

Schedule 2 Bridgend County Borough Council Standard Baseline Services

Baseline Agreements

Public Conveniences

Responsible authority – Bridgend County Borough Council

Head of Service – Zak Shell (Head of Neighbourhood Services)

Responsible Officer – Sian Hooper (Waste and cleaner streets manager)

Date completed:-

Summary of Service provided	2 public conveniences operated within the BID boundary Bridgend Bus Station Cheapside
Associated services provided	Male and female toilets with disabled facilities
Service specification	Bridgend bus station toilets are open Mon – Sat 7am – 7pm. Sun 10am-6pm. A mobile attendant mans both toilets from Mon – Sat 8.30am -6.30pm and Sunday 10am – 5pm. Cleaning takes place 3x a day
Number of staff required	2 PT Toilet Attendants. In the event of an emergency the staff may be redeployed to other areas.
Equipment required	Cleaning materials.
Performance Indicators	Cleaning supervisor inspections In the instance of non-compliance normal HR processes are instigated
Current costs of service provided within BID area	£56,000
CONTACT DETAILS – phone/email	Sian Hooper *****

Baseline Agreements

Street Cleansing

Responsible authority – Bridgend County Borough Council

Head of Service – Zak Shell (Head of Neighbourhood Services)

Responsible Officer – Sian Hooper (Waste and cleaner streets manager)

Date completed:-

<p>Summary of Service provided</p>	<p>The streets within the BID area are subject to programmed cleaning activity 364 days of the year – the only exception being Boxing Day. Outlying areas have less rigorous cleansing routines.</p>
<p>Associated services provided</p>	<p>The Street Cleaning Team’s main activities are:</p> <ul style="list-style-type: none"> • Mechanical and physical street cleaning • Litter bin emptying • Collection of fly tipped material • Collection of road kill and other dead animals • Fly posting removal • Graffiti removal • Seasonal Leaf Removal <p>Additional cleansing takes place on event days.</p>
<p>Service specification</p>	<p>Bridgend town centre is categorised as Zone 1 (Town Centres, Shopping Centres, Major Transport centres, central car park and other busy public areas).</p> <p>Following an initial early morning clean including the use of large and small mechanical sweepers this is supported throughout the day by operatives with hand carts.</p> <p>Work usually takes place between the hours of:</p> <ul style="list-style-type: none"> • 06:00 and 16:00 Mondays - Thursdays • 06:00 - 15:30 Fridays • 06:00 - 10:00 Saturday and Sundays <p>This does change to reflect requirements related to various events and is extended in the summer to 20:00.</p>

	<p>Litter bins are emptied once a week and on an ad hoc basis to prevent overflowing. All litter bins washed every two months and on an ad-hoc basis when deemed necessary on inspection.</p> <p>Street furniture is washed when deemed necessary on inspection. (there is no programme for street furniture cleaning).</p> <p>If flyposting is reported, it is removed at the first available opportunity. Flyposting on private property is not removed unless it is on an empty shop window. The poster is then removed at the first available opportunity.</p> <p>Fly tipping is removed at the first available opportunity. Evidence for the offender is inspected in the fly-tipped material and if identified notified to remove it. If the offender refuses, enforcement action takes place against them. If no offender is identified, fly tipping is removed within 24hours of inspection.</p> <p>BCBC own a gum busting machine. This is loaned to the Town Council to undertake gum removal.</p> <p>Seasonal leaf removal occurs weekly or when reported.</p> <p>Bridgend has consistently attained positive performance results in relation to evaluation through the Local Environment Audit Management System (LEAMS). This has included and refers to the overall Cleanliness Index score and also the streets which are deemed to be of a B score or above.</p>
Number of staff required	1 Team leader and 3 operatives.
Equipment required	Cleaning materials. 1 7.5T road sweeper. 1 Haiko mechanised sweeper/ scrubber. These machines are shared with other areas.
Performance Indicators	Cleaning supervisor inspections
Current costs of service provided within BID area	Difficult to specify exact costs. Overall operational budget for cleaner streets £1.1M
CONTACT DETAILS – phone/email	Sian Hooper *****

Baseline Agreements

Highways Maintenance

Responsible authority – Bridgend County Borough Council

Head of Service – Zak Shell (Head of Neighbourhood Services)

Responsible Officer – Jason Jenkins (Manager – Highways Network)

