

BASELINE SERVICE AGREEMENT: Wandsworth BIDCo Ltd (Wandsworth Town BID)

The following schedule outlines the content of the Baseline Agreement for the Business Improvement District of Wandsworth Town.

BID Boundaries:



Wandsworth TOWN BID Boundaries:

- Mantle Court
- Mapleton Crescent
- Neville Gill Close
- Putney Bridge Road 1-14
- Broomhill Road
- Hardwick Square
- Centre Square
- Wandsworth Business Village, The Filaments
- All Saints Passage
- Chapel Yard
- Wandsworth Plain
- Red Lion Square
- Old York Road

Fairfield Street
 Armoury Way
 Ram Street
 Wandsworth High Street
 East Hill 145 – 147
 West Hill 6-66
 Garratt Lane 1-96
 Buckhold Road
 St Anns Hill

Baseline Activity: Operational Services and Highway Management

Responsible Authority: LBW

Responsible Officer: N O'Donnell/K Power

<p>Current level of service provided including aim of service, number of staff, equipment and frequency of service provision</p>	<ul style="list-style-type: none"> • Maintain public highway to remain fit for purpose. This covers regular inspections, condition surveys, records of defects and responsive maintenance to maintain public safety. • Street lighting maintenance: • Highways and street lighting term contracts are available as required both for reactive and planned maintenance. • Street works approval for activities, utility works and placing of structures on highways and lamp columns, scaffolding, skips, banners and other structures • Signage preventing cycling in pedestrianized areas. • Maintenance of cycling facilities • Maintenance of signs, lines and drainage • Co-ordination with others for the maintenance of the bridges and anti-vermin measures, e.g. pigeon nuisance. • Enabling and managing parking provision and control including taxi ranks, disabled parking.
<p>Specification</p>	<p>Street Lighting</p> <ul style="list-style-type: none"> • Inspection of each lighting unit on the public highway or illuminated street furniture by ward every 14days • Reactive repair for standard items as required within 5 days of report; non-standard repair or replacement dependent on material availability and permit agreements, aspiration is to replace within 40 days.

	<p>Street Defects</p> <ul style="list-style-type: none">· Planned footway and carriageway reconstruction in line with priorities and approved funding· Dangerous footway and highway defects reported to or identified by Street Inspectors repaired within 24 hours· Potholes repaired within 7 days· Missing or damaged illuminated bollard or regulatory sign are made safe within 24 hours and repaired within 5 days.· Street furniture defects made safe following report and repaired or replaced within 7 days excluding street lighting repairs such as signs bollards - electrical connections are minimum 20 days (see street lights above). <p>Highway Gullies</p> <ul style="list-style-type: none">· Cleaned once every 6 months on classified roads and every 12 months on all other roads· Blocked gullies replaced in line with funding priorities· Reactive cleaning as required· Recovery of personal items from highway gullies within 2 hours of report, although there is a retrieval charge approved by Executive. <p>Highway Trees</p> <ul style="list-style-type: none">· Tree pruning & maintenance· Replacement tree planting· Tree pit maintenance· Tree route claims provision <p>Road Markings</p> <ul style="list-style-type: none">· Planned maintenance undertaken annually within funding limitations· Reactive repair as required within 2 days
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	<p>Emergency Response</p> <ul style="list-style-type: none"> · Provide a 24/7 emergency cover service · Attend emergency within 30minutes of initial report to assess problem and arrange sufficient resources to address emergency · Flooding on highway · Winter Gritting on public highway; within 3 hours of instruction on priority roads and within 24 hours on secondary roads. · Street Furniture removal (following RTA or similar)
Existing value of contract/ service	<p>£5.5 million annually boroughwide</p> <p>Estimated up to £165,000 for the Wandsworth Town & Putney town centre areas combined.</p>
Performance Measure	<p>Service measured by:</p> <ul style="list-style-type: none"> • Regular inspections and supervision of repairs • Response to customer enquiries • Contractors' key performance indicators.
Non compliance procedure	<ul style="list-style-type: none"> • Contractor may be required to re-do work • Corrective actions with contractors/staff
Future level of service provision	<p>Maintenance of the highways structure and fabric as well as street scene and street furniture</p>
Proposed BID additional activity	
Cost of additional BID	

activity	
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BASELINE SERVICE AGREEMENT: Wandsworth BID Company

The following schedule outlines the content of the Baseline Agreement for the Business Improvement District of Wandsworth Town

Baseline Activity: Waste and Cleansing

Responsible Authority: LBW

Responsible Officer: Simon Lammond

<p>Service provided, number of staff and equipment</p>	<p>Service Description and Resources; Standard Services</p> <ul style="list-style-type: none"> • To provide a fully integrated waste and cleansing contract: including sweeping the whole highway, removing all debris, detritus. Litter, weeds, leaves, fouling, emptying litterbins and removing fly tips less 2 cubic metres in size. • Town Centre Cleansing service – 4x daily (see schedule) • Daily Cleansing Service – see schedule • Sector Cleansing Service – on specified days – see schedule • Graffiti removal service –
<p>Specification</p>	<p>The contractor works to the output standards and has the flexibility to deploy resources as necessary:</p> <p>Street Cleansing include:</p> <ul style="list-style-type: none"> • Removal of unwanted vegetation • Graffiti removed • Fly posting removed • Emptying and cleaning litter bins and dog bins • Emptying and cleaning gullies • Removal of fly tipping • Streets in Borough have been zoned within the BID area being designated highest priority • Graffiti removal service; proactively removed from street furniture and private buildings
<p>Existing Value of Contract / Service</p>	<p>£215,000</p>
<p>Performance</p>	<ul style="list-style-type: none"> • Monitoring reports • Contract Management meetings

Measures	
Non compliance procedures	<ul style="list-style-type: none"> Managed through contract meetings and response times set in contract
Boundary Area	<ul style="list-style-type: none"> BID area – see map
Future Level of Service provision	<ul style="list-style-type: none"> Current service provision provided through a contract valid until 31 March 2025
Proposed BID additional activity	
Cost of BID additional activity	

Schedule of Street Cleansing

Current level of Street Cleansing in Wandsworth Town:

Mantle Court – Not for CLL

Mapleton Crescent 1 x daily

Neville Gill Close 1 x daily (part housing also)

Putney Bridge Road 1-14 1 x daily

Broomhill Road Friday only

Hardwick Square 1 x daily

Centre Square

Wandsworth Business Village, The Filaments Not for CLL

All Saints Passage 1 x daily

Chapel Yard Private

Wandsworth Plain 4 x daily

Red Lion Square Private

Old York Road 4 x daily

Fairfield Street 4 x daily

Armoury Way 1 x daily

Ram Street 4 x daily

Wandsworth High Street 4 x daily

East Hill 145 – 147 1 x daily

West Hill 6-66 1 x daily

Garratt Lane 1-96 4 x daily

Buckhold Road 1 x daily

St Anns Hill 1 x daily