

BASELINE SERVICE AGREEMENT

Baseline activity: Street Cleansing and Horticultural works

Responsible authority: Watford Borough Council

Head of Service: Lesley Palumbo

<p>Current level of service provided including aim of service, number of staff, equipment and frequency of service provision</p>	<p>1.0 STREET CLEANSING</p> <ul style="list-style-type: none">• To maintain the current base line cleansing standards across the Town Centre• To ensure standards of cleanliness and the requirements of the contract are continuously monitored in order to proactively apply the Zonal Performance and rectification timescales and to ensure standards of cleanliness and public satisfaction are maintained through the primary process of timely re-emptive action• To ensure the Partner will work with the Authority to deliver a high quality service to the residents of Watford maintaining or improving on the current customer satisfaction rate of 78% for Street Cleansing services <p>This includes all areas within the town centre:-</p> <ul style="list-style-type: none">• All highway maintainable at public expense including all hard surfacing and soft verges planted or vegetated including tree pits in the town centre.• All town centre water features maintained at the Authority's expense (High Street Pond)• All the town centre car parks, private roads, garage areas service yards and its other land open to the public not identified elsewhere as Parks or Open Space• All land forming part of a shop front entirely open the highway up to the building line only (for the purpose of litter and detritus cleansing throughout and weed control of hard surfaced areas only)• All adjoining soft verges and all open commercial frontages and private roads up to and within one metre of the adopted highway or the Authority's land (litter cleansing only)• All private roads, garage and parking areas, service areas, recreational open spaces as identified as part of the service within the appendices or service level agreements attached to this specification <p>Tasks include the following:-</p> <ul style="list-style-type: none">• Street cleansing (including street washing and gum removal)• Litter control• Waste and arisings removal• Gritting and snow clearance• Deep cleansing• Annual spring clean• Blossom and leaf fall removal• Maintenance of street furniture• Event clean ups• Removal of graffiti and flyposters• Subway cleansing• Emergency cleansing• Weed control• Animal carcasses• Sharps and drug related litter• Abandoned shopping trolleys• Maintenance of the town centre pond <p>The number of staff is variable but is generally 4 FTE sweepers in the morning and 3 FTE sweepers in the afternoon until 6pm. They all operate manual barrow beats although there is also a mechanised sweeper that covers the Town Centre.</p>
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1.1 STANDARDS

- All bagged waste or arisings collected within zones 1A, 1B and 1C (Town Centre) shall only be left for collection immediately adjacent to a litter bin and collected for transportation within not more than 30 minutes.
- Working hours are Permitted working hours shall be from 06.00 hours until 20:00 hours
- The Partner shall provide a Cleansing Services within the Contract Areas in order to meet the specification and performance requirements. This as a minimum shall be:- A 7 day week service in Zone 1a, 1b, 1c and 1d (Town Centre) between the core times of 06:00 to 18:30.
- The Partner is required to grit high priority pedestrian areas in discussion with Hertfordshire Highways Authority (includes town centre). Work on all high priority pedestrian routes shall commence no later that 08.00hrs.
- The Partner shall ensure all town centre areas are grade A after cleansing.
- The Partner shall ensure that Zones 1A and 1B shall be at a grade A by 08.00hrs and Zone 1C also at grade A by 10:00hrs every day.
- The Partner undertakes an annual Spring Clean within the town centre each year as part of the Service. The Partner submits a program for the annual Spring Clean in February for Authority approval. The Spring Clean includes but is not be limited to the cleansing or other enhancement of surfaces, public structures, water features, signage and other street furniture, which is completed between March and May.
- All events within Zone 1 (Town Centre) are cleansed in accordance with the standard rectification times until 20:00 hours. The Partner has to resume cleansing to achieve Grade A by 08:00 hours the next day unless the Authority instructs additional cleansing.
- The Partner, by the 1st August of each year, prepares and submits Cleansing Schedules to the Authority detailing their proposals and any additional the resources to be provided for the clearance and removal of leaves from all relevant land across the town centre during the leaf fall season which is defined as the period from 15th September to 21st December each year.
- All litter and dog bins are emptied prior to or as soon as their contents reach 75% of the liner capacity (as measured from the base of liner to the lowest point of any mouth or opening)
- All litter bins in contract zone 1A, are completely emptied by 08.30hours and again between 17.30hours and 19.30hours each day except for the p.m. requirement on Christmas Day
- In addition to the general bin emptying requirement, all litter bins in contract zone 1B and 1C, are completely emptied by 10.00hours each day excluding Christmas Day.
- All ashtrays attached to litter bins are emptied on each occasion and washed weekly in zone 1A .
- All bins are washed on an annual basis as a minimum and weekly within contract zone 1A and more frequently if they become odorous.
- All liquids, spillage or dried residue on or within 2 metres of any bin are removed as part of each in emptying operation and within 1 hour when notified by the Authority. Where the nature and/or the amount of liquid or spillage cannot be safely or immediately flushed and cleansed it be treated with sufficient approved absorbent material to contained and allow its removed which is completed prior to vacating the site and prior to final flushing and cleansing which shall be completed within 2 hours or before the end of the working day, whichever is the sooner.
- The Partner carries out annual refurbishment works on not less than 50% of all seats and benches in contract zone 1A on an annual basis during the period April to September. Works to all seats and benches shall include repainting all painted metalwork and sanding and re-staining timber slats. The Partner ensures all surfaces are adequately cleaned and keyed prior to retreatment and that all timber slats are free of engraved graffiti, splinters