Date completed:-

Summary of Service provided	Highways Inspection and maintenance
Associated services provided	<p>Licensing responsibility</p> <ul style="list-style-type: none"> • Skips, scaffolds, pavement licenses, a-frame licenses <p>Statutory undertaker responsibility</p> <ul style="list-style-type: none"> • Co-ordination of streetworks i.e. utilities, redevelopment and construction activity. <p>Road traffic signs and road markings</p> <ul style="list-style-type: none"> • Maintained on a reactive basis <p>Street lighting</p> <ul style="list-style-type: none"> • Maintained on a reactive basis • Winter Maintenance - gritting
Service specification	<p>Highways Inspection and maintenance consists of a programmed and a reactive service.</p> <p>Maintenance for the safe use by the public of surface pothole and trips, repair of defects in highway related to equipment, i.e. bollards, fences, barriers, signs, lighting, gullies.</p> <p>The defect rating system is attached.</p> <p>The footway and carriage way (where applicable) of the following streets are inspected monthly and quarterly respectively by a qualified inspector:-</p> <p>Nolton St, Derwen Rd, Adare St, Caroline St, Elder St, Wyndham St, Market st, Dunraven Place, Park St, Court Rd, Station Rd, Brackla St, Cheapside, York Place, Quarella Rd.</p> <p>The footway and carriage way (where applicable) of the following streets are</p>

inspected quarterly and bi-annually respectively:-

Merthyr Mawr Rd, Angel St.

The reactive service responds to complaints. Inspection is carried out within 24 hours for urgent defects or 10 working days for non-urgent. Generally any defect in excess of emergency safety defect criteria would be classed as urgent. Any flooding that may cause water to enter properties, anything that has caused or could cause an accident to a member of the public would also be classed as urgent.

Street lighting maintenance and inspections are carried out on a reactive system.

Response times for one street light failure – 5 working days for inspection.

Response times for a failure of a section – 2 working days to inspect.

Surface water drainage – All gulleys (gutter channels on the highway) are cleaned on an 18 month schedule. Any reported blockages are dealt with reactively.

Winter maintenance –

Pre treatment

Brine is used on pedestrianised areas of the town centre because it does not have the associated problems for pedestrians of rock salt being spread in shopping centres. Footways outside the pedestrianised town centre areas, subject to normal overnight frosty conditions will not be pre-treated.

Snow clearing

The first priority in snow clearing will be to clear the Strategic (Precautionary) Network. Once sufficient plant has been allocated to these tasks the remainder will be allocated to clear the secondary salting streets. The secondary streets have been established to cover emergency service centres, bus routes not included in the precautionary salting network, roads leading to isolated villages, streets on steep inclines, industrial and shopping areas, school frontages, approaches to cemeteries, doctor's surgeries and homes for the elderly

	and disadvantaged. Residential streets and country lanes are treated only when the essential transport network is restored.
Number of staff required	Highways inspectors work 37 hours per week, however they also attend to out of hours complaints raised through the Duty Officer Phone/Call Centre.
Equipment required	The Council's Direct Service Organisation use vehicles from pick-up up to 7tonne vehicles. JCB's or other excavators maybe used dependant on needs and repair works required. Inspectors drive cars.
Performance Indicators	All emergency highway repairs made safe within 24 hours. Full repair completed within 10 days of notification
Current costs of service provided within BID area	
CONTACT DETAILS – phone/email	Jason Jenkins *****

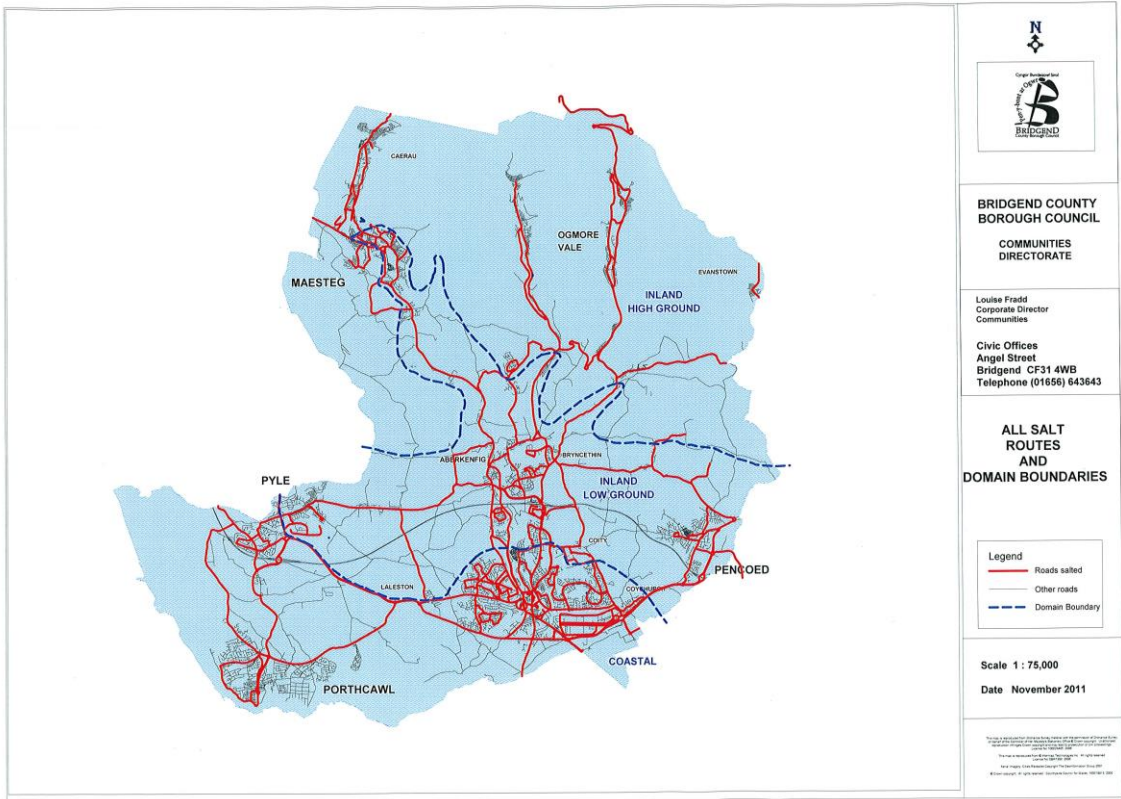
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Rating System of Defects

