

BID BASELINE AGREEMENT

Dated

7th August 2020

Slough Borough Council

(the Council)

And

Slough Town Centre BID Company LTD

(the BID Company)

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Baseline Agreement for Provision of Standard Services

Dated 7th August

2020

Between

- 1) **Slough Borough Council** ("The Council") of Observatory House, 25 Windsor Road, Slough, Berkshire, SL1 2EL
- 2) **Slough Town Centre BID LTD** registered as a company limited by guarantee in England with company number 12346226 whose registered office is at 2nd Floor, Coleridge House, 5-7 Park Street, Slough, Berkshire, SL1 1PE

Recitals

- A. The Council is the local authority for the purposes of the Local Government Act 2003 and is responsible for providing the Standard Services within the BID Area
- B. Slough Town Centre BID LTD is responsible for the management and operation of the BID and for achieving the objectives and aspirations set out in the BID Proposal
- C. The purpose of this Agreement is to set out for the avoidance of doubt the Standard Services provided by the Council within the BID Area and to set the Benchmark Criteria against which the provision of the Standard Services are to be assessed.

It is agreed:

Definitions

BID Area means that area within which the BID operates shown on the plan attached hereto

BID means the Business Improvement District which is managed and operated by Slough Town Centre BID LTD

BID Proposal means the business plan voted for by the BID Levy Payers which sets out the objectives of the BID

Complementary Services (s) means services within the BID Area provided by or on behalf of Slough Town Centre BID LTD which are complementary to the Standard Services

Complementary Service Provider means the provider of a Complementary Service

Failure Notice means a notice served by Slough Town Centre BID LTD which:

- a) sets out the Standard Service which the notice relates to;
- b) states which of the Standard Services are not being adhered to by the contractor or provider of the Standard Services;
- c) requests the Council to liaise directly with the provider or contractor for the purposes of securing compliance with the Standard Services

Operating Agreement means the agreement entered into on 1st April 2020 between the Council and Slough Town Centre BID LTD which sets out various procedures for the collection monitoring and enforcement of the BID Levy

Regulations mean The Business Improvement Districts (England) Regulations 2004 and such amendments to those regulations which may be made by the Secretary of State pursuant to Section 48 of the Local Government Act 2003 (from time to time)

Standard Services mean those services which are provided by the Council within the BID Area as set out in Part 1 of Schedule 1 which identifies those services which it is required to undertake a part of its statutory function as local authority and Part 2 of Schedule 1 which identifies those services undertaken which are additional services to those usually provided as a part of its statutory function

Standard Services Review Panel means the panel to be set up consisting of 2 representatives from the Council and 2 representatives from Slough Town Centre BID LTD

2 Statutory Authorities

- 2.1 This Agreement is made pursuant to Part IV of the Local Government Act 2003 and Section 111 of the Land Government Act 1972, Section 1 of the Localism Act 2011 and all other enabling powers

3 Commencement

- 3.1 The terms of this Agreement shall take effect upon the date of this Agreement

4 The Council's Obligations

- 4.1 The Council agrees to the following:
 - 4.1.1 to provide the Standard Services within the agreed BID Area at its own cost
 - 4.1.2 in the event that the Council is unable to continue to provide all or any part of the Standard Services within the BID Area on account of its being statutorily barred from doing so in respect of any of those Standard Services set out in Part 1 of Schedule 1 or its having insufficient funds to secure the provision of any of those Standard Services set out in Part 2 of Schedule 1 it shall carry out the following for the Slough Town Centre BID LTD:

- a) identify which part or parts of the Standard Services it is unable to provide;
 - b) provide a detailed explanation of why such identified Standard Service is to be withdrawn; and
 - c) state the date upon which the Council will cease to operate the identified Standard Service.
- 4.1.3 to implement such recommendations in the carrying out or provision of the Standard Services as may be made by the Standard Services Review Panel
- 4.1.4 Upon receipt of a Failure Notice from Slough Town Centre BID LTD to carry out a review of the performance of the contractor or provider of the Standard Service and to use reasonable endeavours to secure the improvement of the Standard Service from the contractor or provider to meet the Benchmark Criteria and in the event of a continued failure by such provider or contractor to meet the Benchmark Criteria to consult with Slough Town Centre BID LTD with regard to the appointment of an alternative contractor or provider for the relevant Standard Service
- 4.1.5 not to remove or change any contractor(s) responsible for providing the Standard Services without first serving no less than 2 months' written notice on the BID Company stating:
- a) the removal or alteration of such contractor;
 - b) the Standard Service which such contractor is responsible for providing; and
 - c) the details of the new contractor appointed to provide the Standard Services(s)

