

## BUSINESS IMPROVEMENT DISTRICT (BID) BASELINE AGREEMENT

### Introduction

Baseline Services Level Agreements for the services provided by RBK in the BID area must be defined. As in the first BID, Council Services have been presented under the Cleaner, Safer, Better Promoted, Better Maintained headings with a second 'information section' referring to those services which are relevant to the local business community but are not baselined.

An agreement to maintain or improve existing levels of service is a pre-requisite for any BID and guarantees the additionality of any services provided by the additional BID levy. Without this agreement, businesses will not agree to invest in a BID as they could receive no benefit for their additional expenditure were a local authority to cease providing some services.

The services listed below, currently provided by Kingston Council, have been selected because of their continued relevance and importance to the local business community and the street scene environment. These services formed the baseline of Kingston Council's service provision within the Kingston First area for the first BID and are considered to be the core services supplied by Kingston Council to support the second BID. The intention of this document is to clearly lay out the level of service the council will continue to deliver throughout the life span of the Kingston First Business Improvement District.

The BID baseline currently includes Council services referred to in the report that are under consideration for transfer to Kingstonfirsts management control. Subject to the outcome of negotiations the baseline may need to be revised to delete the Councils baseline commitment to these services should they transfer. Services affected are clearly identified by asterisks in the index below and by text at the appropriate sections within the agreement.

Baseline information is presented as 'baseline statements' and aims to be specific, transparent and written in plain language where possible.

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\*Subject to outcome of Service Transfer discussions

## **1.0 Cleaner...**

### **1.1 Street Cleansing (inc. Bin Emptying)**

The Street Cleansing Contractor for RBK is Veolia. The following is representative of the minimum standard that should be achieved in respect of street cleansing of the public highways and other council owned land within the BID area.

Kingston Town Centre's Primary and Secondary shopping areas, within the BID area will be cleansed to the required standard NI 195 before 9am each day. There will be a continuous cleansing presence between 7am and 10pm, 7 days a week.

A combination of street sweepers with barrows covering specified beats, mobile sweeping teams and a small mechanical cleansing crew will be used. The frequency of visits will be in response to the intensity of litter generation in any particular area. Three cleaners performing scheduled 'beats' will be supported by two similar cleaners without scheduled beats, which will add a responsive element to the service.

Bins will be emptied either on scheduled beats or by mobile gangs as required with the intention that no litter bin will become more than  $\frac{3}{4}$  full.

A dedicated afternoon/evening shift in Kingston Town Centre will patrol and cleanse the busier and higher litter generation area until 10pm. Street sweepers will be employed predominantly around the shopping

areas once shops are closed and bus and rail stations after evening rush hour.

Street sweepers will be supported by mobile crews who will collect the sweepings and bagged waste from litter bins which sweepers empty. Kingston Town will have a dedicated mobile crew consisting of one driver and another operative crewing a 3.5t caged tipper vehicle equipped with a high pressure lance for cleaning litter bins and removing fly posting and graffiti. Other responsibilities of the mobile crew will be responding to EPA requirements and clearing of fly-tips.

### **1.1.2 Abandoned Vehicle Removal**

RBK has a statutory duty to inspect and remove abandoned vehicles anywhere in the open air this includes private land throughout the borough including the BID area.

A vehicle is deemed abandoned if, in the Authority's opinion, it has not moved for a "period of time" and does not display a valid road fund licence. A statutory notice is affixed to a vehicle if deemed to be abandoned. This gives the owner/keeper 24 hours, 7 days and 15 days to claim and remove the vehicle from its location. Reasonable attempts are made by the authority to trace an owner/keeper, warning them of the intention to remove and destroy a vehicle if not claimed and removed by its owner.

### **1.1.3 Graffiti Removal**

RBK no longer provides a dedicated Graffiti Officer, however the Council's responsibilities including advice are now vested in the Directorate of Environmental Services Compliance Team in respect of graffiti issues. The team directs contractors and council resources to remove graffiti from public/council property, highway and residential property fronting the highway. In practice RBK aims to remove Graffiti deemed racist or offensive within one working day and within 2 weeks in most other cases. The Compliance Team also aims to prevent graffiti through education and advice both in schools and to the public.

### **1.1.4 Markets Operation (Subject to outcome of Service Transfer discussions)**

Operate both of Kingston's Markets (Ancient and Fairfield (Monday) Markets) ensuring appropriate promotion, publicity, staff and associated resources. The Council will endeavour to provide a fully let Market at all times.

Cleanse the Ancient, Apple and Fairfield Markets and defined surrounding areas.

The Fairfield (Cattle/Monday) Market operates weekly on a Monday, including Bank Holidays, and is fully cleaned following its closure.

Manage the Ancient Market Open Space, promoting its use for alternative and complementary themed seasonal activities, support community events and maximise usage during normal opening hours. To include maintenance and management of the Market Fountain.

