfortable or intimidated while walking in Chichester.

- Almost half of respondents (47.5%) said that street drinking in Chichester City Centre needed to be tackled. Around a quarter (26.3%) disagreed. Respondents living inside the

proposed PSPO boundary, while mostly tending to agree that street drinking should be tackled, included a significant proportion who disagreed. Agreement was far higher among those living in Chichester City but outside the proposed PSPO.

Illegal Street Trading

- Only one third of respondents said they had seen illegal street trading happening in Chichester over the last 12 months. This figure was slightly higher among residents of Chichester City (38.5%) and slightly higher again (44.4%) inside the boundary of the proposed PSPO.
- Just over a third (37.4%) said that illegal street trading had become less of a problem in the last 12 months and most of these said it had become **much** less of a problem. Those who did think illegal street trading had become more of a problem (18 respondents) most often mentioned the blocking of access, smells and noise.
- Only 6.9% said they had been personally affected by illegal street trading in the last 12 months.
- More than half of respondents (52.1%) disagreed that illegal street trading in Chichester City should be tackled, including 30% who disagreed strongly. Opinion on this issue was most divided inside Chichester City, with those living inside the proposed PSPO tending to disagree that illegal street trading should be tackled and those living outside it tending to agree. The strongest opinions were shown by those living elsewhere in Chichester District or outside the area; they were far more likely to disagree that illegal street trading should be tackled.

Public Spaces Protection Order Proposal

- Just over a third (34.7%) agreed that a PSPO should be introduced. Certain groups were far more likely to support it. These included City Centre retailers (60% agreement), those living inside the proposed PSPO (47.4% agreement) and those living in Chichester City but outside the proposed PSPO (53.6% agreement). However, the overall results show that more than half (51.7%) of respondents disagreed that a PSPO should be introduced at all.
- When respondents were asked about other issues that a PSPO could cover, the most popular suggestions were busking, motoring issues (parking/speeding/dangerous driving) and littering. However, there were far more comments giving various arguments about the suggested issues to be tackled by the proposed PSPO (street drinking and illegal street trading). There were comments about the 2 behaviours not being dealt with together, there being little need for a PSPO and that people acting legally should not be penalised by it.
- Around a quarter of respondents (24.8%) agreed with the proposed boundary and another quarter (23.1%) were neutral towards it. Slightly less than half (42.7%) disagreed with it. Disagreement with the proposed boundary was much lower (26%) among those who live inside it.
- Opinion was very divided about how the boundary of the proposed PSPO should be changed. Respondents who commented on this issue were divided into 3 main groups of roughly equal size; those who disagreed with the PSPO in principle and therefore with any

proposed boundary; those who thought the area covered should be smaller and those who thought the area covered should be larger. Respondents who thought the area should be smaller tended to think it should be limited to the town centre (or parts of it) only. Respondents who thought the area should be larger most often suggested it should be extended to the North with specific locations mentioned multiple times including the University of Chichester, Oaklands Park, Northgate (car park and subway), the playing field on Orchard Way (behind the Record Office) and Chichester College.

Methodology

An electronic survey was made available on the Current Consultations web page between 13th April and 24th May 2016. A press release was issued on 13th April and the survey was promoted on Chichester District Council's social media accounts. A timeline of survey promotion is available separately. In total, 118 responses were received.

Licensing Officers from Chichester District Council also engaged with key stakeholders (mainly by email) to get their views. They were encouraged to complete the survey online, so their responses form part of the analysis below. Some also submitted further comments by email or transcribed interview. These have been collated and selections are shown in Appendix 2.

The questions in the survey prompted respondents to consider how much of a problem street drinking and illegal street trading are currently and whether or not they should be tackled. Views were sought on whether a PSPO was appropriate and what the boundaries of it should be.

Throughout this report, where relevant, results have been analysed by respondent age, gender and location and by whether they identified themselves as a local resident, regular visitor, City centre retailer or market trader/stall holder. Responses have been grouped by postcode into 4 types for analysis; those inside the proposed PSPO, those inside Chichester City but not in the proposed PSPO area, those from elsewhere in Chichester District and those from outside Chichester District. These categories will be used for analysis in this report. Some analysis is based on quite small sample sizes and this is mentioned in the report where it is relevant. For questions where respondents could free-type their responses, comments have been analysed and grouped into categories, with the most common responses reported below. In some cases, selected quotes have been given to illustrate a point made by respondents. A full, verbatim list is available on request.

Respondent Profile

Respondents were asked in what capacity they were completing the survey; they could select more than one response if more than one applied to them. More than three quarters (77.5% - 86 respondents) said they were local residents. 30.6% (34 respondents) said they were regular visitors to the City Centre; this included people who work there. A few responses were received from people who said they were City centre retailers (4.5% - 5 respondents) or tourists (3.6% - 4 respondents). No responses were received from people who said they were market traders or stall holders.

82 respondents provided their postcodes, although **9** were incomplete (providing the first part only). Where possible, these have still been included in analysis. **14** responses were received from areas outside of Chichester District. There were **5** responses from Bognor Regis and one each from Axminster, Cambridge, Emsworth, Epsom, Exeter, Havant, Hindhead, Leeds and London (Shepherds Bush).

Of the remaining postcodes, the vast majority (**47**) were received from Chichester City. These responses have been mapped and the map is shown at Appendix 1. The map shows a good

spread of responses across the City, although slightly fewer were received from North Chichester. Of the **47** responses received from Chichester City, **16** were inside the boundary of the proposed PSPO.

The table below shows other locations in Chichester District responses came from, along with the number of responses.

Location	Number of Responses Received
Donnington	2
Selsey	2
Tangmere	2
Bosham	1
Chidham	1
Fishbourne	1

Location	Number of Responses Received
Funtington	1
Lavant	1
Lurgashall	1
Rogate	1
Sidlesham	1
Westhampnett	1

Just under half of responses came from males (48.3% - 56 respondents) and a similar number from females (47.4% - 55 respondents). 4.3% (5 respondents) preferred not to give us their gender.

The table below shows the breakdown of responses by age group. More than half (54.4%) of respondents were aged between 25 and 44, although there was some representation from older and younger groups. The mainly online methodology for the survey and promotion of it could explain this; or it is possible that the subject of this survey is more important to working-age people.

Age Group	% Respondents (Number)
Under 16	0.9% (1)
16 – 24	6% (7)
25 - 34	32.8% (38)
35 - 44	21.6% (25)

Age Group	% Respondents (Number)
45 – 54	15.5% (18)
55 – 64	12.1% (14)
65+	4.3% (5)
Prefer not to say	6.9% (8)

89.6% (103 respondents) said they did not have any long-term illness, health problem or disability that limits their daily activities. 3 respondents (2.6%) said they did and 9 respondents (7.8%) preferred not to say. This is in line with responses seen in other public surveys.

Survey Findings

The report below will examine each survey question in turn, giving results and analysis of any trends that appear. For some questions, responses concerning street drinking have been reported separately from those concerning illegal street trading, as figures suggested respondents felt differently about the different behaviours.

Q1a. Have you seen street drinking happening in Chichester City Centre in the last 12 months?

More than half (55.9% - 66 respondents) said they had not seen street drinking happening in Chichester City Centre over the last 12 months. 44.1% (52 respondents) said they had.

Respondents living in Chichester City were far more likely to have seen street drinking – 57.9% of those living inside the proposed PSPO and 67.9% of those living outside it said they had. Correspondingly, responses from those who said they were local residents were also slightly more likely to say they had seen street drinking (50%).