5 Monitoring and Review

- 5.1 The Council and Slough Town Centre BID LTD shall set up a Standard Services Review Panel within 28 (twenty eight) days from the date of this Agreement the purpose of which shall be to:
- 5.1.1 monitor the carrying out of the Standard Services and the Complementary Services

- 5.1.2 make any recommendations required pursuant to paragraph 5.1.1 (above) to the Council and Slough Town Centre BID LTD
- 5.1.3 review any Failure Notices served by Slough Town Centre BID LTD and steps which should be taken to secure the proper carrying out of the Standard Services
- 5.1.4 identify the need for any improvement or alteration to the Standard Services.

6 Joint Obligations

- 6.1 Both the Council and Slough Town Centre BID LTD agree:
 - 6.1.1 for the purposes only of monitoring the Standard Services to review and take account of any representations or recommendations made to them by the Standard Services Review Panel and take such action as may be appropriate
 - 6.1.2 to carry out an annual review of the Standard Services to be provided and make such amendments to the level of services as may be possible with regards to existing contractual obligations and agreements.

7 Licence

- 7.1 The Council shall grant a licence to Slough Town Centre BID LTD, its agents or Complementary Service Provider to enter into or upon any land within the Council's ownership or the highway for the purposes of carrying out Complementary Services, provided that Slough Town Centre BID has obtained the prior agreement.
- 7.2 Access to the highway for the purposes of carrying out the Standard Services and Complementary Services shall be through application to Slough Borough Council as highway authority and both parties shall use reasonable endeavours to enable Slough Town Centre BID LTD or the Complementary Service Provider to procure such licence or permission as may be necessary to enable such access.
- 7.3 Slough Town Centre BID LTD shall be responsible for making good all and any damage caused to land in the Council's ownership or the highway by the undertaking of the Complementary Services at its own expense and to the reasonable satisfaction of the Council.
- 7.4 Slough Town Centre BID LTD shall ensure that it can meet insurance and liability requirements for the undertaking of the Complementary services which are undertaken on, in or upon any land within the Council's ownership or highway and shall produce to the Council on request copies of all insurance policies, cover notes, receipts and other documents necessary to establish compliance with this Agreement.

8 Termination

8.1 This Agreement shall be terminated upon any of the following occurring:

- a) the expiry of the BID Term provided that in the event the BID is renewed after the BID Term this Agreement shall, subject to the consent of both parties and any variations they may agree, continue to remain in force and of full effect;
- b) the early Termination of the BID and the giving of relevant notices as required by the Regulations and the Operating agreement;
- c) either party committing an irremediable breach of this Agreement;
- d) either party committing and failing to remedy a remediable breach of this Agreement within a reasonable time following receipt of a written notice from the other party outlining the breach and the steps required to remedy the same; or
- e) the agreement of both parties.

9 Confidentiality

9.1 Subject to the statutory obligations on the Council in particular the requirements of the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 both the Council and Slough Town Centre BID LTD agree to keep confidential and not to divulge to any person without the prior written consent of the other party all information (written or oral) concerning the business affairs of the other nor any information which has been exchanged about the BID Levy Payers or about other third parties which it shall have obtained or received as a result of operating the BID. This obligation shall survive the termination or lapse of the provision of the BID.

10 Notices

10.1 Any notice or other written communication to be served or given to or upon any party to this Agreement to the other shall be in writing and shall be sent to the address provided for above such substitute address in England as may from time to time have been notified by that party.

10.2 A Notice may be served by:

10.2.1 delivery to the Chief Executive at the Council's address as specified above:

10.2.2 delivery to the Company Secretary at Slough Town Centre BID LTD's address specified above:

10.2.3 registered or recorded delivery post.

10.3 Any notice served shall be deemed to have been validly served or given at the time when in the ordinary course of business it would have been received.

