

Baseline Agreement


Service: Highway Maintenance

Head of Service: Tim Sneddon

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| Number of Staff & Equipment | General Safety and Highway Maintenance 1 x Highway Technician 1 x Two-man maintenance gang carrying tools and materials to complete works of up to two days duration. This includes; repair/replacement of kerbs, pointing stonework, potholes, repair to small areas of natural stone, installation of street furniture, repair/replacement of drainage gullies and any other general maintenance work as necessary. Larger packages of work are programmed and undertaken by the appropriate team. This includes larger areas of natural stone replacement, footway reconstruction, small improvement schemes, footway slurry sealing and carriageway resurfacing. On average, there are about three weeks work of specialist masons/contractors per year, who undertake two minor improvement schemes. The more major improvement schemes, such as that undertaken on Castle Street 5 years ago, are funded mostly from LTP funds, for which a separate Baseline Activity case is being submitted. Occasional Sunday/night time working needs to be arranged for traffic sensitive locations or adjacent to business entrances. In addition to the above, Traffic Management is provided by this team. This includes the introduction and maintenance of parking and waiting restrictions, Traffic Control Orders, taxi ranks, |
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| | disabled, loading and coach bays, maintenance of signage and lines. |
| Specification | Maintenance is safety led and undertaken in compliance with the guidance given in the "Well Maintained Highways" Code of Practice. The Highway Technician undertakes inspections in line with the guidance and ensures repairs are ordered as necessary. Depending on the severity of any faults found the repair will be treated as; an emergency and made safe immediately, completed within 5 or 20 working days or put into a forward programme to be packaged up and completed at a later date agreed by the technician. All carriageways and footways are inspected at a frequency relating to their use and risk to users. |
| Performance Measure | There are contractual KPIs relating to timeliness and quality of any works. Council's client staff working in the town centre have all been trained to understand the relevant standards and report issues of noncompliance. |
| Non - Compliance Procedure | Notice is given requiring restoration of defects and a financial penalty is made. Continued non-compliance escalates the penalty. |
| Existing Value of Contract | Maintenance can vary from year to year. The below is an average but there might be slight annual variations on this; <ul style="list-style-type: none"> • £50,000.00 Routine maintenance, • £21,000.00 Specialist maintenance contractors, • £5,000.00 Sunday and night time working, • £20,000.00 small improvement schemes, • £25,000.00 Materials, • £10,000.00 Surfacing schemes, • £7,500.00 signs and lines. |

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| Boundary Area | The Shrewsbury town centre BID area, which is bounded by the Severn river loop |
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Authorised Signatory: P.P. 
(Shropshire Council) ANDY WILDE

Position: INTERIM OPERATIONS MANAGER

Date: 10/9/2018

Baseline Agreement

Service: Street Cleansing

Head of Service: Tim Sneddon

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| Number of Staff & Equipment | <p>Monday to Friday</p> <p>Early morning cleanses - 05:30am to 8:00am</p> <ul style="list-style-type: none">• 1 x HGV mechanical sweeper and driver• 1 x Compact mechanical sweeper and driver• 2 x staff with brooms sweeping off pavements <p>Litter bin emptying</p> <ul style="list-style-type: none">• 1 x Caged vehicle with two operatives. Bins emptied twice a day; 1 x between 9:30 and 10:30, 1 x between 16:00 and 17:00. <p>All day presence (between 9:00 and 17:00)</p> <ul style="list-style-type: none">• 1 x Operative with barrow/litter pickers/broom etc... Sweeps and maintains the area inside the loop and empties bins, responds to spills etc... throughout the day. <p>Saturday and Sunday.</p> <p>Early morning cleanse 05:30-8:00.</p> <ul style="list-style-type: none">• 1 x HGV mechanical sweeper and driver.• 1 x Compact mechanical sweeper and driver.• 2 x staff with brooms sweeping off pavements. <p>Litter bin emptying.</p> |
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- 1 x Caged vehicle with two operatives. Bins emptied twice a day; 1 x between 9:30 and 10:30, 1 x between 16:00 and 17:00.