Male respondents were slightly more likely than female ones to have seen street drinking and the respondent age profile for this question showed an interesting spike. Respondents aged between

35 and 44 were more likely to have seen street drinking (64% said they had), but those age groups either side of this (25 – 34 and 45 – 54) were far more likely not to have seen it (68.4% and 55.6% respectively said they had not).

Q1b. Have you seen illegal street trading happening in Chichester City Centre in the last 12 months?

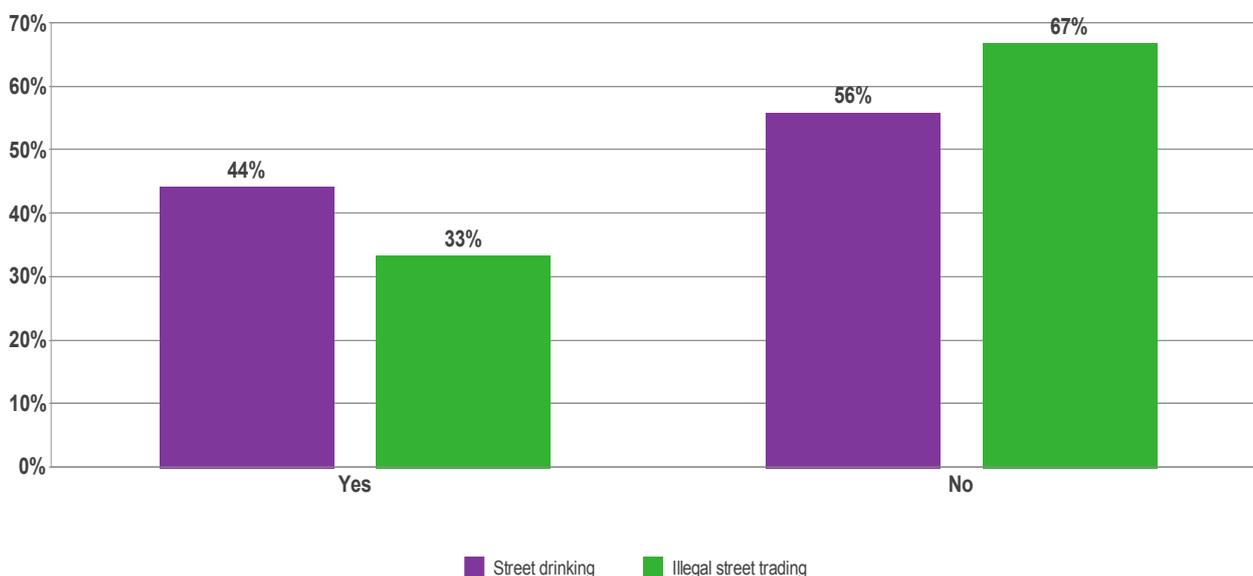
Around two thirds (66.7% - 76 respondents) said they had not seen any illegal street trading happening in Chichester City Centre in the last 12 months. 33.3% (38 respondents) said they had.

This figure was slightly higher inside the proposed PSPO, where 44.4% of respondents said they had seen illegal street trading. In Chichester City but outside the proposed PSPO the figure was 38.5% who had seen it. Correspondingly, responses from those who said they were local residents were also slightly more likely to say they had seen illegal street trading (36.6%).

The respondent age profile for this question showed a similar trend to that seen for street drinking, although this time there were no significant difference in the opinions of male and female respondents. Respondents aged between 35 and 44 were far more likely to have seen illegal street trading (72% said they had), but those age groups either side of this (25 – 34 and 45 – 54) were far more likely not to have seen it (92.1% and 70.6% respectively said they had not).

The graph below shows responses to both parts of **Q1**, concerning both street drinking and illegal street trading. It illustrates that, according to the results of this survey, street drinking is more likely to have been seen by respondents in Chichester City Centre over the last 12 months. However, for both behaviours, fewer than half of respondents said they had seen it.

Street drinking and Illegal street trading seen in Chichester City in the last 12 months



Q2a. Do you believe street drinking has become more or less of a problem in Chichester City Centre in the last 12 months?

Almost half (45.8% - 54 respondents) said that street drinking in Chichester City was about the same as 12 months ago. Just over a quarter (27.9% - 33 respondents) felt it had become less of a problem and just 16.1% (19 respondents) said it had become more of a problem.

Those living inside the city (and particularly outside the proposed PSPO) were more likely to say street drinking had become more of a problem. This is in line with responses to the previous question. Those living elsewhere in Chichester District (who may still consider themselves local

residents) and those living out of area were the most confident that street drinking had stayed the same. City Centre retailers were more likely to say it had become more of a problem, but this was a small sample size.

Male respondents were slightly more inclined to think street drinking had become less of a problem while females were slightly more likely to believe it had remained the same. Older respondents (over 55) were slightly more likely to think street drinking had become more of a problem and those aged between 16 and 24 were most likely to think it had become less of a problem. However, both these groups were quite small sample sizes.

Q3 asked those respondents who felt street drinking had become more of a problem (**19** respondents) to explain why. There were **15** responses, although some respondents mentioned more than one issue.

6 respondents linked street drinking with other problems including begging, rough sleeping, anti-social behaviour and littering:

"I'm constantly seeing drunk homeless in town and begging everyone for cash."

"My main concern centres upon the amount of discarded drink bottles/cans that are left in parks, car parks and country roads. "

"Drunken groups shouting, swearing and generally anti-social in their behaviour is never pleasant nor welcome."

4 respondents named locations and times where they had seen street drinking happening. Specific locations mentioned were Woolstaplers car park, the path by Prebendal School and South Street.

"Most drinking contained to bars and pubs, majority issue is parks, gardens and canal basin with vagrants and students."

"I have no idea why, but there appear to be more drunk people hanging around the cross and the cathedral lately. Also, since Thursdays closed, fewer people are leaving the city centre around kicking out time... South Street on a Saturday night is worse than ever, and people appear to be leaving establishments at kicking out time WITH drinks they have not finished."

3 respondents mentioned a lack of enforcement and deterrent:

"No visible police or community support officers."

2 respondents said they were concerned about the impact of street drinking on vulnerable groups including the elderly and young people:

"Street drinking sets a bad example to youngsters and reflects the city in a bad nature."

2 respondents also mentioned issues about illegal street trading. These comments have been included in the analysis of the next question.

Q2b. Do you believe illegal street trading has become more or less of a problem in Chichester City Centre in the last 12 months?

A third (33% - 38 respondents) said that illegal street trading in Chichester City was about the same as 12 months ago. A larger group (37.4% - 43 respondents) said that it had become less of a problem and most of these said it was **much** less of a problem. Just 15.6% (18 respondents) said it had become more of a problem.

Respondents living in Chichester City, both inside and outside the proposed PSPO were far more confident that illegal street trading was about the same as 12 months ago (50% and 46.4% respectively). Those living elsewhere in Chichester District and outside the area (who may still be regular visitors to Chichester) were more likely to say that illegal street trading had become less of a problem.

Male respondents were, again more likely to say illegal street trading had become much less of a problem (33.9% said this). Females were less confident, being more inclined to say it had remained the same (38.5%) or become more of a problem (17.3%). The youngest respondents (34 and under) were far more likely to say illegal street trading had become less of a problem, those of working age (35 – 64) were most confident it had remained the same and older respondents (65+) tended to think it had become more of a problem.

Q3 asked those respondents who felt illegal street trading had become more of a problem (**18** respondents) to explain why. There were **16** responses, although some respondents mentioned more than one issue.

9 respondents commented on the atmosphere generated by the street traders including the noise and smells:

“One of my clients said she saw all of the street traders at the cross one afternoon having a huge row and shouting foul language.”