11 Miscellaneous

- 11.1 For the avoidance of doubt where any part of this Agreement is incompatible with the Regulations of any other regulations which the First Secretary of State may issue pursuant to Part IV of the Local Government Act 2003 then such part shall be struck out and the balance of this Agreement shall remain
- 11.2 The headings appearing in this Agreement are for ease of reference only and shall not affect the construction of this Agreement
- 11.3 For the avoidance of doubt the provisions of this Agreement (other than those contained in this Clause) shall not have any effect until this document has been dated
- 11.4 Where reference is made to a Clause, Part or Recital such reference (unless the context requires otherwise) is a reference to a clause, part, plan or recital attached to this Agreement
- 11.5 References to the Council include any successors to its functions as local authority
- 11.6 References to statutes, bye laws, regulations, orders, delegated legislation shall include any such instrument re-enacting or made pursuant to the power

12 Exercise of the Council's Powers

- 12.1 Nothing contained in this Agreement or implied in it shall prejudice or affect the rights discretions powers duties an obligation of the Council under all statute bye laws statutory instruments orders and regulations in the exercise of its functions as a local authority

13 Contracts (Rights of Third Parties)

- 13.1 The provisions of the Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement

14 Dispute Resolution

- 14.1 If a dispute arises between the Council and Slough Town Centre BID in relation to any matter which cannot be resolved either party may refer such dispute to the dispute resolution procedure set out in Clause 14.2 below.
- 14.2 In the first instance each of the Council and Slough Town Centre BID shall arrange for a senior representative to meet solely in order to resolve the matter in dispute. Such meeting(s) shall be minuted and shall be chaired by an independent, objective person as agreed by both parties. In the event that the parties, acting reasonably, are not able to agree the identity of such independent, objective person within 10 working days of the notice of dispute, the parties agree that such meetings shall be jointly chaired by the Chief Executive of the Council and the Chairperson of the Slough Town Centre BID LTD. Such meeting(s) shall be conducted in such manner and at such venue (including a meeting conducted over

the telephone) as to promote a consensual resolution of the dispute in question at the discretion of the Chairman.

- 14.3 If the meeting(s) referred to in Clause 14.2 does not resolve the matter in question then the parties will attempt to settle it by mediation in accordance with the Centre for Effective Dispute Resolution ("CEDR") Model Mediation Procedure or any other model mediation procedure as agreed by the parties. In such circumstances the following shall apply:
- 14.3.1 to initiate a mediation the parties may give notice in writing (a "Mediation Notice") to the other requesting mediation of the dispute and shall send a copy thereof to CEDR or an equivalent mediation organization as agreed by the parties asking them to nominate a mediator;
- 14.3.3 neither party will terminate such mediation until each of them has made its opening presentation and the mediator has met each of them separately for at least one hour. Thereafter paragraph 14 of the Model Mediation Procedure will apply (or the equivalent paragraph of any other model mediation procedure agreed by the parties);
- 14.3.4 neither party to the mediation will commence legal proceedings against the other until 28 (twenty eight) days after such mediation of the dispute in question has failed to resolve the dispute;
- 14.3.5 the parties will co-operate with any person appointed as mediator providing them with such information and other assistance as he shall require and will pay his costs, as he shall determine or in the absence of such determination such costs will be shared equally.

15 Arbitration

- 15.1 Should any dispute remain unresolved following the process set out in Clause 14, the parties shall jointly appoint the arbitrator not later than 28 (twenty eight) days after service of a request in writing by either part to do so
- 15.1.1 If the parties are unable to agree within 28 (twenty eight) days as to the appointment for such arbitrator then such arbitrator (hereinafter referred to as "the Tribunal") shall be appointed on the application of either party to the President for the time being of the Law Society
- 15.1.2 In the event of a reference to arbitration the parties agree to:
- a) prosecute any such reference expeditiously; and
 - b) do all things or take all steps reasonably necessary in order to enable the Tribunal to deliver any award (interim, final or otherwise) as soon as reasonably practicable
- 15.1.3 The award shall be in writing signed by the arbitrator
- 15.1.4 The award shall be final and binding both on the parties and on any persons claiming through or under them.

16 Variation

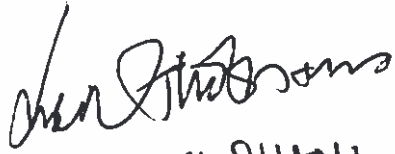
- 16.1** No variation of this Agreement shall be effective unless it is in writing and signed by Slough Borough Council and Slough Town Centre BID LTD.

