



CLEANER, SAFER, BRIGHTER, BETTER

## BASELINE AGREEMENT

### Introduction

Baseline Services Level Agreements for the services provided by RBK in the BID area must be defined. 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 the same is a pre-requisite for any BID and guarantees the additionally 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 relevance and importance to the local business community and the street scene environment. These services form a baseline of Kingston Council's service provision within the Kingston First area. The intention of this document is to clearly layout the level of service the council will continue to deliver throughout the life span of the Kingston First Business Improvement District.

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

#### *1.0 Cleaner...*

- 1.1.1 Street Cleansing (inc. Bin Emptying)
- 1.1.2 Abandoned Vehicle Removal
- 1.1.3 Graffiti Removal
- 1.1.4 Markets Operation
- 1.1.5 Gully Cleansing

#### *1.2 Safer...*

- 1.2.1 CCTV
- 1.2.2 Community Safety and Management
- 1.2.3 Street Activities

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

- 1.3.1 Highway Maintenance and Management
- 1.3.2 Trees and Landscape Development
- 1.3.3 Weed Spraying
- 1.3.4 Winter Maintenance
- 1.3.5 Grounds Maintenance

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

- 1.4.1 Tourism, Events and Marketing
- 1.4.2 Market House and Visitor Information Centre
- 1.4.3 Business Support Services

- 1.4.4 Shopmobility
- 1.4.5 Seasonal Park and Ride

## 2.1 Other Services

- 2.1 Environmental Health
- 2.2 Planning
- 2.3 Recycling Sites
- 2.4 Trading Standards

## **1.0 Cleaner...**

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

RBK is currently undertaking negotiations in respect of the Street Cleansing Contract which commences on 16 April 2004. Whilst full details of this contract have yet to be determined the following is a summary of the information provided by the appointed contractor, Cleanaway Ltd and 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 councils ownership within the BID area.

Kingston Town Centre's Primary and Secondary shopping areas (within which the BID area is situated) will be cleansed to the required standard (EPA BVPI 99) 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 whose 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. Street washing and chewing gum removal enhancements are planned for years 2-4.

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.

RBK will in partnership with Local and National agencies such as the Police and DVLA and as part of the Multi Agency Liaison Team (MALT) in combined operations (such as operation Cubit, 2003) to inspect and remove abandoned vehicles throughout the borough including the BID area.

### **1.1.3 Graffiti Removal**

RBK will provide a dedicated graffiti officer for the Borough who will direct 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 24 hours and within 2 weeks in most other cases. The Graffiti officer also aims to prevent graffiti through education and advise both in schools and to the public.

### **1.1.4 Markets Operation**

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.

### **1.1.5 Gully Cleansing**

Cleanse Roadside '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 6 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).

## **1.2 Safer...**

### **1.2.1 CCTV**

Operate the CCTV control centre providing up to 2 CCTV operators to proactively monitor and record, 24 hours a day 7 days a week, 21 RBK CCTV cameras, 6 privately owned cameras and 7 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.

### **1.2.2 Community Safety and Management**

Provide a Community Safety Team. To develop the Councils Crime Reduction Strategy in co-ordination with the Community Partnership, throughout the borough including the BID area. Develop the operation of the CCTV Control Centre via the implementation of the Control Centre Development Plan. Develop and maintain the Major Emergency and RBK Major Incident Plans.

### **1.2.3 Street Activities**

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

## **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 10days 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 5days.

Adhoc safety inspections will be undertaken should a third party report a defect. The Council also provides an “out of hours” response service for emergency highway matters via the Central CCTV Control Room.

### 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, Borough Spending Plan from Transport for London, Section 106 Planning Agreements.

Recent examples are – Wood Street footway reconstruction/street lighting, Clarence Street and Eden Street carriageway resurfacing/street lighting, Clarence Street “pedestrian” area repairs, Market place lighting, Railway Station environmental improvements, CCTV in Old London Road.

### Routine Maintenance

For non-hazardous defects and repairs of a more minor nature, the Council will respond in a responsive manner with the works taking place within our Contractors 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 7year cycle but further works are carried out should this be possible.