“The area around the cross is blighted by unsightly traders selling burgers, doughnuts and tacky toys and souvenirs.”

“I cannot open my windows without having to smell onions and meat cooking from the food carts.”

7 respondents mentioned an increase in the numbers of street traders:

“There seem to be a lot of ad hoc stalls popping up in the city centre which detract from the image of Chichester - perhaps they should be part of the planned markets rather than selling low-quality wares whenever they feel like it.”

“There certainly seems to be more pedlars in East and North Streets which must be a frustration to the shops paying rents and rates.”

3 respondents commented on a lack of enforcement:

“Street traders, follow examples by other towns and if there is no visible officer talking to them on the day in question, trading on the street is seen as a free for all.”

2 respondents said they were not sure if traders were operating illegally or not and **2** respondents commented on practical issues with street traders including health and safety and access:

“They block access pathways, leave rubbish behind and are not traceable for trading dispute purposes.”

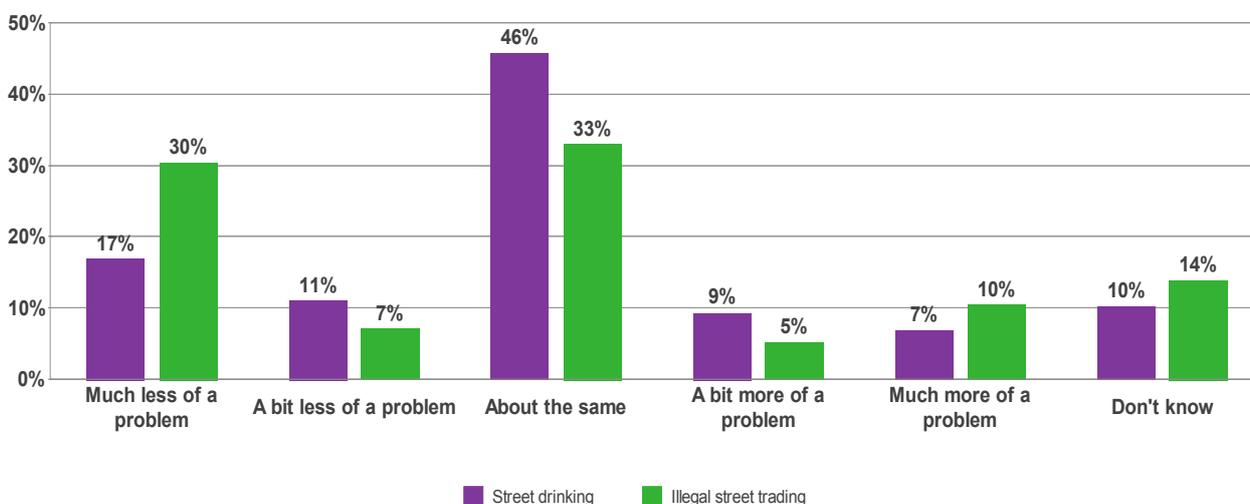
1 respondent detailed problems with buskers:

“I get people standing outside my business which is also my home, the volume is too loud most of the time, occasionally the quality is terrible and they can be there for up to 5 hours at a time. All buskers (should) require a yearly license and this needs to be more closely monitored.”

The graph below shows responses to both parts of **Q2**, concerning both street drinking and illegal street trading. It illustrates that, according to the results of this survey, street drinking and illegal street trading are generally thought to have remained the same over the last 12 months. However,

there is a significant level of support for illegal street trading having become much less of a problem.

Street drinking and Illegal street trading - Have they become more or less of a problem in Chichester City in the last 12 months?



Q4a. Have you personally been affected by street drinking in the last 12 months?

Only 11.9% (14 respondents) said they had been personally affected by street drinking in the last 12 months. The vast majority (88.1% - 104 respondents) said they had not.

Local residents and city centre retailers were slightly more likely to say they had been affected by street drinking (16.3% and 20% respectively said they had). Proportions of respondents who said they had been affected were much higher in Chichester City, particularly outside of the proposed PSPO. Within the proposed PSPO area 26.3% of respondents said they had been personally affected by street drinking and within Chichester City but outside the boundary of the proposed PSPO the figure was 28.6%. This is in line with responses to previous questions about the visibility of street drinking.

Male respondents were very slightly more likely to have been affected by street drinking and those aged over 55 were far more likely to have been affected. However, in almost all groups, around three quarters of respondents said they had not been personally affected by street drinking in the last 12 months.

Q5 asked those who said they had been affected by street drinking (14 respondents) to explain how. There were 12 responses to this, although some respondents mentioned more than one issue.

6 respondents said they had been affected by being made to feel uncomfortable or intimidated while walking around Chichester:

"I don't feel comfortable walking from the college into town along that path anymore."

"Intimidating drunks making excessive noise outside home."

4 respondents said they had been affected by the litter left by street drinkers:

"...We have cleared up discarded bottles and cans and swept up broken glass from the city streets on many occasions."

There were 4 further respondents who gave details about their individual experiences with street drinking. These are quoted in full below.

“A couple of weeks ago I walked past Wetherspoons at about 2AM. They had obviously just kicked out, and there were several people enjoying their drinks and a couple of joints out on West Street. As I walked past, one person asked me if I wanted to buy weed, then seconds later another asked if I had any to sell. Where the bouncers and police were, Christ knows.”

“Live on St Pancras Rd..., regular every night drunk behaviour, criminal damage to cars and buildings, fights in the street, loud singing which can be heard for a mile away.. no sleep. I have had to put up CCTV to protect car and house from this.”

“The private parking for Theatre Place is accessed through a "tunnel" with a security gate at one end. This creates an area hidden from South Pallant. I have seen men drinking here at night. It is a potentially dangerous situation for residents arriving back late at night.”

“When I have been using the path alongside the Prebendal school playing fields I have seen groups of people drinking on the seat at the east end; and also groups drinking on the south side of the Bishops Gardens Roman Wall again in the Prebendal school playing fields area.”

Q4b. Have you personally been affected by illegal street trading in the last 12 months?

Only 6.9% (8 respondents) said they had been personally affected by illegal street trading in the last 12 months. The vast majority (93.1% - 108 respondents) said they had not.

City Centre retailers were the group most likely to say they had been personally affected by illegal street trading, although this was a very small sample size. Respondents living in Chichester City but outside the proposed PSPO were slightly more likely to say they had been personally affected, but, apart from this, responses from all geographical groups were mainly in line with the overall figures.

Male respondents and those of working age (35 – 54) were slightly more likely to have been personally affected by illegal street trading, but even in these groups, more than 80% said they had not.

Q5 asked those who said they had been affected by illegal street trading (8 respondents) to explain how. There were 3 valid responses to this.

2 respondents commented on how illegal street traders block the pedestrian areas of the City:

“I find it increasingly irritating when I find my way blocked by trading carts in the middle of the crowded area near the cross as I walk through the city. Why must I be subjected to these obstructions and smells? Are there no laws against this already? Do hygiene and safety standards not apply to these people already?”

1 respondent mentioned that they had had a bad experience with a street trader at their home.

Q6a. How far do you agree or disagree that street drinking in Chichester City Centre needs to be tackled?

The table below shows results for this question:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Number respondents	21	35	27	13	18
% respondents	17.8%	29.7%	22.9%	11%	15.3%
Total agree/disagree	47.5% (56 respondents)			26.3% (31 respondents)	

'Agree' was the most popular response and overall, almost half of respondents said that street drinking in Chichester City Centre needed to be tackled.