17 Governing Law

- 17.1** This Agreement shall be governed by and construed in accordance with the law of England and the parties irrevocably submit to the exclusive jurisdiction of the English courts. Nothing in this Agreement shall prevent either party at any time from being able to bring any claim under or in relation to this Agreement in an English court.

The Common Seal of
SLOUGH BOROUGH COUNCIL

was hereunto affixed in the presence of:


SUSHIL THOBHANI
SERVICE LEAD GOVERNANCE



Authorised Signatory

Executed as a deed by

SLOUGH TOWN CENTRE BID LTD

acting by: two directors, or by a director and its secretary, or by a single director in the presence of a witness

James Robert Lingard
.....

Director

James Robert Lingard

Witness signature:

Andrew Wright
.....

Director / Secretary

Witness name:

Address:

.....

.....

SCHEDULE 1 – The Standard Services

The purpose of this schedule is effectively to set the “baseline” for the services.

Part 1 of the Schedule should identify such services (within the relevant service area) which the Council is required to provide as part of this statutory duty (e.g. refuse, maintenance of highways, parking etc.)

Completed forms of baseline services statement: -

- Resilience & Enforcement, Neighbourhood Services
- Highways Maintenance
- Winter Maintenance
- Parking
- Street Lighting
- Refuse Collection & Street Cleansing
- Food & Safety
- Trading Standards
- Licensing

Part 2 of the Schedule sets out those services which the Council provides as part of its “standard” routine but which are above those provided as part of its usual statutory function. The point here being that Slough Town Centre BID LTD should nonetheless consider this part of the standard service provided by the Council in that BID Levy funds should not be used to fund initiatives which the Council has already committed itself to provide.

Completed Forms of baseline services statement: -

- CCTV & Careline Centre
- Festive Season Celebrations
- Sport & Physical Activity
- Housing Services
- Parks, Open Spaces & Allotments Service

Service Activity	Resilience and Enforcement, Neighbourhood Services
Directorate	Place & Development
Head of Service:- Name Email address Telephone number	Colin Moone Service Lead Strategic Housing Services colin.moone@slough.gov.uk 01753 474057
Service Description (incl. area covered)	<p>The Resilience and Enforcement team deal with all private and commercial land.</p> <ul style="list-style-type: none"> • Joint operations with the Border Agency and rough sleeper evaluations • Service of injunctions, orders and notices • Neighbourhood management • Anti-Social behaviour – site visits, surveillance, gathering evidence, witness support, deterring, intervention, partnership working, syringe and needle collection • Noise, smoke, odour, dust and light nuisance etc. • Littering, fly-tipping, Graffiti and criminal damage, dog fouling, commercial/domestic waste disposal problems, abandoned vehicles etc. • Public Health – filthy and verminous, boarding up, rats, insects and infestations, asbestos, overgrown gardens/land, stray dogs • Gating projects in private areas, community events, prevention of crime relating to the physical environment • Licensing, TEN and planning application reviews and comments • Out of hours emergency crisis response and deployment of Community Wardens • Investigation, evidence gathering and taking enforcement action • Preparation for prosecution and court attendance
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement?	Daily Mornings/afternoon Planned

Other?	
Staff and equipment	Street wardens – deployed to Slough town centre Community project officers in Neighbourhood Services Enforcement officers Housing regulation officers
Boundary Area	Slough Town
Performance Measures	Key performance indicators are constantly reviewed. Any reduction in performance standards is rectified immediately.
Other comments	The Resilience & Enforcement, Neighbourhood Services are proactive services that participate fully in partnership working.
Form completed by:-	
Name	Colette Makambila
Email address	Colette.makambila@slough.gov.uk
Telephone number	01753 476534

Service Activity	Highways Maintenance
Directorate	Regeneration
Service Leads:-	
Name	Savio DeCruz
Email address	savio.deacruz@slough.gov.uk
Telephone number	01753 875640
Service Description (incl. area covered)	Highways Maintenance Slough and BID area.
Specification Please Include:-	
When?	<p>The Council has a duty to maintain the highway for the safe use of the public throughout Slough including the BID area. This will include all the issues referred to within the Council's Highway Inspection Manual and Highway Maintenance Policy as category 1 defects. This includes potholes, trips, faulty ironwork and covers etc.</p> <p>Driven and Walked inspections are carried out around the area. A walked safety inspection is carried out throughout the town centre on monthly basis. Driven Inspections are carried out at various frequencies (varies from 1 – 12 months) depending on category of road.</p> <p>These inspections are supported by a maintenance gang</p>
How Often?	
Planned/responsive?	
Maintenance schedule?	
Renewal/replacement?	
Other?	