and snags.

- The Partner undertakes street washing of any ground level surface, natural or built elevated surface including subway or bridge soffits and any item of street furniture including any column post signage up to 2.4 metres high and any highway bridge or subway soffits up to 3 metres high and undertakes the following works as part of the specified works
 - Washing down all highway spillages using approved absorbent materials, emulsifiers or dispersants as required
 - All ad hoc internal or external service requests to cleanse offensive matter including bodily fluids and dog fouling
 - All superficial food waste stains within contract zone 1A
 - High pressure pavement washing of up to 1000 sq metres per month to remove algal, aphid or other ingrained deposits from up to 5 locations within contract zones 1A and 1B
 - Weekly external washing of all litter and recycling bins within contract zone 1A
- The Partner ensures the Water feature in the town centre is maintained to a B+ standard and rectified in accordance with Zone 1A

The Partner shall carry out the following specific cleansing activities:-

- Gum and stain removal - There shall be annual gum and stain removal which shall be carried out in accordance with SC06

Pond

- General routine maintenance as specified in section 43 of the SC specification
- Pressure wash the deck and new steps and the coping with its upstand to prevent it becoming slippery - Bi-monthly
- Tending to planted areas, wading into the pond, including replacing plants - Three times a year
- Cleaning of fountains- twice a year or as required

Materials/paving

- Weekly or as required, cleansing of paving / ground surface by mechanical sweeper with water or agreed alternative
- Removal of stubborn stains with approved detergents and stain removers with neutral pH suitable for repeated use on limestone and other porous natural and artificial stone surfaces – weekly or as required

Furniture

- Re-stain timber furniture and touching up furniture paintwork - annually
- Washing bins, bollards, seats – monthly or as required.
- replacement of damaged timber slats and whole units due to vandalism – as required in accordance with SC04

Vegetation – the Partner will be required to

- water and tend to the trees 20 times a year or as required to ensure they flourish
- cut grass to ensure they meet amenity grass specification as detailed in the Parks and Open Spaces Specification
- repair of grass to ensure there is no balding

Cleansing of structure in performance area – Leaf Catcher (cost to be agreed once in place) – The Partner will be required to carry out an annual cleans of the leaf catcher structure, which will be situated in the performance areas. Cleansing will include:-

- Hire of platform
- De-leaving and washing down
- Down pipe clearance and paintwork touch up

- Stripping out of panels

2.0 HORTICULTURAL WORKS

There are a few areas in the town centre that are classed as horticultural and include the following:-

- St Marys Churchyard
- High Street trees
- Flower towers
- Grass verges
- Shrub beds
- Town Hall Roundabout
- Bedding displays

This Service Element area required by the Authority is that necessary to manage and maintain those areas of land ranging from formal to informal landscaped, recreation, and horticultural provisions situated in the Town Centre. The main operations involved are grass cutting, tree, shrub and hedge maintenance, weed control to soft and hard areas, litter management and collection, the planting of trees, shrubs, hardy perennials, bedding plants and bulbs, seeding and turfing.