#### **1.1.5 Gully Cleansing**

Cleanse highway 'gully drains' on a frequency based programmed routine throughout the borough including the BID area. The normal frequencies are: Twice per year on principal or main roads, up to four times per year for a small number of problem sites, once per year in all other carriageway locations and once or twice per year on footways and footpaths. There are occasions when gullies require cleansing and blockage removal between routine cleanses. On these occasions gullies are attended within one week of instruction. (In practice this is usually at times of heavy rainfall and is attended within 24-48 hours).

#### **1.1.6 Recycling Sites**

Designated recycling sites are located at Ladybooth Road car park, Sainsbury's car park - Richmond Road and the Guildhall Complex. Static recycling banks are provided for a range of materials including glass, paper, cardboard, cans and textiles. Banks are emptied on a scheduled basis. Materials are then delivered via the Villiers Road Transfer Station to suitable reprocessor.

Street recycling pods are located around the town centre in areas of high pedestrian footfall to divert recyclables including plastic bottles, newspapers and drink cans away from the street litter bins.

### **1.2 Safer...**

#### **1.2.1 Safer Kingston Partnership**

The Safer Kingston Partnership manages Strategic Assessments and develops the statutory Crime, Disorder and Substance Misuse Strategy, working with partners, including those in the BID area. This includes developing, implementing and monitoring the Action Plans and initiatives which underpin the Strategy in conjunction with a wide range of partners, including those in the BID area.

#### **1.2.2 Contingency Planning**

RBK will develop and maintain the Major Emergency and RBK Major Incident Plans, working with key partners including those in the BID area

#### **1.2.3 CCTV**

Operate and staff the CCTV control centre to proactively monitor and record, 24 hours a day 7 days a week. 286 operator hours per week, plus site manager for 50 hours a week. 29 RBK CCTV cameras, 4

privately owned cameras and 6 TfL cameras within the BID area. Record and log all observed or notified incidents, obtain evidential quality video evidence and liaise with the Police and members of the various 'Business Watches' (radio link schemes) to both give and receive information and assist in dealing with similar incidents, as well as to continue to develop protocols and procedures with Police.

#### **1.2.4 Street Activities(Some areas subject to outcome of Service Transfer discussions)**

Operate 'Chartered markets', themed markets, street cafes and street trading activities as well as to licence, monitor existing licences and enforce street trading licensing laws throughout the borough including the BID area.

Operate an informal non-commercial highway permissions system for voluntary sector and lobby groups, and during the month of December issue Charity Collection permissions.

The Council also provides a "24 Hour" response service for emergency highway matters via the Central CCTV Control Room.

### **1.3 Better Maintained...**

#### **1.3.1 Highway Maintenance and Management**

##### *Highway Maintenance*

##### Responsive Repairs and Inspections

The Council has a duty to maintain the highway for the safe use of the public throughout the borough including the BID area. This will include not only surface potholes/defects but other highway related equipment such as bollards, fences/barriers, signs, lighting, gullies.

In the Town Centre each street is inspected on a monthly schedule and is "walked". Any defects that are considered to require attention to safeguard the public are noted for further action:

Category 1 defects – these are the most potentially hazardous (e.g. trips over 20mm, badly rocking slabs, demolished bollards/barriers) will be scheduled for a "make safe" repair within 24hours. In the case of paving slabs and/or blocks this could mean they will be removed and a temporary "bitmac" filling used. If a permanent repair is not possible on the first visit, then the necessary repair is programmed for appropriate follow-up works.

Category 2 defects – these are the less hazardous but of some concern (e.g. moving/broken slabs, minor trips, dislodged/bent bollards/barriers) will be scheduled for attention within 7days.

Ad hoc safety inspections will be undertaken should a third party report a defect. The Council also provides a “24 Hours” response service for emergency highway matters via the Central CCTV Control Room.

### Category 3 - Scheduled Maintenance

For non-urgent defects and repairs of a more minor nature, the Council will respond in a responsive manner with the works taking place within our Contractors generic programme. This could be as a result of routine inspections, follow-ups to temporary responsive repairs and/or third party reports.

Typically this would be small areas of surface repair/patching, straightening/replacing damaged signage, white and yellow lines, repairs/replacement of damaged bollards/barriers, repairs to gullies/drainage, repairs/replacement of seats and notice boards.

Budgets for this type of work are limited and therefore repairs will tend to be directed at safety concerns rather than appearance. Painting of street furniture is scheduled on a 7 year cycle but further works are carried out should funds become available.

### Planned Maintenance

Where more general deterioration in condition occurs, planned maintenance schemes will be proposed. Funding for this type of work is limited and can come from various sources e.g. Capital Budgets, Neighbourhood Budgets, Transport for London – LIP (Principal Roads only), Section 106 Planning Agreements.