	<p>which works across the wider area which includes the BID and is able to respond to repair any category 1 defects found by the end of the next working day. At other times, this gang will be carrying out other scheduled maintenance work. The aim of this maintenance work is to make 'like-for-like' repairs where this is reasonably practicable. In some instances, temporary solutions may be made, and these would normally be followed by permanent repairs which would be added to a programme of work.</p> <p>Slough Borough Council will respond to non- hazardous defects by carrying out repairs where possible within allocated budgets in response to routine inspections. Typically, these repairs 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.</p> <p>More significant works (e.g. resurfacing of carriageways and footways) which are part of the capital programme are identified through condition surveys and service inspections. The programme of these works is prioritised on a countywide basis.</p> <p>Third party complaints are also dealt with. This could range from drainage issues, signs, scaffolds, skips and obstructions within the highway.</p>
Staff and equipment	Slough DSO is responsible for operation matters including Winter Services, help to deliver the overall Highways Maintenance service.
Performance Measures	Pothole repairs and footway defects are monitored on a regular basis by our highway inspectors.
Budget 2015/2016 (Capital and revenue)	<p>Capital budgets for a wide range of highway maintenance are in the region of £1.4M across Slough on an annual basis.</p> <p>Revenue funding across Slough for delivery of highway maintenance is approximately £2.5M including gully emptying, grass cutting, winter services and street lighting.</p>
Ideas for BID activities (with costs)	<p>A dedicated Team could be identified for the BID Area. This team could complete maintenance repairs on all infrastructure in the area.</p> <p>They could also complete cyclic maintenance on street</p>

	<p>furniture, Pedestrian Barriers, Bollards etc. where it add value to existing operations by stakeholders in the town.</p> <p>This would cost approximately £2K per week(excluding materials)</p>
Other comments	The team mentioned above could also merge with other activities within the area, making it more versatile and cost effective.
Form completed by:-	
Name	Kam Hothi
Email address	kam.hothi@slough.gov.uk
Telephone number	01753 787899

Service Activity	Winter Maintenance
Directorate	Regeneration
Service Lead:-	
Name	Sanjay Dhuna
Email address	sanjay.dhuna@slough.gov.uk
Telephone number	01753 875810
Service Description (incl. area covered)	Slough Borough Council aims to provide an economic, effective and efficient winter service throughout Borough of Slough within the resources available which seeks to ensure, as far as is reasonably practicable, that safe passage along a public highway is not endangered by snow or ice and delays caused by adverse weather are kept to a minimum.
Specification Please Include:-	
When?	
How Often?	
Planned/responsive?	There are 2 gritting routes across the Borough, The routes are regularly treated to prevent the formation of frost and ice following assessment of the conditions from the forecast provider on a daily basis from 1 st November to 31 st March.

<p>Maintenance schedule? Renewal/replacement? Other?</p>	<p>When widespread ice or light snow is forecast 2 secondary routes and priority sites will be treated across the Borough in addition to the above and in the case of heavy snowfall our resources are supplemented by other resource from DSO to hand grit busy trafficked areas and community centres. In such cases the highway network will be cleared in order of priority.</p> <p>Footways and Cycle ways are treated on a reactive basis as required when widespread ice is forecast and cleared on a priority basis should snowfall occur.</p> <p>To supplement the treatment of the highway network grit bins are provided at strategic locations throughout the Borough and on requests before the winter season starts.</p> <p>Additional gritting vehicles and equipment are available and used depending upon the conditions. (Small gritter and plough etc.)</p> <p>All equipment is regularly maintained and updated/replaced, calibrated and certified for operational requirement.</p> <p>Cross boundary working arrangements are in place with surrounding authorities to enable us to assist one another in periods of severe weather to ensure strategic routes through the East Berkshire are kept clear as far as possible.</p>
<p>Staff and equipment</p>	<p>There are team of 10 staff employed at DSO to deliver the current service including managers, supervisors and operatives with rotas in place to ensure sufficient resources are available where required throughout the winter season. This is supplemented from other sections during severe conditions.</p>
<p>Performance Measures</p>	<p>The Winter Services Policy and Information details the level of resources available and the standards to be achieved.</p>
<p>Budget 2015/2016 (Capital and revenue)</p>	<p>£150K revenue across</p>
<p>Ideas for BID activities (with costs)</p>	