2.1 STANDARDS

Parks Furniture

- All parks furniture in the town centre is inspected and maintained in a clean condition, free of graffiti and free of any stickers, posters and chewing gum without using abrasive or corrosive materials that may cause damage to surfaces and equipment where possible. Parks furniture includes: seats, benches, picnic tables, litter bins, signs, fences, post and rails, footbridges, signposts, signboards, noticeboards, drinking fountains, statues, memorials, monuments, sculpture, public art work bollards, cycle stands and dog bins.

Trees

- The Partner manages the maintenance and inspection of trees in the town centre to ensure that the Authority's duty of care responsibilities is met in a proactive and resource efficient manner.

Grass

- The Partner shall include in its P&OS Plan an annual programme of grass cutting in accordance with the standards stated in section 28.1 of the Service Element of the P&OS Specification. Grass areas in the town centre are categorised as:

- **Amenity Grass (verges and open spaces)**

	Amenity
Equipment	C/R
Height after cutting	20mm
Arising's collected and removed	No

Grass edge surrounds	60mm
Grass edge horizontal	60mm
Maximum vertical formal grass edge	
Maximum turf edge re-growth	
Maximum height around obstacles	

Bedding, Flower Towers and Troughs

- As part of the Partner's annual P&OS Plan, the Partner shall submit proposals for seasonal bedding, roses, bedding, flower towers, hanging baskets and troughs for approval by the Authority. The plan shall include:-
 - Design of spring and summer bedding schemes;
 - Location; and
 - Maintenance of seasonal bedding rose beds and hanging baskets, including all necessary fertilizer applications, pest and disease control, pruning, dead-heading, supply of stakes, ties etc irrigation and the replacement of plants as required to maintain the quality standard.
- The Partner shall supply and fund all plants for seasonal bedding, rosebeds and hanging baskets that conform to BS 3936-7:1989 or a standard recognised by a member state of the E.C. or an equivalent international standard.

Seasonal bedding shall be supplied and maintained in accordance with the table of requirements below.

Feature	Summer	Spring
Formal beds	✓	✓
Flower towers	✓	×
Hanging baskets	✓	×
Troughs	✓	✓

The Partner shall in accordance with table below:-

- Make-up, maintain, store and fund replacement of flower towers, hanging baskets and troughs as necessary to maintain the current quantities;
- Position planters and troughs at agreed locations during the first 2 weeks of June or as directed for autumn/winter planting;
- Remove planters and troughs from the agreed locations upon completion of the summer flowers bedding seasonal displays;
- Provide storage for planters and troughs when not in use and be responsible for any loss or damage whilst in storage; and
- Annually safety test all hanging basket and planter support brackets to ensure they are fit for purpose. The Partner shall notify the Authority immediately of any concerns and shall ensure the brackets that present a safety risk or are of concern are replaced immediately.
- The hanging baskets, troughs and flower towers shall have mixed colours in

each one.

- The hanging baskets, troughs and flower towers shall have mixed trailing and upright plants.
- The hanging baskets, troughs and flower towers shall flower from May 2012 to September 2012 .
- A list of plants to be planted in the hanging baskets, troughs and flower towers shall be supplied annually within the Annual Service delivery Plan
- Should the loss of any plants be as a result of the Partners negligence, the cost of any replacement plants and their planting will be met by the Partner.