Events and lead up to Christmas.

- 1 x Operative with barrow/litter pickers/broom etc... Sweeps and maintains the area inside the loop and empties bins, responds to spills etc... for the duration of and just after the event or during late night shopping hours.
- 1 x Caged vehicle with two operatives to empty bins as necessary.
- 1 x Mechanical sweeper as necessary.

In addition, the street cleansing team undertake 'deep cleans' of the main paved areas in the commercial centre of the town, including Pride Hill, The Square, Mardol Head and similar area. This is done twice a year, each time covering about 10% of these areas, with each area being done every 5 years.


Graffiti is removed from council furniture/buildings as soon as practical, once identified. Owners of private buildings should normally remove graffiti on their property, although on some occasions the council may assist in this removal, provided a disclaimer is signed by the owner.

There is enforcement undertaken to deal with littering and other environmental crimes. This is undertaken by an officer of this service but is also supported by officers from Parking Services from time to time. The equivalent of approximately 6 days per year is spent enforcing within the BID area.

Awareness and education campaigns are also run generally within Shropshire on an add hock basis.

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| Specification | The area within the river loop shall be cleaned to a grade A standard as defined in the EPA CoP on Litter and Refuse. |
| Performance Measure | <p>The area is assessed by our inspector and graded A to D as part of a formal quality management programme. This is recorded and logged, failure in performance results in financial penalties to our contractor. The contractor's supervisor monitors the performance of their teams to ensure compliance. Council client staff working in the town centre have all been trained to understand the relevant standards and report issues of noncompliance.</p> <p>The shopping streets and car parks in the town centre are zone 1 and are maintained above grade B throughout the day. If they fall below grade B between 8:00pm and 6:00am they will be restored to grade A by 8:00am.</p> |
| Non - Compliance Procedure | Notice is given requiring restoration of the standard and a financial penalty is made. Continued non-compliance escalates the penalty. |
| Existing Value of Contract | We do not hold information specifically broken down to the river loop area. The cost of cleansing in Shrewsbury Urban area is £ 600,000.00 per year. An estimated cost for the BID area, which receives the most intense attention, would be about £ 400,000.00 per annum. |
| Boundary Area | The Shrewsbury town centre BID area, which is bounded by the Severn river loop. |

Authorised Signatory:
(Shropshire Council)


ANDY WILDE

Position: INTERIM OPERATIONS MANAGER

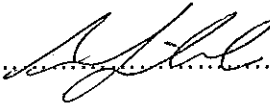
Date: 10/9/2018

Baseline Agreement

Service: Street Furniture

Head of Service: Tim Sneddon

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| Number of Staff & Equipment | <p>Shropshire Council staff employed to inspect and manage street furniture maintenance in Central Shrewsbury is approximately 0.20 full time equivalent.</p> <p>Street furniture repairs, re-painting and any replacement works carried out by contractors as required.</p> |
| Specification | <p>To maintain street furniture to a serviceable standard, replacing damaged furniture when necessary. Furniture should be repaired in the first instance, if possible. Works carried out either in response to reported problems or as identified from routine inspections. To carry out painting of street furniture when required. Town Centre benches are repainted annually due to high usage.</p> |
| Performance Measure | <p>Street furniture is inspected on an annual basis to assess its condition – identified actions carried out after these inspections.</p> |
| Non - Compliance Procedure | |
| Existing Value of Contract | <p>An annual budget of £18,000.00 for the central area of Shropshire is for replacement and maintenance of street furniture and street nameplates. Approximately £5,000 would cover cost of painting, maintenance and renewal of street furniture within the BID area.</p> |
| Boundary Area | <p>The Shrewsbury town centre BID area, which is bounded by the Severn river loop.</p> |

Authorised Signatory:  ANDY WILDE

(Shropshire Council)