Other comments	Weather conditions are constantly monitored throughout the winter period with information sent by our forecast providers and gathered from roadside monitoring stations. Information regarding gritting arrangements, gritting routes, weather forecasts and conditions around the County are available on the Northumberland website which is regularly updated.
Form completed by:- Name Email address Telephone number	Kam Hothi Kam.hothi@slough.gov.uk 01753 787899

Service Activity	Parking
Directorate	Regeneration
Head of Service:-	
Name	Sanjay Dhuna
Email address	Service Lead Planning & Transport Sanjay.dhuna@slough.gov.uk
Telephone number	01753 875810
Service Description (incl. area covered)	Civil parking enforcement on/off street and parking development for new schemes.
Specification Please Include:-	
When?	
How Often?	
Planned/responsive?	
Maintenance schedule?	
Renewal/replacement?	
Other?	
	<p>The Council has a duty to manage the road network and provide a civil parking enforcement regime to allow free flow of traffic and reduce congestion. The Council has a parking term contractor that is responsible for providing a parking enforcement service including bus lane enforcement and ensuring all statutory processes are adhered to.</p> <p>The on street parking provision is a self funding statutory service.</p> <p>The Council owns 6 car parks within the town centre Hatfield – 590 spaces, TVU – 200 spaces, Herschel Multi-Storey car park – 460 spaces, Burlington – 100 spaces Buckingham Gardens – 65 spaces, The Grove – 45 spaces, On street parking Car parks open 24 hours a day 24 hour helpline (linked to CCTV control office) CCTV coverage Borough wide across car parks Herschel and Hatfield Multi-Storey have 40 cameras at each location Agreement with CCTV services to manage MSCP car parks Security officers at both MSCP Inspections undertaken at all town centre car parks for maintenance and security All Council owned car parks achieved the Park Mark Award</p>
Staff and equipment	13 F/T Civil Enforcement Officers deployed daily. 3 senior supervisors 7 x Parking Appeals Officer

	1 x Parking Appeal Supervisor 1 x Team Leader Parking 1 x Parking Engineer
Boundary Area	Slough Town Centre BID area
Performance Measures	<ul style="list-style-type: none"> • Number of car using car parks • Number of PCNs issued and compliance • Number of cancellations of PCNs • Recovery of PCNs
Budget 2019/2020	
Other comments	The parking team works closely with Highways, Transport and Planning to ensure there is a collaborative approach when dealing with items such as changes to the road network and any impact is kept to a minimum.
Form completed by:-	
Name	Kam Hothi
Email address	Kam.hothi@slough.gov.uk
Telephone number	01753 787899

Service Activity	Street Lighting and illuminated Street furniture including Traffic Signals
Directorate	Regeneration
Service Lead:-	
Name	Savio De Cruz
Email address	Savio.deacruz@slough.gov.uk
Telephone number	01753 875640
Service Description (incl. area covered)	Street Lighting Maintenance Borough Wide and BID Area.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	<p>The Council has a duty to maintain the highway for the safe use of the public throughout Slough including the BID area. There is no duty to provide street lighting, but where street lighting or illuminated street furniture is installed there is a duty to maintain in line with current industry standards and recommended codes of practice. The street lighting and illuminated street furniture in the BID Area is maintained via the use of an Inventory Management System (FM) coupled with recently installed "Mayflower" CMS. There are no planned inspections with regard to operation, but a 4 working day response is operated with regard to the report of non- urgent faults, i.e. street lighting not working correctly.</p> <p>A 2 hour response is in operation for the report of anything urgent that is deemed serious and may endanger the public, i.e. door off a street light. All traffic signal faults are responded to within 2 hours.</p>