Local residents were slightly more likely to agree strongly and regular visitors were most likely to remain neutral about this issue. Neutrality was also generally higher among those living in Chichester District but not in the City and those living outside the area.

The table below shows overall agreement and disagreement figures by postcode category. Figures for 'agree/disagree' and 'strongly agree/disagree' have been combined.

	Overall Agree	Neutral	Overall Disagree
Inside proposed PSPO boundary	47.4%	15.8%	36.9%
Outside proposed PSPO boundary but in Chichester City	57.1%	14.3%	25%
Elsewhere in Chichester District	44.4%	38.9%	11.2%
Out of area	42.8%	28.6%	28.5%

The table shows that those living inside the proposed PSPO boundary, while mostly tending to agree that street drinking should be tackled, included a significant proportion who disagreed. Agreement was far higher among those living in Chichester City but outside the proposed PSPO. As might be expected, neutrality about this issue was far higher outside of Chichester City, although 'agree' was still the most popular response.

Male respondents were slightly more likely to disagree that street drinking should be tackled and older respondents (aged 55 or over) were far more likely to agree that it should.

Q6b. How far do you agree or disagree that illegal street trading in Chichester City Centre needs to be tackled?

The table below shows results for this question:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Number respondents	15	20	15	21	40
% respondents	12.8%	17.1%	12.8%	17.9%	34.2%
Total agree/disagree	29.9% (35 respondents)			52.1% (61 respondents)	

More than a third of respondents strongly disagreed that illegal street trading in Chichester City centre should be tackled. When combined with those who disagreed, the figure was more than half (52.1%). Just under 30% agreed that it should be tackled. The level of neutrality on this issue was less than that seen for street drinking.

Local residents were slightly more likely to agree that illegal street trading should be tackled and regular visitors were more likely to be neutral. Although it was a small sample size, everyone who said they were a tourist disagreed that illegal street trading should be tackled.

The table below shows overall agreement and disagreement figures by postcode category. Figures for 'agree/disagree' and 'strongly agree/disagree' have been combined.

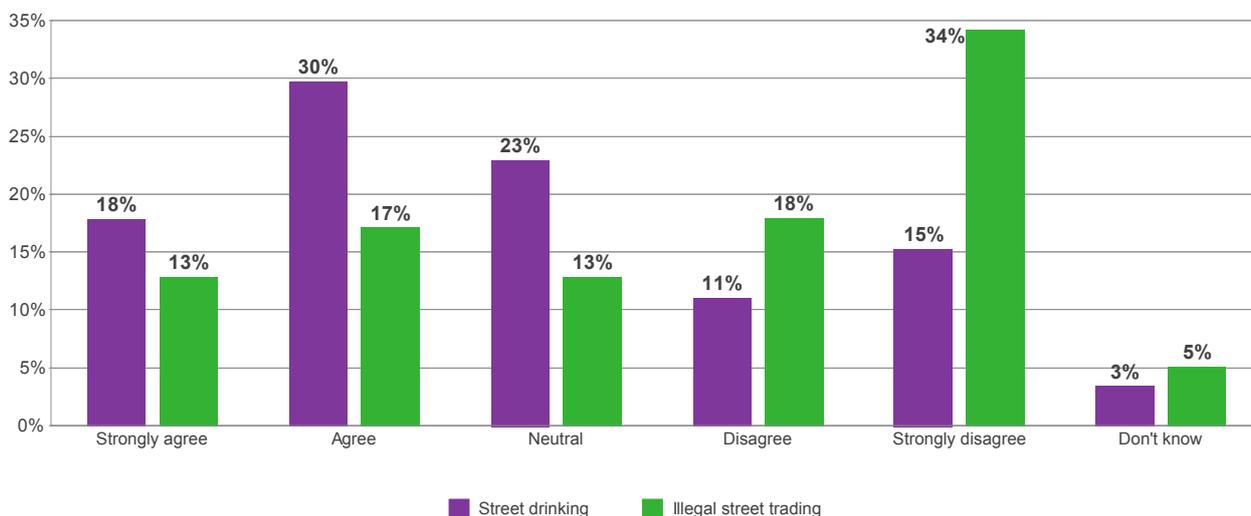
	Overall Agree	Neutral	Overall Disagree
Inside proposed PSPO boundary	27.8%	22.2%	44.4%
Outside proposed PSPO boundary but in Chichester City	42.8%	14.3%	32.1%
Elsewhere in Chichester District	27.8%	16.7%	50%
Out of area	7.1%	14.3%	78.6%

The table shows that those living inside the proposed PSPO boundary tended to disagree that illegal street trading should be tackled, but a significant proportion of them also agreed or were neutral. Respondents from outside the proposed PSPO but in Chichester City showed a similar trend, but the opposite way round; they tended to agree that illegal street trading should be tackled, but significant proportions disagreed or were neutral. Those from elsewhere in Chichester District or from outside the area (who may still be regular visitors to Chichester) were far more likely to disagree that illegal street trading should be tackled.

Male respondents were far more likely to disagree that illegal street trading should be tackled. Younger respondents (34 and younger) were far more likely to strongly disagree that illegal street trading should be tackled, while those aged 55 and above were far more likely to strongly agree that it should. Agreement that it should be tackled was also higher among respondents with a long-term illness, health problem or disability, although this was a small sample size.

The graph below shows responses to both parts of Q6, concerning both street drinking and illegal street trading. It illustrates that, according to the results of this survey, there is general support for tackling street drinking in Chichester City Centre but opinions about illegal street trading being tackled are far more complex. Around a third of respondents felt strongly that illegal street trading should not be tackled.

Agreement and disagreement that street drinking and illegal street trading in Chichester City should be tackled



Q7. Do you agree that a Public Spaces Protection Order should be introduced in Chichester City centre to tackle street drinking and illegal street trading?

The majority of respondents (51.7%) disagreed that a PSPO as proposed should be introduced. Just over a third (34.7%) agreed that it should.

City Centre retailers were far more likely to be in favour of introducing a PSPO (60% agreement) but this was a small sample. Agreement was also much higher among residents of Chichester City; inside the proposed PSPO 47.4% agreed and outside it but still in Chichester City, 53.6% agreed.

Female respondents were slightly more likely to agree that a PSPO should be introduced and males were slightly more likely to disagree. Respondents aged 35 and over were more likely to agree, while younger respondents were more likely to disagree.

Q8. Are there any other issues you feel should be covered in any Public Spaces Protection Order?

There were **48** valid responses to this question, although some respondents mentioned more than one issue. The comments have been categorised with a selection quoted below.

8 respondents said that street traders with valid licenses shouldn't be targeted:

"The Council needs to start supporting local, new businesses instead of trying to make our beautiful city ruined by chains. The people who have pedlars license are very friendly and it's lovely to have some unique things available."

"Theirs is a license they have to have. If they have one, they are not against the law. Chichester needs these stalls to keep the city interesting!! I love the stalls whilst on my lunch break."

6 respondents felt that neither behaviour caused a serious issue in Chichester, or that existing measures to tackle them were adequate:

"I don't see the street traders as an issue; I enjoy the vibrancy of the city centre. I've never been bothered by street drinking either, it isn't exactly excessive in Chichester."

"I agree that Public Spaces Protection Orders are both useful and appropriate however in the case of Chichester I think the impact this would have on the city would be detrimental. I do not believe there is a problem to be solved and if there is, this is not the answer."

5 respondents felt that street drinking and street trading should not be dealt with together. Some of these said that they would support measures against street drinking only, or that street drinking was more of an issue than street trading.