Shrubs and Herbaceous Borders

The Partner shall:-

- Cultivate and maintain all shrubs, hedges, herbaceous borders and the associated beds or planted areas, including pruning and annual cutting down and removal of herbaceous growth; the Partner shall provide any necessary stakes/pea sticks, ties, etc., as appropriate to the specie and growth patterns to ensure the establishment of strong, healthy, vigorous, well balanced plants, which are capable of continually producing the maximum amounts of flowers and or decorative foliage in keeping with the individual species/type characteristics for the full duration of their natural expected life span. Beds and planted areas should be maintained predominantly weed free at all times by applying an appropriate mulch as approved by the Authority to a depth of not less than 25mm, that shall be maintained to this level throughout the year and without the use of herbicides, except by agreement of the Authority; the Partner should allow for irrigation if required to maintain the standard;
- At all times ensure that all shrubs, hedges, flowers herbaceous are not an obstruction, physical or visual nuisance or danger to any/all members of the public regardless of the public's chosen method or mode of travelling; and
- At all times ensure that no shrubs, hedges, flowers herbaceous impede footpaths, road traffic signs, fire hydrants, drain covers, inspection covers, doorways, windows, heating flues, telephone wires/cables, air bricks, eaves, gutters, down pipes, vents.

Location	Requirement	Number
High Street	Rent of lamppost baskets (23inch)	144
	Supply fully planted and flower 23inch baskets	144
	Maintenance of baskets including watering, feeding, weeding, dead heading and replacement planting where necessary	144
Various to be agreed	Rent of six tier green flower towers	6
	Supply of fully planted and flower six tier green flow towers	6
	Maintenance of flower towers including watering, feeding, weeding, dead heading and replacement planting where necessary	6

The number of FTE operatives varies depending on the seasons and when tasks are undertaken.

Specification	<ul style="list-style-type: none"> • As detailed in the Street Cleansing Contract with Veolia 2013 - 2020 • As detailed in the Parks and Open Spaces Contract with Veloia 2013 - 2020
Existing value of contract/ service	<ul style="list-style-type: none"> • The costs for maintaining the town centre are incorporated into the overall Veolia Environmental Services Contract which covers Parks and Open Spaces, Street Cleansing and Waste & Recycling at a total cost of £38

	million over 7 years. Any reductions or increases would be proportionately across the town potentially including the town centre.
Performance Measure	Service measured by: <ul style="list-style-type: none"> • Regular inspections by the Client Services Contract Monitoring Officer • Response to customer enquiries • Contractors key performance indicators including NI195 surveys carried out quarterly. • Fortnightly meetings with Veolia • Quarterly reports to Strategic Partnership Board • Reports to Outsourced Services Scrutiny Panel annually
Non compliance procedure	<ul style="list-style-type: none"> • Defaults in place for non performance depending on level of default – up to £500 per default.
Future level of service provision	There are no plans to reduce or increase the current level of service.
Other relevant information	There are no plans to reduce or increase the current level of service.
Proposed BID additional activity	<ul style="list-style-type: none"> ○ Introduction of floral displays, flower towers and hanging baskets. ○ Increased regularity of gum removal ○ Enhanced street cleansing ○ Further public art
Cost of additional BID activity	tbc

BASELINE SERVICE AGREEMENT

Baseline activity: Town Centre CCTV operation and management

Responsible authority: Watford Borough Council

Head of Service: Jane Custance

Responsible Officer: Tim Woolridge

Aim of service	<ul style="list-style-type: none"> • To provide a 24/7/365 public area cctv monitoring and recording service. The objective is to assist in the detection of crime and to reduce the fear of crime
Current level of service provided including number of staff, equipment and frequency of service provision	<ul style="list-style-type: none"> • Maintain the town centre public area cctv system to a standard whereby it remains fit for purpose • Continuous (min 1x) operator presence 24/7/365 • 29 full colour day/night ptz cameras • 5 full colour day/night static cameras • Part time Supervisor (20hrs/week Mon & Thurs) • Employing suitably qualified and experienced cctv operators under contract with OCS Legion • Undertaking planned preventative maintenance visits • Timely response to camera, communications and systems faults • Co-ordination of activities with town centre traders in tracking suspects • Manage ShopLink and PubWatch town centre radio systems. Maintain links with INTU, and other town centre traders and venues • Provide prompt evidence issuing service to Police and other agencies • Liaison with Council departments re Taxi Licensing, Enforcement and street trading • Responding to Freedom of Information and Data Subject Access requests • Attending Watford Business Against Crime/traders meetings to discuss share intelligence, crime trends and emerging issues
Specification	<ul style="list-style-type: none"> • Staffing services measured against contract specification and performance indicators • Maintenance contract measured against contract specification for faults • Performance indicators for FOI and DPA responses