	<p>All items electrical street furniture, are subject to the requirements of the Electricity at Work Regulations, with each item being inspected at least once every 6 years to ensure it complies with the requirements of the regulations.</p> <p>If any item is found to be in a poor or unsafe condition it will be scheduled for replacement in line with the timescales that exist within fa. Typically, faults that do not require any excavation will be completed within 2 working weeks. Where excavation is required and the electricity supply company is involved, replacement works can take 6-8 working weeks to complete.</p> <p>The Council have recently completed on a large scale Street Lighting Upgrade Project to replace all the street lighting stock under our responsibility with new LED energy efficient lanterns together with the CMS system to enable us to monitor the performance and adjust the level of the lighting remotely.</p> <p>With regard to the BID Area, the street lighting columns in this area are due to be replaced in the last quarter of 2017. This work is being carried out by an external contractor, and the existing stock of columns in the BID Area will be maintained in line with the above service standards until the Modernisation Project reaches the BID Area.</p>
<p>Staff and equipment</p>	<p>The BID Area is covered by the street lighting Maintenance Service.</p>
<p>Performance Measures</p>	<p>Street lighting Performance Indicators, covering response to lighting faults, emergency attendance and average time to repair.</p>

Ideas for BID activities (with costs)	Discussions between the leading Councillor's and Town Centre management Team are on-going, all the street lighting columns and other street furniture posts have been given a new coat of black paint to unify the colour of our street furniture in the Town Centre. There is a conservation area within the Town Centre where we also replaced the old style of Heritage lanterns with the LED lanterns however we have kept the original shape and character of the Heritage lantern covers and Columns.
Other comments	
Form completed by:- Name Email address Telephone number	 Sing-Wai Yu, Street Lighting Project Manager sing-wai.yu.@slough.gov.uk 01753 875628

Service Activity	Refuse Collection & Street Cleansing
Directorate	Environmental Services
Head of Service:-	
Name	Richard West
Email address	richard.west@slough.gov.uk
Telephone number	01753-690965
Service Description (incl. area covered)	Refuse Collection, Street Cleansing, Transfer Station and HWRC all located and operating within Slough.
Specification Please Include:-	
When?	
How Often?	
Planned/responsive?	
Maintenance schedule?	
Renewal/replacement?	
Other?	
	<p>Refuse Collection - The DSO currently provides domestic refuse and recycling collections throughout Slough. These collections are programmed and take place on a weekly basis. The majority of missed bin complaints are reported by the public via our call centre, website enquiry or email. All missed bins should be remedied within 48 hours as per the Service Level Agreement. Inspections are carried out by the Supervisors to ensure the crews are working in the correct and safe manner. They also investigate complaints from the members of public to determine if they are genuine or not.</p> <p>Street Cleansing: - The DSO is also responsible for ensuring that Slough is kept clean and tidy. Our Street Cleansing operations are responsible for litter picking, emptying litter bins, clearing fly-tipping, removing graffiti and sweeping the streets and pavements either mechanically or manually. The Street Cleansing service operates 7 days per week. Every street in the Borough placed on a schedule to determine how often they are cleaned. These schedules range from daily to monthly depending on the grade of the street. Inspections are carried out by the Street Cleansing Supervisors and any complaints are reported by members of the public or by councillors.</p> <p>Transfer Station: - The DSO operates a fully licensed transfer station which can accept a number of waste streams as stipulated in our Waste Management License. This site is open 6 days a week to commercial</p>

	<p>customers. All loads are weighed in and out and customers are charged for the weight they've tipped.</p> <p>HWRC: - The DSO operates a Household Waste Recycling Centre (HWRC Site). This site is open 7 days a week and allows members of the public to dispose of their waste. Currently this is a free of charge service open to residents only. Traders are not allowed to use this site and will be challenged upon entry to the site.</p>
Staff and equipment	<p>Refuse : -</p> <ul style="list-style-type: none"> • 18 x refuse collection vehicles • 48 x operatives (drivers & loaders) working a 37 hour week. <p>Street Cleansing: -</p> <ul style="list-style-type: none"> • 12 vehicles ranging from Ford Transit Connects to 7.5t Cage vehicles • 6 x barrows • 1 x graffiti wash • 27 street cleansing operatives working 37 hours per week <p>HWRC: -</p> <ul style="list-style-type: none"> • 1 x full time operative working Monday to Friday working a 37 hour week • 2 x part time operatives working 9 hours Saturday and Sunday in the summer and 8 hours Saturday and Sunday in the winter. <p>Transfer Station: -</p> <ul style="list-style-type: none"> • 1 x loading shovel • 1 x 360 excavator • 2 x rolloff heavy goods vehicles • 1 x Weighbridge Operator • 2 x rolloff drivers • 1 x machine driver
Boundary Area	Slough Town
Performance Measures	<p>Refuse Collection - Performance is measured by the level of complaints received from members of the public. Genuine missed bins complaints must be remedied within 48 hours as per the Service Level Agreement.</p> <p>Street Cleansing: - Performance is measured by the cleanliness of the Borough. Streets are graded from A to</p>