"This should not cover street trading, the two issues are completely irrelevant to each other."

"Peddling small stalls should in no way be included in the attempt to tackle street drinking in Chichester. The fact that local business people earning a living in this way are being likened to illegal street drinking is ridiculous."

5 respondents said that, although the issues should be tackled, there should be some qualification to this. Specific aspects of the PSPO were queried and suggestions made for how it could work.

"I believe these issues need tackling, but legitimate businesses who trade on the street under license must not become collateral of such a Protection Order."

"Although it has not affected me, I believe that street drinking should be tackled but only if it is causing problems through abusive language, threatening behaviour or vandalism/antisocial behaviour."

"Presumably there would be an impartial or independent process for these orders to be issued."

4 respondents suggested other locations the PSPO should cover (although this is dealt with in more detail later in the survey). Suggested locations included;

- Parks generally (1 mention) and specifically the playing field between Parklands Road and Market Avenue (1 mention)
- The whole City from the A27 to the North edge of Oaklands Park and from the A27 to Centurion Way (1 mention)
- Car parks (including privately run) (2 mentions)
- Country roads (1 mention)

The table below shows other issues respondents felt should be tackled, along with the number of times they were mentioned:

Issue	Number of Mentions
Parking problems, speeding and/or dangerous driving	5
Litter	4
Rough sleeping	3
Dog control and dog mess	3
Cyclists using footpaths or cycling where they are not allowed	3
General anti-social behaviour	2
Large groups of young people	1
Door to door sales	1
Smoking in public in the City	1
Religious preachers in the City	1
People conducting surveys in the City	1
Graffiti	1
Busking	1
Gun fire noise from a private sports club	1
Problems with police	1

2 further respondents mentioned specific problems with street traders.

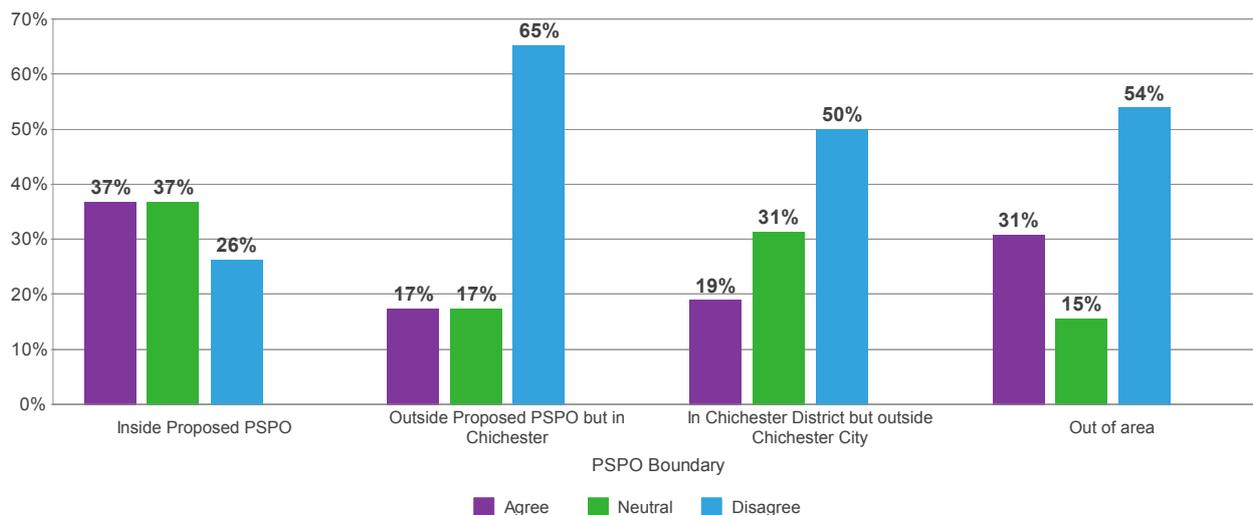
Q9. Do you agree or disagree with the boundaries of the proposed PSPO, as shown on the map?

The survey included a map of the City Centre with the boundary of the proposed PSPO shown in red. Around a quarter (24.8% - 29 respondents) agreed with the proposed boundary and another quarter (23.1% - 27 respondents) were neutral towards it. Slightly less than half (42.7% - 50 respondents) disagreed with it. 9.4% (11 respondents) did not know.

Agreement with the proposed boundary was slightly higher among male respondents, while females were more likely to disagree. Agreement was also higher among the over 35s, with younger respondents being far more likely to disagree.

Agreement with the proposed boundary was slightly higher among City centre retailers and regular visitors, when compared to agreement among local residents. The graph below shows how agreement changed when analysed by postcode area. Agreement was highest among those living inside the proposed PSPO boundary, although neutrality was also high here. Disagreement was far higher among those living in the City but outside the proposed PSPO and among those living outside the City.

Agreement or disagreement with proposed PSPO boundary by postcode area



Q10. If you disagree, please tell us how you think the boundary should be different.

This question was only asked of those respondents who said that they disagreed with the boundary in the previous question (50 respondents). There were **42** valid responses, which have been categorised below. Some respondents mentioned more than one issue.

15 respondents felt the proposed PSPO should be bigger and include more. **4** of these were not specific about what else should be included. The additional locations suggested by others are shown in the table below, along with the number of times they were mentioned. Some respondents suggested more than one additional location. Further additional locations were mentioned by respondents in Q11 below and Q8 above.

Location	Number of mentions
College (and surrounding field)	5
Playing field between Parklands Road and Market Avenue (Brewery Field)	3
University	2
Festival Theatre car park	2
Northgate subway	2
Between A285 and Adelaide Road (including St Pancras and the War Memorial Gardens)	2
Parklands	2
Portfield recreation ground	1
Oaklands Park	1
Graylingwell estate	1
Schools	1
Centurion Way	1

10 respondents felt the proposed PSPO should be smaller and include less. Of these, **3** were not specific about what should be removed, **3** said the PSPO should include the immediate town centre only, and **2** suggested just a few specific locations within the City Centre that should be subject to a PSPO (public park areas, train station, West and South streets). **2** suggested locations that should be removed from the PSPO; these are listed below:

- Area around Priory Park
- Kingsham
- Whyke
- The Canal Basin

15 respondents said they disagreed with the PSPO in principle. These have been broken into 3 subgroups.

9 of these 15 said that they disagreed generally with the PSPO in principle and therefore disagreed with any potential boundary.

“The boundary should be non-existent. The problem is minor and affects those in society who need help the most. Excluding them will not solve the issue.”

“I don't think the PSPO is necessary and therefore disagree with any potential boundary.”

5 of the 15 respondents disagreed with the principle of the PSPO and specifically referenced street trading:

“It covers the main part of the city which can harm people livelihoods which is incredibly cruel. Moreover most street trading isn't illegal. The majority of the time they have the permission of the police.”

“Street traders bring life and interest to the city. They are a credit to Chichester and many sell high quality products that attract business and tourists. It would be a huge shame if the council cracked down on traders with peddlers licenses who should be supported and encouraged not suppressed. I strongly disagree with these proposed measures.”

3 of the 15 respondents disagreed with the principle of the PSPO and specifically referenced street drinking:

“Sensible people will not be able to enjoy a beer etc. at the park. Anti-social behaviour is not just caused by drinking.”

Q11. Are there any other areas we should consider including in the PSPO, in addition to the area proposed on the map?

Those who said that they agreed with the boundary of the proposed PSPO were asked if there were any additional areas they thought should be included. It was assumed that these respondents supported the PSPO in principle. Those who said they were neutral towards the PSPO or ‘didn't know’ what the proposed boundary should be were also given the chance to answer this question. There were 14 responses to this question, although some respondents mentioned more than one issue.

