

Residents And Visitor Services

Executive Head: Sue Cheriton

Executive Lead: Cllr Derek Mills, Cllr Nicole Amil, Cllr Robert Excell

Engineering Services

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>Key Functions include:</p> <ul style="list-style-type: none"> • Land drainage and flood prevention • Urban design • Structural design • Cliffs and defenses • Development control support • Building control support • Specialist Services • Civil Engineering design and consultancy for revenue and capital schemes. This involves both internal and external clients • Management of the Council's coastal and inland cliffs, sea defences and abandoned landfill sites 	<p>Torbay Council has a statutory responsibility for preparing and putting in place strategies for managing flood risk from groundwater, surface water and ordinary watercourses.</p> <p>The Engineering Services department also support a wide range of projects across the bay – for example:</p> <ul style="list-style-type: none"> • Produce Local Flood Risk Management Strategy (in line with national guidance) • Torquay Flood Study complete including flood alleviation scheme for town centre 	<p>Residents, businesses and visitors to Torbay that use facilities that are provided by the Engineering Services department.</p>	<p>353 & 352</p>

Public Toilets

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>Management and maintenance of summer, seasonal and permanent public toilets.</p>	<p>For use by members of the public.</p>	<p>Members of the public, including residents and visitors to Torbay</p>	<p>562</p>

Recreation and Landscape

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> • Parks Management, development and grounds maintenance including verges • Arboriculture/woodland management • Bay blooms • Children's play area • Allotments • Dog Bins • Park Warden Service 	<p>Torbay Council has a statutory responsibility to take reasonable steps to ensure that premises (including woodland, parks, beaches and car parks) are reasonably safe for visitors permitted to be there.</p>	<p>Residents, visitors and local businesses within Torbay</p>	<p>563</p>

Highways

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> • Management and maintenance of the highway, street lighting and public rights of way • Control of the movement and parking of vehicles • Improving Road Safety including Road safety education, training and publicity • Development and implementation of transport policies and schemes in support of the Local Transport Plan • Control of the engineering and transport implications of developer proposals • Street Cleansing • Carriageway and Footway Repairs and Resurfacing • Traffic Light Network, • Street Lighting/Illuminations • Contract management • Highway adoptions • Street naming and numbering • School Crossing Patrols • Safety inspections • Highway enforcement • Street works co-ordination & inspections • Winter maintenance 	<p>The Council has a number of statutory responsibilities relating to highways management e.g.:</p> <ul style="list-style-type: none"> • Highways Act 1980 • Countryside and Rights of Way Act 2000 • Road Traffic Regulation Act 1984 • New Roads and Street Works Act 1991 <p>Please see the Residents and visitor services service review document for more details.</p>	<ul style="list-style-type: none"> • Maintaining 550km of Highways • Gritting 220kms of roads during the winter weather with between 350-400 tonnes of grit being used each year • Filling 3,600 potholes per year • Providing 25 School Crossing patrols for local schools • Maintaining 15,000 streetlights and manage/maintain 87 signalled crossings and junctions • Maintenance of 12,500 lamps that make up Torbay's illuminations <p>All residents, businesses and visitors to Torbay use facilities that are provided by the highways department.</p>	<p>556,553, 555, 557, 579,581, 561, 568 &576</p>

Parking Services - including enforcement

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> • Management of 6 multi-storey and 39 surface car parks with around 10,000 parking spaces • Management of on street parking bays • Enforcement of parking regulations on and off street, including the provision of the appeals process (approx 30,000 parking penalties processed annually) and development of enforcement patrols • Provision and maintenance of parking equipment for the effective collection of parking fees • Management and administration of parking permits, residents parking schemes and controlled parking zones • Drafting & advertising traffic orders • Supporting the development of the Local Transport Plan • Issuing traffic orders including CPZ Zones, restriction to parking and other highways related closures, and the removal of abandoned vehicles 	<p>Torbay Council's Parking enforcement team is responsible for the enforcement of all parking regulations both in Council operated car parks and on street across Torbay and Torbay enforce Traffic Regulation Orders under the Traffic Management Act 2004 – these are Statutory Functions.</p> <p>Torbay council car parks are used by Torbay residents, visitors and local businesses.</p>	<ul style="list-style-type: none"> • Provision of 38 car parks are managed across Torbay containing 7,580 car parking spaces and 830 spaces on the highway serviced by parking meters • Management and securing of car parks and lifts in multi storey car parks • Cash collection is under taken daily from 79 parking machines and on-street meters • 630,000 pay and display tickets issued for Torbay on-street parking meters • 1.8m pay and display tickets issued for Torbay's car parks 	<p>802, 803 & 804</p>

Transport Co-ordination (Subsidised Transport)

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>Torbay Council currently Subsidises 4 bus routes/extended hours services:</p> <ul style="list-style-type: none"> • Route 11 Two additional early morning journeys from The Strand Torquay to Teignmouth Triangle • Route 17/17A Four evening return journeys from Bank Lane Brixham to Halfway House and Copythorne Road. • Route 22/22E two early mornings and five evening return journeys between Brixham Bank Lane and Kingswear, jointly subsidised with Devon County Council. • Route 25 One third of the journey for St Michaels and Roundham areas and Eight return journeys between Paignton and Stoke Gabriel (this route is jointly subsidised with Devon County Council) <p>Torbay Council also provides a fare car scheme that provides subsidised taxi services for the elderly and disabled.</p>	<p>As per the Transport Act 1985: It is the duty of the County Council (Unitary Authority) to secure the provision of such passenger transport services as the council considers appropriate to meet any public transport requirement within the County which would not in its view be met apart from action taken by the Council</p> <p>Once the public transport requirements have been identified, the County Council (Unitary Authority) is entitled to take into consideration the funds available and the source of the funds. However the Council must have regard to the transport needs of the elderly and disabled.</p>	<p>Residents and visitors to Torbay that use the bus routes and the fare car scheme.</p>	<p>570</p>