Existing value of contract/ service	<ul style="list-style-type: none"> • Revenue budget 2015/16 £220k • Capital funded project 2015/16 to install cctv in the Town Hall subway £37k
Performance Measure	<p>Service measured by:</p> <ul style="list-style-type: none"> • Regular performance monitoring and supervision of fault rectification • Response to customer enquiries • Contractors' key performance indicators.
Non compliance procedure	<ul style="list-style-type: none"> • Contractor will be issued with a default notice and financial penalty • Corrective actions with contractors/staff
Future level of service provision	<ul style="list-style-type: none"> • Will continue on base line. No plans to reduce
Other relevant information	<ul style="list-style-type: none"> • There are no plans to reduce or increase current level of service • Staffing contract expires Mar 2020 • Maintenance contract expires Mar 2020
Proposed BID additional activity	<ul style="list-style-type: none"> • Contribution towards the provision of coordination and continuity services with town centre traders and ShopLink radio users
Cost of additional BID activity	<ul style="list-style-type: none"> • £15k
Appendices	<ul style="list-style-type: none"> • See TI-1384 showing cameras with BID area

BASELINE SERVICE AGREEMENT

Baseline activity: Footfall Counting
Responsible authority: Watford Borough Council
Head of Service: Jane Custance
Responsible Officer: Cherie Norris

Aim of service	<ul style="list-style-type: none"> • To provide 24/7/365 recording of pedestrian footfall flows at key locations across the town centre • Data and reports to be presented via online portal
Current level of service provided including number of staff, equipment and frequency of service provision	<ul style="list-style-type: none"> • 3 year contract held with Springboard Oct 2014-Oct 2017 • 10 locations across the town, 13 count points • Continuous count 24/7/365 • 3 user logins for WBC and Town Centre Team • Data and reports available to all town centre stakeholders • Council officer aligned to coordinate and manage the service, and maintain relationship with Springboard • Springboard service includes all aspects of the operation, management and support of service
Existing value of contract/ service	<ul style="list-style-type: none"> • £105,300 over 3 years • Year 1 total including set up £40,500 - funded £15k TCP and £25.5k WBC • Year 2 total £32,400 – funded £32,400 WBC • Year 3 total £32,400 – funded £15k TCP BID and £17,400 WBC
Performance Measure	<p>Service measured by:</p> <ul style="list-style-type: none"> • Continuous availability of accurate and timely data and reports • Response to customer enquiries
Non compliance procedure	<ul style="list-style-type: none"> • Contract is in place for Springboard to deliver the services for the 3 year period. Standard WBC contractual terms in place for non compliance.
Future level of service provision	<ul style="list-style-type: none"> • 3 year contract. Continuation of the service and funding after this time is not confirmed, so discussion will be needed between the BID and WBC to

	agree the best approach, if it is deemed beneficial to extend the contract.
Proposed BID additional activity	<ul style="list-style-type: none"> Funding contribution in Year 3
Cost of additional BID activity	<ul style="list-style-type: none"> £15k

**Supporting Documents: Footfall counter location map
BASELINE SERVICE AGREEMENT**

Baseline activity: Town Centre Compliance (environmental health & licensing) and Community Safety