Where respondents mentioned specific locations they thought should be included in the PSPO, these are shown in the table below along with the number of times they were mentioned. Other responses have been categorised and quoted below. These responses should be read in conjunction with responses to the previous question where additional areas were suggested for the PSPO to cover. Further additional locations were mentioned by respondents in Q8 and Q10 above.

Location	Number of mentions
College (and surrounding field)	3
University	3
Oaklands Park	3
Parklands	2
St Richards Hospital	2
Playing field between Parklands Road and Market Avenue (Brewery Field)	1
Northgate subway	1
Centurion Way	1

Florence Road park	1
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3 respondents said that the proposed boundary of the PSPO was appropriate.

“The current DPPO covers the right amount of area and the right areas which is manageable currently to Police, extending the area could make it difficult to manage.”

“My experiences are all within the zone shown.”

There were 2 further uncategorised comments, quoted in full below.

“If it actually worked, it could do with being extended north a bit. But nobody takes any notice of it anyway because, apart from a couple of signs, there doesn't appear to be any enforcement.”

“Clearly there is a balance to be struck as the proposed boundary is perhaps larger than what I would view as the City Centre (and therefore what's relevant from a street trading perspective) but perhaps the street drinking issue is more prevalent in other residential areas of the city. Would a larger boundary help, or would this dilute the purpose?”

Conclusions (Key points in bold)

Overall, according to the results of this survey, neither street drinking nor illegal street trading is particularly prevalent in Chichester City. Generally survey respondents believed that **neither issue had got better or worse over the last 12 months, and the vast majority said they had not been personally affected by either issue** in the same period. Many of the negative comments about both behaviours were not of a personal nature and were more concerned with the effect the behaviours had on the atmosphere and image of the City.

Respondents living in Chichester City were far more likely to have seen street drinking happening, think it had got worse and/or have been personally affected by it. Interestingly, the **figures for this were higher among those living in Chichester City but outside of the proposed PSPO boundary, than among those living inside it**. This could indicate that the existing Drinking Control Zone is effective in discouraging street drinking in the City Centre, but could also indicate that street drinking is being pushed out of the City Centre into other areas. Comments from respondents specifically name locations to the North and West of the City Centre (and not in the proposed PSPO boundary) where street drinking has been happening. This may require further investigation by appropriate officers to determine the extent of the problem. **If a problem is confirmed in these areas, the boundary of the proposed PSPO should be reviewed.**

Links between street drinking and other behaviours were also of concern to respondents. Intimidation, rough sleeping, noise and general anti-social behaviour were all linked to street drinking by respondents. **Should a PSPO be introduced, the impact of it on these behaviours should also be monitored.**

Although overall, **the majority view did not support the introduction of a PSPO** in Chichester City (51.7% disagreed with it); the proposal was not completely without support. Certain groups were far more likely to support it, including those living in Chichester City (both inside and outside the boundary of the proposed PSPO) and City centre retailers. Although the latter was a small group of respondents, support for the proposed PSPO has been given by one of their representative organisations (see Appendix 2).

Those who did not support the PSPO in principle quite often said that it was **unnecessary as both problems were minor**. Some felt it was quite draconian and would unnecessarily negatively affect some groups; those who wanted to drink responsibly outside, but more often legitimate street traders. **There were also concerns about the enforcement of any PSPO**. These potential 'side effects' of the PSPO should be considered carefully.

Supporters of the PSPO were often in favour of it being larger and covering more, although their suggestions for additional areas to be covered were often areas where they felt street drinking specifically was becoming more of an issue (see above).

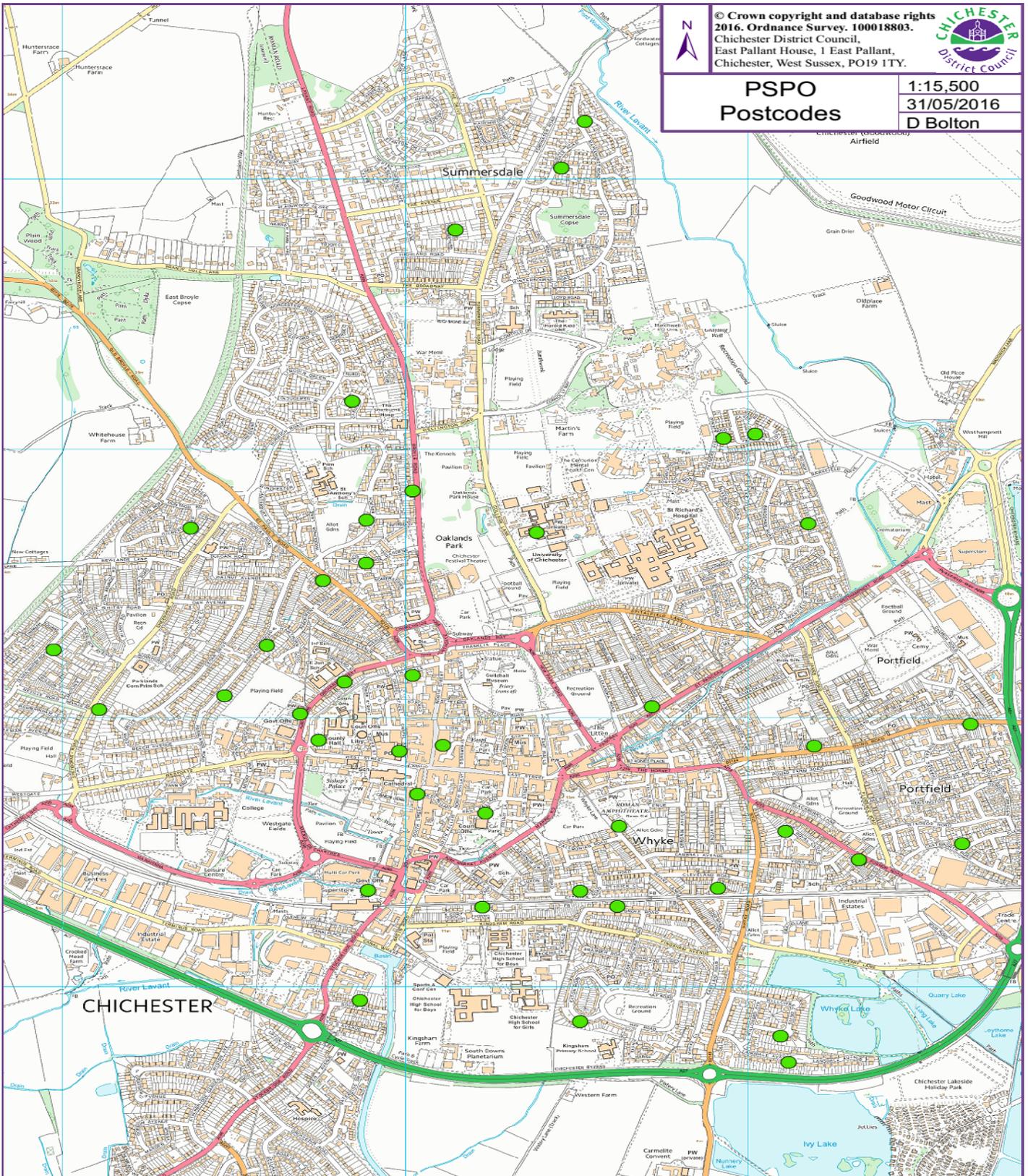
There was some **support for street drinking and illegal street trading being tackled separately**. There were those who said this explicitly but the figures also suggest that respondents had differing views about each issue. In general, illegal street trading was seen as less of an issue than street drinking; respondents were less likely to have seen it happening, less likely to have been affected by it and less likely to think it needed tackling. There was even a significant level of support for illegal street trading having become much less of a problem in the last 12 months.