Arts Development & Events Support

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>Arts Development</p> <ul style="list-style-type: none"> Provides grants to develop the visual and performing arts with a return on investment of £2 for every £1 spent on the service <p>Event Support and Development</p> <ul style="list-style-type: none"> Develops and directly manages the major events programmes – includes Powerboat races, one off festivals, Children’s Festival, Armed Forces Day and commemorative events. Support to community event organisers for example, regattas, carnival and street parties Manages income generation activity, for example fairs, continental markets and commercial use of spaces across the authority owned land 	<p>To co-ordinate, support and develop the cultural sector (including creative industries) in Torbay.</p>	<p>Residents of Torbay, visitors to Torbay and local businesses.</p>	<p>550, 577 & 551</p>

Museums (Including Torre Abbey and Archives)

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>There are 3 museums within Torbay:</p> <ul style="list-style-type: none"> Torquay Museum Brixham Museum Torre Abbey <p>Torre Abbey is directly managed and funded by Torbay Council and provides grants to Torquay Museum & Brixham Museum.</p> <p>A joint arrangement is also in place with Devon County Council for provision of an archives service at the Devon records office.</p>	<p>The museums are provided as part of Torbay’s cultural offering for residents and visitors.</p>	<p>Residents and visitors to Torbay:</p> <ul style="list-style-type: none"> Number of visitors to Brixham Museum (2011/12) – 13,453 Number of pupils visiting in groups – Brixham Museum (2011/12) – 616 Number of visitors to Torquay Museum (2010/11) - 25,857 	<p>560</p>

Theatres and Public Entertainment

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>Torbay Council directly owns and manages the Palace Theatre in Paignton. The Princess and Babbacombe Theatres are owned by the Council but are leased out to management companies.</p>	<p>The theatres are provided as part of Torbay's cultural offering for residents and visitors.</p>	<p>Residents and visitors to Torbay:</p> <ul style="list-style-type: none"> • 230 performances were presented at Palace Theatre • 142,000 tickets purchase at theatres supported and/or managed by Torbay Council • 150 young people attended the Acting Factory weekly workshop classes 	<p>566</p>

Sports Development

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> • Deliver a programme of sports activities across the Bay including Sports Personality Awards, Devon Youth Games • Development of sport and sports pitches, bowling greens and tennis Courts • Management of Torbay Leisure Centre contract • Sports pitch bookings • Facilitate grants to sports clubs • Client & Community liaison relating to sports activities • Development and delivery of sports related health and wellbeing programmes 	<p>Sports development is provided to deliver sports activities and facilities across the bay for residents, visitors and children.</p>	<ul style="list-style-type: none"> • 300 clubs • 250 Taster/Coaching sessions were provided • 183 young people took part in Devon Games to Inspire from Torbay • 38 Volunteers trained and managed the Torbay Teams at the Devon Games to Inspire • 28 individuals, 8 teams and 4 clubs were awarded with Torbay Sports Awards in Torbay • 34 Torbay Nominations have been forwarded to the Devon Sports Awards • £30,000 additional grant funding was secured to deliver a programme of sports activities to 14-25yr olds 	<p>565</p>

Corporate Security & CCTV

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> • Providing CCTV surveillance • Managing the Councils 232 CCTV cameras and communication network • Supporting the Crime and Disorder partnership by assisting the Police with detection of crime and antisocial behaviour • Managing the Councils corporate security team providing static and mobile guarding • Managing buildings access and ID card control along with security risk assessments • Producing and maintaining the Councils security policy • Opening and closing Council buildings. • Alarm monitoring and key holder service. • Security support for events 	<p>The CCTV and Security service is provided for the security of members of the public and Council staff.</p>	<p>Residents and visitors to Torbay, as well as Council staff.</p>	<p>552</p>

Management, Support, Contract Management & Chairman's Budget

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<ul style="list-style-type: none"> • Divisional Management and support including all group management staff across Residents and Visitors services • Financial management of division and administration support to Residents and Visitors Service areas • TOR2 employee costs • Contract Management 	<p>To provide management and administration support to the whole of the Residents and Visitors department To manage contracts on behalf of the Council including TOR2, English Riviera Tourism Company, Torbay Coast and Countryside Trust</p>	<p>Internal and external customers i.e. Councillors, Directors, members of the public, Council staff inside and outside of Residents and Visitor Services, external contractors i.e. TOR2.</p>	<p>571, 554, 564, 580, 569</p>

Libraries (Including Library Resources Fund)

What is provided?	Why is it provided?	What drives demands?	Budget Reference
<p>The library service currently provides the following:</p> <ul style="list-style-type: none"> • 4 branch libraries • Lending services (Books and audio-visual materials) • Reference, information and local studies • Young people’s services • ICT learning centres • Events and festivals including Agatha Christie • Management of the resources fund – which pays for the acquisition of books and other materials for adults and children 	<p>The Council has a statutory responsibility to “provide an efficient and comprehensive Library Service” (1964 Public Libraries and Museums Act)</p>	<ul style="list-style-type: none"> • Members of the public including local residents & visitors • Friends of Library Groups • Professional bodies (Chartered Institute of Library and Information Professionals/Society of Chief Librarians) 	<p>558 & 559</p>