### 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 7year cycle.

There is no annual budget for the replacement/improvement of lighting. Schemes therefore rely on specific allocations.

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

Other Highway Related Activities/Services:

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

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 any Council owned trees, hanging baskets and planters on the highway and Council property throughout the borough including the BID area.

All street trees in the Borough are inspected and pruned, where required, on a 3 year rolling programme. Trees in parks and open spaces are only pruned, or other works carried out if they are dangerous. There is no budget for planting of new trees, these, when provided are through sponsorship.

### **1.3.3 Weed Spraying**

Provide two herbicide sprays per annum. The first spray consists of a residual (diuron) spray on the footway and a 'contact only' (glyphosate) spray to the kerbside channels and tree bases. The second treatment takes place in July/August and consists of 'contact only' spray to footway and kerbside channels. 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 implemented 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 with Schools, Hospitals, Retail areas and primary routes prioritised.

### **1.3.5 Grounds Maintenance**

Maintain the Planters/Wayside Gardens, the Memorial Gardens, the Riverside Open Space and elements of All Saints Church through a regular maintenance regime of grass cutting, shrub/hedge pruning, litter bin emptying and path sweeping in the Gardens. The Grounds Maintenance contract is performance based and as such all the above mentioned areas are inspected daily where necessary.

## *1.4 Better Promoted...*

### **1.4.1 Tourism, Events and Marketing**

Provide staff and resources for Tourism Development, Events, Marketing of the Council's Services throughout the borough including the BID area.

To work in partnership with and support the activities of the Kingston Town Centre Management Special Events Committee. Continue to fund and manage the 'May Merrie' on first May Bank Holiday and work in partnership with KTCM, Kingston Round Table and local businesses to deliver this event. To continue the partnership to provide the Arrival of Santa' at the beginning of the Xmas shopping period, subject to continued partnership funding from Kingston Town Centre Management and RBK. To manage the Xmas Merrie event in partnership with Eden Walk Shopping Centre

subject to continuation of existing funding arrangements. To work with Kingston Town Centre Management in the development and promotion of 'Thumbs Up It's Thursday' events during the Summer holidays subject to continued partnership funding from Kingston Town Centre Management.

To work in partnership with and support the activities of the Kingston Town Centre Management Media and Promotions Group to promote Kingston town centre, manage visitors to Kingston and to develop the 'Kingston Offer'.

To 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 Freedom Parade', 'The Golden Jubilee' and 'The Queen's visit to Kingston')

#### **1.4.2 The Market House and Visitor Information Centre**

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 Tourist Information Centre – part of the Visit London network of TIC's and provides travel service, booking coaches and selling bus passes and travelcards. 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**

The provision of a seasonal Park and Ride Service between Chessington World of Adventures and Kingston Town Centre, for approximately eight weeks for Christmas and New Year, with a bus service of at least every ten minutes and extra buses at peak times. The service would be subject to support from partnership with 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.***

### **2.1 Environmental Health**

Provide 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 five main divisions (including Administration): Food and Licensing division, Housing and Licensing division, Housing and Public Health, Industry and Pollution Division, Cemeteries and Crematorium.

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. Responsible for both Public Entertainment and Public Control Licensing and will also be responsible for licensing under the new 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 Housing and Public Health section 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.

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.

### **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, 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 being developed. This will set 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.

### **2.3 Recycling Sites**

Designated recycling sites are located at both Ladybooth Road car park, Richmond Road - Sainsbury's car park and the Guildhall Complex. Static recycling banks are provided for glass, paper, cardboard, cans and textiles. Banks are emptied on a weekly basis with the exception of can banks, which are emptied on a two to three weekly basis as required. Materials are then delivered to the suitable reprocessor.

### **2.4 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. An advice service on consumer matters is available for consumers and, on a more limited basis, for local businesses. Information on new consumer matters is provided to retailers but normally only on significant new issues.

Retail premises are inspected by trading standards officers 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 retailer's Internet sites, checking the validity of tradesmen's claims for membership of trade organisation and test purchases checking for underage sales of restricted goods such as alcohol and cigarettes.