

**NORTH LANARKSHIRE COUNCIL  
REPORT**

To: POLICY & RESOURCES (REGENERATION AND INFRASTRUCTURE) SUB COMMITTEE		Subject: <b>TCA Service Plan 2013/2014</b>
From: HEAD OF PLANNING & REGENERATION		
Date: 9 September 2013	Ref. 1739/EW	

**1. Purpose of the Report**

1.1 The purpose of this report is to present the Service Plan for TCA for the period 2013-2014

**2. Background**

2.1 Town Centre Activities Limited (TCA) is a company limited by guarantee and is recognised as having charitable status. TCA is responsible for the provision of a remote monitoring service for all public space CCTV cameras (TCA Safe), delivery of a town centre management (TCA Local) and Shopmobility (TCA Accessible) service in North Lanarkshire.

2.2 The TCA Service Plan 2013/14 has been presented and approved by the TCA Board. The targets contained in the TCA Service Plan represent the level of performance the company aims to achieve in 2013/14 including operational priorities and some of the key challenges for 2013/2014 are set out below.

2.3 Copies of the Service Plan are available in the Members' Library. .

**3. Key challenges for 2013/2014**

- Securing future financial and partnership commitment from Police Scotland
- Implementing a new CCTV maintenance contract for 700 public space cameras representing the largest public space network in Scotland
- Further integration and modernisation of CCTV services and systems within the Council
- Maximising economic impact of existing and new town centre development projects including introduction of wifi in all town centres and a town centre business incubator (starting Point) unit project in Airdrie
- Delivery of Shopmobility in Cumbernauld
- Continued growth in service users for existing Shopmobility services in Coatbridge and Motherwell
- Increase the number of town centre business group meetings being held and deliver 22 events across the 7 town centres.

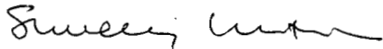
#### **4. Resources**

The company is working to a budget of circa £1.5m and has 45 staff. The majority of this funding comes from North Lanarkshire Council and is managed through a Service Level Agreement which is being finalised. There are no financial implications for the Council with this report.

#### **5. Recommendation**

5.1 It is recommended that Committee:

- (i) Note the contents of the report
- (ii) Note TCAs targets and outcomes for 2013/2014
- (iii) Note that the Service Plan is available to view in the Members' Library



**Shirley Linton**  
**Head of Planning & Regeneration**

For further information on this report contact Emma Walker, Town Centre Activities Ltd, Tel: 01236 638919.