CATEGORISATION/DEFINITION OF HIGHWAY "SAFETY" DEFECTS.(Continued)

NOTES:-

1. Where no measurement is given for a priority 2 defect, this is because the minimum intervention level for the carriageway or footway is the same as the Priority 1 defect. In these streets the inspector uses his judgement and instigates priority 2 actions if, in his assessment, the defect may reach the intervention levels prior to the next inspection.
2. For Priority 1 defects officers are to ensure that the defect is repaired within 24 hours, this may require contacting the works team direct on mobile phones and issuing the job ticket in retrospect and require overtime working to rectify defects identified on a Friday or Saturday.
3. The footway intervention levels apply to the main paved or slabbed area of footways as, when risk assessing kerbing defects consideration should be given to the fact that they form the division between the footway and the adjacent carriageway, usually with an upstand of 75 to 125mm. A pedestrian stepping on or off a footway, or walking along a footway close to the kerbline could reasonably be expected to exercise the appropriate level of care and attention due to the presence of the upstand. As a result the intervention levels for footways are not applied to kerb defects, apart from at designated pedestrian crossing points.



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Rating System of Defects

CATEGORISATION/DEFINITION OF HIGHWAY "SAFETY" DEFECTS.

CARRIAGEWAY CATEGORY	INSPECTION FREQUENCY Frequency in brackets is Code of Practise recommendation	EMERGENCY SAFETY INTERVENTION LEVELS (24HR REPAIR) — PRIORITY 1			NON-EMERGENCY SAFETY INTERVENTION LEVELS (28 DAY REPAIR) — PRIORITY 2		
		POTHOLES	SUBSIDENCE OR RAISED AREAS (With a minimum actionable value of 75mm)	PROTRUDING IRON WORK	POTHOLES	SUBSIDENCE OR RAISED AREAS (With a minimum actionable value of 50mm)	PROTRUDING IRON WORK
2 STRATEGIC ROUTE	3 MONTHS (1 MONTH)	40mm	10%	25mm	**See note 1**	10%	**See note 1**
3a MAIN DISTRIBUTOR	3 MONTHS (1 MONTH)	50mm	10%	25mm	40mm	10%	**See note 1**
3b SECONDARY DISTRIBUTOR	3 MONTHS (1 MONTH)	50mm	10%	25mm	40mm	10%	**See note 1**
4a LINK ROAD	6 MONTHS (3 MONTHS)	75mm	20%	50mm	40mm	10%	35mm
4b LOCAL ACCESS	12 MONTHS (12 MONTHS)	100mm	20%	75mm	40mm	10%	35mm
FOOTWAY CATEGORY		TRIPS (VERTICAL DIFFERENCES IN LEVEL)			TRIPS (VERTICAL DIFFERENCES IN LEVEL)		
1a PRESTIGE AREA	1 MONTH (1 MONTH)	20mm	15%	20mm	**See note 1**	15%	**See note 1**
1 PRIMARY WALKING ROUTE	1 MONTH (1 MONTH)	20mm	15%	20mm	**See note 1**	15%	**See note 1**
2 SECONDARY WALKING ROUTE	3 MONTHS (3 MONTHS)	40mm	15%	40mm	20mm	15%	20mm
3 LINK FOOTWAY	6 MONTHS (6 MONTHS)	50mm	30%	50mm	20mm	15%	20mm
4 LOCAL ACCESS FOOTWAY	12 MONTHS (12 MONTHS)	50mm	30%	50mm	20mm	15%	20mm