But opinions about illegal street trading were much divided. Street traders were described both as small business owners "*bringing life and interest to the city*", who require the Council's support and also as an "*unsightly*" "*blight*" on the City, causing noise, unpleasant smells and operating outside the usual safety regulations. **These polarised views could become more problematic if a PSPO proposal is progressed**. Some further work could be done with more of a focus on illegal street trading, engaging more fully with key stakeholders including city centre retailers, and the street trading community.

For more information on this report or for full listings of comments, please contact the Corporate Information Team on 01243 53 (4623) of corporateinfo@chichester.gov.uk

Appendix 1 – Map showing Respondents postcodes

Each green dot represents the postcode area of one respondent. Responses from Chichester City only have been mapped here. Please see Respondent Profile section of report for further analysis.



Appendix 2 - Further Comments received

Outside of the survey, comments about the proposed PSPO were received from key stakeholders. There are quoted below and attributed to the organisation or individual they came from.

There are fears the Pedlar licenses will be taken away which will affect livelihood as this is how they earn their money. "We need our income" There is some anti-social behaviour amongst some of the pedlars and there are fears expressed that all pedlars will be treated the same. Would like to reinforce there are happy customers and positives and expressed the respect for the city centre. – **From transcription of an interview with a street trader**

We would be in favour if (a PSPO) is introduced to Chichester city centre. Chichester BID receives at least 1 phone complaint a week in respect of buskers because they are usually too noisy and they do not necessarily move on after their time has finished. We think buskers should be included in any PSPO. We have received 3 visits to the office for complaints in the last 5 months in respect specific street peddlers, (examples of complaints included) – **Email from Chichester BID**

I am not in favour of the street trading element of the proposal as it could seem to some that CDC are targeting certain individuals and not the actual practise, which could be challenged and I am not sure the level of evidence necessary will be forthcoming. I am in favour of continuing the DPPO through the implementation of a PSPO as it has been incredibly successful in reducing the number of street drinking incidents and improving the look and feel of the City centre. I would not want to see it extended in any way as it could become difficult to manage and Police. On the matter of Policing and enforcement of a PSPO I am aware that the response from Sussex Police has been that they see enforcement as laying squarely with CDC and will only support where there is an identifiable threat. This is of concern as I do not believe currently CDC has the capacity to enforce such an Order and therefore would render the Order completely ineffective. I would strongly resist Community Wardens being accredited with powers to enforce such an Order as they are currently a non-confrontational service largely dealing with community issues and encouraging community cohesion and development. – **Email from Chichester District Council, Community Safety Manager**

The consultation should take in rough sleeping and busking as well as street drinking and trading. I think anything that takes place in / on the streets should be included. – **Email from ChiBAC Manager**

We have a couple of issues with WSCC's new busking procedure and thought that if you are working on the proposed PSPO these issues may be relevant.

As we understand it the WSCC procedure is as follows:

- Person wanting to busk goes on website
- They apply for a licence using the online form and once received it is valid for 2 months. This is a small credit card style licence with an expiry date.
- To actually busk they must book a slot – not sure if they all realise this. To book, they phone up WSCC on a Monday and can book for that week – maximum of 2 slots of 4 hours each (which can both be on same day). When booking they say if they want East St, North St or The Cross. (They are meant to avoid outside East St Marks and Spencer due to proximity of businesses).

When busking they must follow the terms and conditions.

- Busking shall not be carried out within 100 metres of another busker. If another busker arrives for their booked slot, you will need to move to enable them to perform.

- Busking shall not be carried out for more than 30 minutes at a time at any one location after which you shall move on to another location not less than 20 metres from that location.
- If instructed by a police officer, traffic warden, officer of West Sussex County Council, or officer from the Environmental Health Department of the district council, you shall stop busking immediately a complaint is received
- You shall cause no obstruction either to members of the public or to private premises.
- You shall comply forthwith with any directions, or requests, by a police officer, traffic warden, officer of West Sussex County Council, or officer from the Environmental Health Department of the district council.
- Any amplification shall be kept to a reasonable level and the amplification will be immediately turned off if requested by a police officer, traffic warden, officer of West Sussex County Council or officer from the Environmental Health Department of the district council.
- No motor vehicles or structures of any size shall be permitted in the highway in connection with busking.
- No sales of pre-recorded music tapes or CDs will be permitted.

Difficulties we have with the terms and conditions:

1. They can book a 4 hour slot in say East St but they are meant to move every 30 mins which theoretically means they should move 20m down East St every 30mins, avoiding outside of Marks and Spencer. Not sure there are enough locations along the pedestrianised part of East St to make this possible and if they only move 20m, the same businesses tend to be disturbed anyway. (Measured the street and you can fit in 7 locations comfortably).
2. If they book The Cross they should theoretically only play for 30 mins – and then move on – not sure where to?
3. If they book 2 x 4hr sessions in one day they are basically going to be affecting the majority of East St or most of North St all day so causing a non-stop noise to some businesses.
4. WSCC do not actually set places along the roads where they are meant to go so it can be confusing if there is more than one busker.

Perhaps we could make some alterations to the busking element such as the following:

1. Buskers could book for either the morning or afternoon but not both on one day.
2. Buskers should move a greater distance than 20m.
3. Perhaps agreed locations should be allocated to avoid buskers being too close to each other?
4. Time limit for The Cross should be shorter?

Email from Chichester District Council, Environmental Health

The point made by the Chief Inspector (Sussex Police – Arun and Chichester) about the 'PSPO imbalance' as the package of contents of one PSPO applied to another in adjacent authorities was a sound one.

In terms of a flourishing and not sterile City centre, it is necessary to apply a degree of pragmatism to some issues we had previously identified and deal with them at the right level and in the right context, noting the obvious - trading/activity in the streets in some shape or form has been part of the life of the City for centuries.

Peddlers - we all know the about the matter of being able to apply in Birmingham to peddle your wares in Chichester. Our prime concern about peddlers is that of 'seamless integration' into approved activities of traders in the Christmas, Farmers' and Garden Markets, plus presumably the forthcoming trial Wednesday market. When we have some City Council major activity going on such as a Freedom Parades, we have always found the peddlers to be co-operative in moving on and respect our activity and this is appreciated. There are issues about influencing their precise location at very high risk crowd safety events such as the Christmas Lights switch on.

As to Chuggers, in the main, we see young people working for charitable causes. However, other than having to dodge the occasional 'wolf packs' in the streets, we feel they need to be encouraged to tone down some of the gender or personal comments that, whilst part of the banter to attract attention might be rather off putting to some. Whilst some might welcome being called, for example a 'lovely lady' as part of that banter, some people do not; it is a question of gaining mutual respect (and customers) as part of the 'business activity'.

As to Buskers, this matter is well known to us all and could easily form a thesis. However, our key concerns which, in reality can be daily operational frustrations, relate to unlicensed buskers coupled with a lack of enforcement by the County Council and in the administration process, and a lack of consistent, or even sensible application of the rules.