Responsible authority: Watford Borough Council

Head of Service: Alan Gough, Head of Community & Customer Services

Responsible Officer: Justine Hoy, Environmental Health & Licensing Section Head

Aim of service	<ul style="list-style-type: none"> To improve the health, quality, safety and economic prosperity of our town through a high performing efficient team delivering excellent outcome and customer focussed services
Current level of service provided including number of staff, equipment and frequency of service provision	<ul style="list-style-type: none"> Support, advice, training and enforcement across all relevant aspects of Environmental Health and Licensing including pest control and Enviro Crime (includes fly tipping, littering enforcement and abandoned vehicles) The town centre is incorporated with the rest of the borough in terms of service provision which is delivered based on risk, complaints, intelligence, service requests and customer/stakeholder feedback The service is delivered in accordance with statutory service plans and legal requirements. There is effective partnership working with the Police on matters relating to Community Safety in the town centre There is effective partnership working with town centre pubs and clubs in relation to Purple Flag, Best Bar None and Pub Watch
Specification	<ul style="list-style-type: none"> Compliance with Food Safety Service Plan, Enforcement Policy, Licensing Policy, relevant local and national policies / legislation
Existing value of contract/ service	<ul style="list-style-type: none"> The service budget is allocated across the whole Borough of Watford on a functions basis rather than on a geographical basis. The proportion of the overall allocated budget utilised in the town centre may vary year on year
Performance Measure	<ul style="list-style-type: none"> Local and nationally reported KPI's relevant to the services delivered
Future level of service provision	<ul style="list-style-type: none"> As highlighted above this is determined year on year based on risk, complaints, intelligence, service requests and customer/stakeholder feedback
Other relevant information	<ul style="list-style-type: none"> Services provided can change and may also be subject to national legislative changes from central Government Future budget allocation may vary
Proposed BID additional activity	<ul style="list-style-type: none"> Manage the Purple Flag arrangements (including annual submission)

Cost of additional BID activity	<ul style="list-style-type: none"> To be confirmed will vary annually depending type of inspection.
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BASELINE SERVICE AGREEMENT

Baseline activity: Town Centre Events
Responsible authority: Watford Borough Council
Head of Service: Alan Gough, Head of Community & Customer Services
Responsible Officer: Gary Oliver, Culture & Play Section Head

Aim of service	<ul style="list-style-type: none"> Making Watford a destination of choice through a cultural offer that contributes to Watford's prosperity, well being and reputation as a great place to live, work, study and visit.
Current level of service provided including number of staff, equipment and frequency of service provision	<ul style="list-style-type: none"> The Council is currently committed to 3 Big Events each year which are Imagine Watford, The Big Screen on the Parade and the Ice-Rink All resourcing (budget and staff) for the above is agreed on an annual basis within the WBC annual budget setting process and is liable to change
Existing value of contract/ service	<ul style="list-style-type: none"> All services are provided within the annual budget set by WBC
Performance Measure	<ul style="list-style-type: none"> Attendance at events Satisfaction with events
Non compliance procedure	<ul style="list-style-type: none"> Contained within each contract for each event / activity
Future level of service provision	<ul style="list-style-type: none"> Events to be reviewed on an annual basis in line with other WBC budget allocations
Other relevant information	<ul style="list-style-type: none"> Services provided can change
Proposed BID additional activity	The BID will support the marketing of the Big Events and will host additional events
Cost of additional BID activity	tbc

BASELINE SERVICE AGREEMENT

Baseline activity: Christmas Lights and Christmas Trees
Responsible authority: Watford Borough Council
Head of Service: Alan Gough, Head of Community & Customer Services
Responsible Officer: Gary Oliver, Culture & Play Section Head

Aim of service	<ul style="list-style-type: none"> Making Watford a destination of choice through a cultural offer that contributes to Watford's prosperity, well being and reputation as a great place to live, work, study and visit.
Current level of service provided including number of staff, equipment	<ul style="list-style-type: none"> Christmas lights fixed to lamp columns in the town centre and 2 Christmas trees – one by the pond/ice rink and one by St Mary's Church All resourcing (budget and staff) for the above is agreed on an

and frequency of service provision	annual basis within the WBC annual budget setting process and is liable to change
Existing value of contract/ service	<ul style="list-style-type: none"> • Christmas Lights and Trees - £20,000 • All services are provided within the annual budget set by WBC
Performance Measure	<ul style="list-style-type: none"> • Christmas lights and tree up, on and positive feedback received (including via social media) from residents, visitors and businesses
Non compliance procedure	<ul style="list-style-type: none"> • Contained within each contract for each activity
Future level of service provision	<ul style="list-style-type: none"> • Lights and Trees to be reviewed on an annual basis in line with other WBC budget allocations
Other relevant information	<ul style="list-style-type: none"> • Services provided can change
Proposed BID additional activity	To support a whole town approach to Christmas activities and festivities, and to support marketing activities and events.
Cost of additional BID activity	tbc