See notes over page

Baseline Agreements

Town Centre Management

Responsible authority – Bridgend County Borough Council

Head of Service – Satwant Pryce (Head of Communities)

Responsible Officer – Rhiannon Kingsley (Town Centre manager)

Date completed:-

Summary of Service provided	Town Centre Management P/T Town Centre Manager 21 hours a week
Associated services provided	<ul style="list-style-type: none"> • To take a lead role in co-ordinating and managing issues arising as a result of the disruption during the regeneration construction in the town centre. • To take a proactive role in the regeneration of the town centre through joint projects, partnership working and developing new initiatives • To identify innovative solutions and approaches for the improvement of town centre performance and the experience had by visitors • To improve town centre promotion and marketing and deliver town centre events • To liaise with appropriate sections/services within the Council to provide a coordinated approach to street trading and promotional lettings • Area promotions (Website & Facebook) £6,000 • Town Centre events – provision of 4 town centre events £10,000 • Maintenance of town centre bollards – to ensure that the bollards are in working order and to repair and replace when necessary £20,000 • Monitor the footfall in Bridgend using 4 footfall counters. £7,000
Service specification	
Number of staff required	1 PT
Equipment required	n/a
Current costs of service provided within BID area	£43,000
CONTACT DETAILS – phone/email	Rhiannon Kingsley *****

Baseline Agreements

Car parks

Responsible authority – Bridgend County Borough Council

Head of Service – Zak Shell (Head of Neighbourhood Services)

Responsible Officer – Phill Angell (Parking services manager)

Date completed:-

Summary of Service provided	Car parks – provision of 3 car parks within the BID area. Short Stay Rhiw Multi Storey (currently under construction) Brackla 3 Short & Long stay Brackla 1 Multi Storey
Associated services provided	The service now includes civil parking enforcement which covers Bridgend County Borough and the Vale of Glamorgan.
Service specification	Rhiw Multi Storey 244 spaces Brackla 1 387 spaces Brackla 3 126 Spaces
Number of staff required	
Equipment required	Radio comms Pay & Display machines
Performance Indicators	Actual income against budgeted income
Current costs of service provided within BID area	CPE service Income £274,060 Expenditure £494,585
CONTACT DETAILS – phone/email	Phill Angell *****

Baseline Agreements

CCTV

Responsible authority – Bridgend County Borough Council

Head of Service –

Responsible Officer – Jayne Thomas (CCTV Manager)

Date completed:-

Summary of Service provided	Closed Circuit TV (CCTV)
Associated services provided	The service covers Bridgend County Borough and will cover the Vale of Glamorgan from April 1 st 2016.
Service specification	CCTV covers all streets within the town centre. The Rhiw Shopping centre manages its own CCTV.
Number of staff required	7 FTE (8FT 2 PT from April 1 st 2016) 24/7 coverage
Equipment required	124 cameras in total & 77 for the Vale of Glamorgan 25 cameras for the BID area
Performance Indicators	n/a
Current costs of service provided within BID area	£400k for the whole service unable to unable to disaggregate costs this way
CONTACT DETAILS – phone/email	Jayne Thomas *****

Baseline Agreements

Licensing including Taxis, alcohol, street trading and late night food

Responsible authority – Bridgend County Borough Council

Head of Service – Lee Jones (Head of Regulatory Services)

Responsible Officer – Yvonne Witchell (Licensing manager)

Date completed:-

Summary of Service provided	Licensing of regulated activities
Associated services provided	This is a shared service with the Vale of Glamorgan and Cardiff
Service specification	<p>The Licensing and Registration Section is responsible for processing a variety of licences and consents. This includes the grant, renewal and transfer of licences (where appropriate) for alcohol and entertainment venues, taxis, and gambling venues. We are also responsible for issuing street trading consents, charity permits and scrap metal dealer registrations.</p> <p>To protect public health and animal welfare, reduce crime and disorder and ensure awareness of the licensing requirements through enforcement of legislation and the provision of advice information and education by:</p> <p>Fulfilling the Council’s Statutory Duties under relevant legislation e.g. Licensing Act 2003, Gambling Act 2005, Animal Welfare Act 2005, Local Government (Miscellaneous Provisions) Act 1982 etc. Responding to public complaints and other requests for service and investigating within service standards. Delivering educational initiatives and awareness campaigns. Fulfilling the Council’s statutory duty under the Crime and Disorder Act 1998. Working in partnership or in co-operation with the Police, Fire Authority, Social Services, Public Health Team, Community Safety Partnership and other external agencies.</p>
Number of staff required	The licensing team consists of 5 FTE staff
Equipment required	n/a
Performance Indicators	Not relevant to the BID

Current costs of service provided within BID area	Unable to disaggregate costs this way
CONTACT DETAILS – phone/email	Yvonne Witchell *****