### Street Lighting/Illuminated Signs

The maintenance of existing street lighting levels and equipment is based on similar principles as stated above. Routine “scouting” takes place on a fortnightly basis (weekly for pedestrian crossings). Any lighting faults are targeted to be rectified within 3 days for street lamps and 24hours for illuminated traffic bollards and pedestrian crossings. The replacement of damaged columns/sign posts is undertaken on a safety basis. Electrical testing is carried out on a 6 year cycle and painting on a 7 year cycle.

As part of K+20, a Town Centre Lighting Master Plan will be developed to inform future maintenance, improvements and/or developments.

### Public Artworks

There are a small number of Public Artworks for which the Council is responsible. Repairs and cleaning are carried out on a responsive basis.

## Highway Management

Apart from the “front line” maintenance services there are a number of third party activities, affecting the highway that the Council administer on a responsive basis. Costs/budgets are normally related to staff time and general overheads.

The main “services” are:

- Road and Street Works co-ordination and temporary traffic management
- Events co-ordination and temporary traffic management
- Statutory Undertaker works notification and monitoring
- Licensing (e.g. hoarding, scaffolds, skips, overhanging structures, cranes)
- Enforcement/control of licences
- Third Party injury/damage claims
- Contract Management and construction supervision

Deleted: <#>Markets¶  
<#>Street Trading, Street Cafes  
and/or tables and chairs¶

Other Highway Related Activities/Services:

- Highway Structures (e.g. Kingston Bridge) – inspections, maintenance, improvements.
- Asset data management

Transport

- Cycles routes, signage and parking provision
- Walking routes and signage
- Bus stop/stand clearways and priority measures
- Christmas “Park & Ride”

Traffic

- Safety and traffic “improvement” schemes
- New/revised traffic signage
- Town Centre “improvement” schemes e.g. pedestrianised areas, location signage
- On-street parking restrictions/provision

Transport for London

- Traffic Signal provision and maintenance
- Car Parks “VMS” Signs System – communications, operation and maintenance

### 1.3.2 Trees and Landscape Development

Maintain all Council owned trees on the highway and housing land throughout the borough including the BID area.

All street trees are surveyed and necessary works undertaken on a 3 year cyclical maintenance programme. There is currently no dedicated budget for planting new trees, which are provided only through private sponsorship or discretionary funding.

### **1.3.3 Weed Spraying**

Provide three herbicide sprays per annum. Each spray consists of a 'contact only' (glyphosate) spray to the backline, footpath and channel. The sprays will take place late April/early May, July and late August/early September. Once dead (straw coloured) weeds are removed under the street cleansing contract.

### **1.3.4 Winter Maintenance**

RBK has a statutory duty to provide responsive measures to keep the Highways and footpaths of the borough safe in extreme winter weather conditions. If forecasted conditions require, Contractors are directed to load up vehicles with salt and street sweepers are taken off street cleansing duties to deal with snow & ice. Highway and footpaths are gritted. Schools, Hospitals, Retail areas and primary routes are prioritised.

### **1.3.5 Grounds Maintenance**

Maintain the permanent planters in the Ancient Market Place (currently rectangular lead containers) and raised brick wayside gardens along the highway. A regular maintenance regime of grass cutting, shrub/hedge/rose pruning, litter bin emptying and path sweeping is undertaken in the Memorial Gardens and All Saints Churchyard. This comprises daily visits from October to April and twice daily during May to September. The trees in the open spaces are pruned, or other works carried out only if they are dead or dying and/or present a danger.

## ***1.4 Better Promoted...***

### **1.4.1 Tourism & Civic Events**

(Subject to outcome of Service Transfer discussions)

Provide staff and resources for Tourism Development.  
To work in partnership with and support the activities of the Kingston Town Centre Management Special Events Committee.  
Continue to contribute to the funding of the 'May Merrie', the River Festival and the cost of Xmas Lights and the provision of hanging baskets.

Co-ordinate civic events, both scheduled (such as the 'Remembrance Sunday', Mayoral Sunday and Crown Court Service) and 'one off' events (recent examples being 'The Kingston Bridge Re-opening', 'The

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Freedom Parade', 'The Golden Jubilee' and 'The Queen's visit to Kingston') throughout the borough including the BID area.

#### **1.4.2 The Market House and Visitor Information Centre (Subject to outcome of Service Transfer discussions)**

Information and access to Council services for visitors and RBK residents as well as advertising and promoting local events, is provided by the Information Services Team. The Centre is also a Visitor Information Centre – part of the Visit London network of VIC's and provides travel service, booking coaches and selling bus passes and travelcards. The Visitor Information Service is part of the Council corporate Information Service.

The day to day management of the Market House and promotion as a venue for hire is undertaken by the Facilities Team, located at the Guildhall. Opening hours are 10-5 pm Monday to Saturday.