Email from Town Clerk, Chichester City Council

Appendix 2 to Agenda Item 11

CHICHESTER DISTRICT COUNCIL

ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014

PART 4, SECTION 59

PUBLIC SPACES PROTECTION ORDER

Chichester District Council (the Council) in exercise of the power under Section 59 of The Anti-Social Behaviour, Crime and Policing 2014 (the Act), being satisfied that the conditions set out in Section 59 of the Act have been met, makes the following order:

The Order applies to the public areas shown delineated by the black line on the plan annexed to this Order (the 'Restricted Area'):

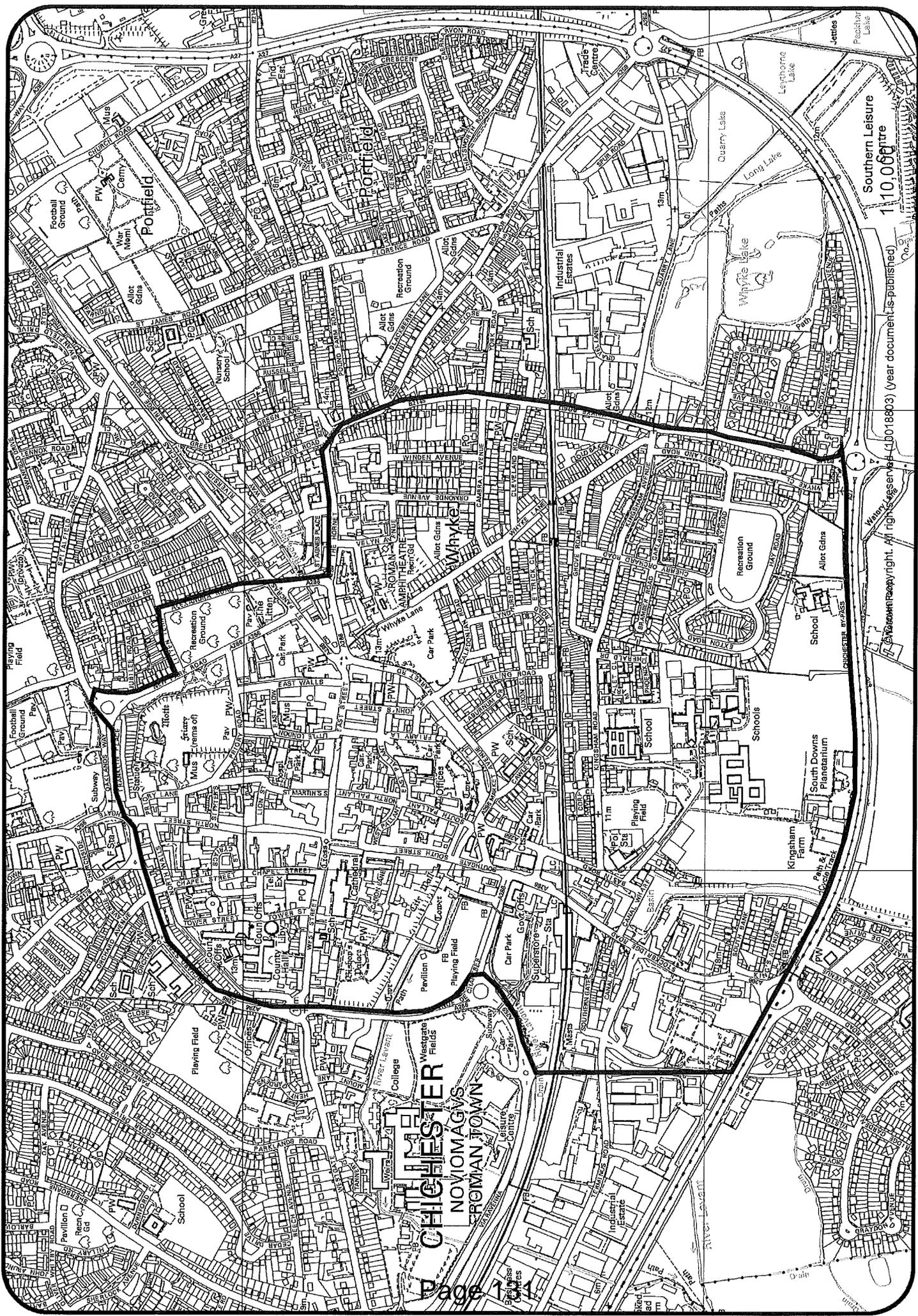
- a) No person shall refuse to stop drinking alcohol or hand over any container(s) (sealed or unsealed) which are believed to contain alcohol, when required, to do so by an authorised officer in order to prevent public nuisance or disorder.
- b) Any person displaying goods for sale on the street without consent of the Chichester District Council ("A Trader"):
 - I. Shall not remain in any location for more than 20 (twenty) minutes after which they shall be required to move at least 50 metres from that location;
 - II. Shall not return for three hours to any location at which that Trader has previously displayed goods for sale;
 - III. Shall not obstruct the highway including shop entrances or otherwise prevent the free passage of pedestrians.

Any person who, without reasonable excuse, fails to comply with the requirements of this Order commits an offence and shall be liable, on summary conviction, to a fine not exceeding Level 3 on the standard scale.

This Order shall come into force on and remain in place for a period of 3 (three) years.

Date

Signed



CHICHESTER
NOVIOMAGUS
ROMAN TOWN

Southern Leisure
110,000 sq ft

Waterpasser (D018903) (year document is published)

Waterpasser (D018903) (year document is published)

Appendix 4 to Agenda Item 11

PSPO Human Rights and Equalities Assessment

Human Rights considerations must be taken into account fully in balancing anti-social behaviour issues. Members will be aware Article 1 relates to the protection of property and the peaceful enjoyment of possessions and property (holding a Pedlars Certificate/Consent would be considered a possession). Article 8 relates to the right to respect for private and family life, home and correspondence this would include social activities such as drinking in public. Article 6 relates to the right to a fair trial this would include a right to a fair process for enforcing the PSPO.

These are however qualified rights and can be deprived of “in the public interest”. Interference is permissible if what is done:

- Has its basis in law;
- Is necessary in a democratic society to fulfil a pressing need or pursue a legitimate aim,
- Is proportionate to the aims being pursued; and,
- Is related to the prevention of crime or, the protection of public order or health or the protection of the rights and freedoms of others

Considering the equalities issues below against the above criteria officers view is that the PSPO has a basis in law, is necessary and proportionate and is specifically related to the prevention of crime, and protection of public order, health and reasonably required to protect the rights of others.

Equalities Assessment

There are eight “protected characteristics” which will need to be considered against each PSPO regulated activity. These are taken from the Equality and Human Rights Commission advice:

Age

Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds). Current age restrictions apply against individuals obtaining a Pedlars Certificate and/or purchasing alcohol. Control of underage drinking maybe improved by this PSPO and it may therefore have a disproportionate affect upon younger persons however this is considered to be proportionate and necessary as set out above.

Disability

A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. It is considered that the PSPO will not have any disproportionate impacts on this group, however, there may be a positive impact where obstruction of the highway and shop entrances is prevented.

Gender reassignment

The process of transitioning from one gender to another. It is considered that the PSPO will not have any disproportionate impacts on this group

Marriage and civil partnership

There is no obvious link between marriage and the activities covered by this PSPO.

Pregnancy and maternity

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding. It is considered that the PSPO will not have any disproportionate impacts on this group.

Race

Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. It is considered that the PSPO will not have any disproportionate impacts on this group.

Religion and belief

Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition. It is considered that the PSPO will not have any disproportionate impacts on any person or group due to their religion or beliefs.

Sex

A man or a woman. It is considered that the PSPO will not have any disproportionate impacts on any person or group due to their sex.

Sexual orientation

Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes. It is considered that the PSPO will not have any disproportionate impacts on this group.

Agenda Item 17

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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