Position: INTERIM OPERATIONS MANAGER

Date: 10/9/2018

Baseline Agreement

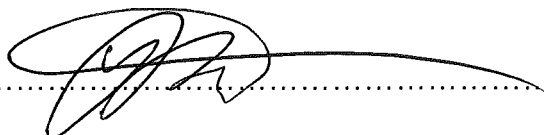
Service: Street Lighting

Head of Service: Jason Hughes

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| Number of Staff & Equipment | <p>To maintain Shropshire Councils electrical assets on the Highway, the Authority employs one Street Lighting and Traffic Signals Commissioner whose time is split 50/50 with the role of managing both contracts.</p> <p>All other staff members are employed by the term consultants WSP and seconded across.</p> <p>One senior lighting engineer oversees the teams work and gives technical advice.</p> <p>One maintenance technician organises the repairs of faulty lights with our term contractor</p> <p>Two maintenance technicians (part-time) raise new works and carry out audits on the contractor's works</p> <p>One technical administrative officer assists in the day to day administration and customer services</p> |
| Specification | <p>Most street lights in Shropshire are owned by Shropshire Council and maintained by our new contractor KIER, but some remain the direct responsibility of several Town and Parish Councils within the County.</p> <p>Shropshire Council maintains, through its contract with KIER, over 19,500 street lights, 2,500 illuminated traffic signs and 500 illuminated bollards. Approximately 160 of these street lights are within the river Severn loop surrounding Shrewsbury Town, none of which are located along the river itself.</p> |

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| | <p>The Street Lighting team scope of works covers the installations and maintenance of the following: -</p> <ul style="list-style-type: none"> • Street lights • Zebra crossings • Illuminated traffic signs • Illuminated bollards • Vehicle Activated Signs (VAS) • School wig-wags (flashers) • Architectural lighting • Decorative lighting within the Highway |
| <p>Performance Measure</p> | <p>Several Key Performance Indicators are used as a tool to measure the following: -</p> <ul style="list-style-type: none"> • Number of lights out at any given time throughout the County • Contractors performance for first time fixes, accuracy of data supplied, number of repairs outstanding and the number of repairs completed. • Night Patrol surveys • Independent Audits of contractors works |
| <p>Non - Compliance Procedure</p> | |
| <p>Existing Value of Contract</p> | |
| <p>Boundary Area</p> | <p>Countywide</p> |

Authorised Signatory:
(Shropshire Council)



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Position: STREET LIGHTING & TRAFFIC SIGNALS COMMISSIONER

Date: 12TH SEPT 2018

Baseline Agreement

Service: CCTV Monitoring

Service Manager: Andrew Gough

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| Number of Staff & Equipment | The service has 33 fixed CCTV cameras operated by Shropshire Council at a variety of locations throughout the BID area. A total of 6 staff work on a rota basis. |
| Specification | <p>The current budget for the CCTV Monitoring Centre for 2017/18 is £186,815.35. The service is currently 100% funded by Shropshire Council. The Council undertook a review of the service in 2014 and agreed to reduce the number of hours that the service is staffed to less than the previous 24/7 in order to meet financial savings targets.</p> <p>Shropshire Council, utilising funding from the Police and Crime Commissioner, has both upgraded and replaced 29 of the CCTV cameras in Shrewsbury and refurbished and relocated the Monitoring Centre to the Shropshire Fire and Rescue Service in Shrewsbury.</p> |
| Performance Measure | We monitor detection and intervention rates. |
| Non - Compliance Procedure | As the cameras are new there is currently no maintenance contract for the CCTV cameras. |
| Existing Value of Contract | The total service cost is £186,815.35 and although it is difficult to apportion costs approximately 95% of the costs are related to CCTV and we would estimate around 90% of the total CCTV costs relate to the BID area. |

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| Boundary Area | The service is fulfilled at set locations both within and outside the BID area. |
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Authorised Signatory:
(Shropshire Council)

Position: Safe Communities Co-ordinator

Date: 5th September 2018