#### **1.4.3 Business Support Services (Economic Development)**

Through the work of the Council's Partnership and Regeneration Unit:

- (i) lobby for the business and infrastructure needs of Kingston town centre;
- (ii) work in partnership with key organisations and agencies both within the borough and at sub-regional / pan-London level to support Kingston's competitiveness and deliver inward investment services;
- (iii) promote initiatives that encourage business to business activity.

#### **1.4.4 Shopmobility**

Provide a Shopmobility scheme operating in partnership with Eden Walk Shopping Centre, which provides a free wheelchair and electric scooter loan service for anyone with a mobility difficulty whether permanent or temporary.

#### **1.4.5 Seasonal Park and Ride**

Subject to Transport for London's (TfL) continued commitment and financial support, to provide a seasonal Park and Ride Service between Chessington World of Adventures and Kingston Town Centre, for approximately ten weeks for Christmas and New Year, with a bus service of at least every ten minutes and extra buses at peak times. The service is to be provided by TfL London Buses and will be subject to full support in partnership with TfL London Buses, Kingston Town Centre Management and Chessington World of Adventures.

### **2.0 Other Services**

**Kingston Council provides the following services throughout the borough including the BID area. Although it is not realistically possible to baseline these services in a specific and quantifiable**

**way, they are considered to be of relevance and importance to businesses within the BID area and have therefore been included in this section.**

## **Environmental Health & Trading Standards Service**

### **2.1 Environmental Health**

Provides advice and support to the business community whilst recognising that Environmental Health is mainly an enforcement and advisory service engaged in responding to complaints and requests for assistance/advice as well as proactive inspection and public health programmes.

The service is structured into two main sections:- Food and Licensing, Industry and Pollution.

The Food and Licensing division inspects food premises and examines food for composition, quality and labelling. Premises are inspected at varying frequencies according to the risk they present. They are responsible for both Public Entertainment and Public Control Licensing and for licensing under the Licensing Act 2003 providing advice. Other important areas of responsibility include Animal Health and the Control of Infectious Disease. An advice service is also provided for businesses.

The Industry and Pollution Division deals with Noise Control, Health and Safety at Work, Air Quality, Contaminated Land, Planning Applications and Advice, Statutory Nuisances from Pollution. Again, advice is available for businesses.

(The Housing and Public Health section now forms part of the Community Services' Housing Department. It is responsible for House Renovation Grants, Houses in Multiple Occupation, General Disrepair of Private Sector Housing, General Public Health and Drainage, etc, Home Energy Conservation, Pest Control Service, Dog Warden Service as well as Caravan and Mobile Home Site Licensing.)

### **2.2 Trading Standards**

Provide advice and support to the business community whilst enforcing "consumer protection" and "fair trading" type legislation, including those laws designed to ensure that goods and services are not misdescribed or unsafe. A first level advice service on consumer matters is available via the national telephone advice service "Consumer Direct" for consumers. Trading Standards will accept referrals concerning vulnerable consumers requiring further advice or assistance. Trading Standards will also provide advice for local businesses. Information on new consumer matters may be provided directly to retailers but normally only on significant new issues.

Retail premises are inspected by trading standards staff on a risk assessed basis. 'High risk' properties are scheduled for annual inspection, 'medium risk' properties every 2 years; 'low risk' properties are scheduled for inspection every 3 years. Those properties considered to be of 'no discernible risk' are scheduled for a visit every 5 years.

Pro-active project work is also undertaken where appropriate. Recent examples include checks on internet sales, checking the validity of tradesmens' claims for membership of trade organisation and test purchases checking for underage sales of restricted goods such as alcohol and cigarettes.

The Head of Service is also responsible the two other services:-

- Registration of Births, Deaths & Marriages
- Cemeteries and Crematorium

## **2.2 Planning**

Provide advice and support to the business community. The Council also provides the planning and transport framework for the future development of the town centre through policies in the Unitary Development Plan, Local Development Framework, Supplementary Planning Guidance for specific sites or topics, and other strategies. It aims to provide certainty for potential developers whilst engaging fully with the whole range of town centre businesses, residents and other organisations and users.

For the town centre, this will draw heavily on the K+20 Strategy now adopted. This sets out a long-term vision for the future of the town centre as well as identifying shorter term improvements to make the centre more attractive for visitors, businesses and residents.

Development is regulated through processing planning applications or taking enforcement action against unauthorised and unsuitable development. The building control service also aims to provide a speedy, effective and competitive check on buildings under construction.

Effective policies for transport and parking are also essential for success and the Council has commissioned studies into car parking provision, park-and-ride and options for new forms of public transport provision to underpin developing policies.

The future success of the town centre depends also on conserving its historic legacy and the appearance of its buildings and spaces.