	D. Should the cleanliness of a Street drop below to a B then this has to be rectified within a week. Anything below a grade B should be rectified immediately.
Budget 2019/2020	Information not available
Other comments	The DSO service was brought in house on 1 st December 2017 having previously been contracted out to Amey. All employees are currently embarking on a programme of harmonisation which is swallowing up a lot of management time.
Form completed by:-	Marc Scott
Name	Marc Scott
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Telephone number	01753-875266

Service Activity	Food & Safety
Directorate	Adults & communities
Head of Service:-	
Name	Ginny de Haan
Email address	Service Lead Regulatory Services Ginny.dehaan@slough.gov.uk
Telephone number	01753 477912
Service Description (incl. area covered)	<p>Assessing compliance with food safety requirements at food businesses within Slough. Including investigating food complaints and inspect food businesses based on risk.</p> <p>We are also responsible for:</p> <ul style="list-style-type: none"> • Health & Safety enforcement, including investigating accidents, giving priority to those involving major injury or death in the workplace • Infectious disease control • Imported food and products control • Primary Authority Partnerships • Smoke Free enforcement <p>We also signpost businesses and residents to information and free advice. We also provide businesses with bespoke advice and support on compliance at a cost recovery basis.</p> <p>In all areas that we regulate, where necessary, we take enforcement action, such as service notices, close businesses immediately that present an imminent risk and prosecute businesses who fail to comply with the law.</p>
Specification Please Include:-	Inspections are based on risk, set by a national code of practice, which varies from 6 months to 3 years.
When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	All inspections are unannounced.
Staff and equipment	Operation FTE is 4.23

Boundary Area	Slough town
Performance Measures	Team balance score card (BSC), of which some areas are fed into the directors BSC
Other comments	None
Form completed by:-	
Name	Levine Whitham
Email address	Levine.whitham@slough.gov.uk
Telephone number	01753 477901

Service Activity	Trading Standards
Directorate	Adults & communities
Head of Service:-	
Name	Ginny de Haan
Email address	Service Lead Regulatory Services ginny.dehaan@slough.gov.uk
Telephone number	01753 477912
Service Description (incl. area covered)	<p>Assessing compliance with consumer goods and services including food standards (labelling and composition declarations) within Slough. Trading Standards are responsible for enforcing nearly 300 pieces of primary legislation covering a huge area. Trading standards investigate complaints and inspect businesses, in particular food premises, based on risk.</p> <p>We are responsible for:</p> <ul style="list-style-type: none"> • Mis-description of goods and services • Product safety • Food labelling • Animal health and welfare • Fireworks and fireworks licensing • Under age test purchasing • Tobacco control work • Road traffic work (overloaded vehicles) • Rogue traders, doorstep sales, mass marketing scams • Counterfeit goods • Weights and measures (weighing equipment used in trade) • Market surveillance at ports (External Transit Storage Facilities) • Letting agents & estate agents redress scheme compliance • Business fraud <p>We also signpost businesses and residents to information and free advice. We also provide businesses with bespoke advice and support on compliance at a cost recovery basis (this is a statutory provision under the Regulation, Enforcement and Sanctions Act)</p>

	In all areas that we regulate, where necessary and proportionate, and in compliance with our enforcement policy (publicly available via SBC website) we may take enforcement action, such as serve notices, issue FPN's, Simple cautions and potentially prosecute businesses who fail to comply with the law.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Trading Standards Food Standards inspections are based on risk, set by a national code of practice, which varies from 6 months to 3 years. All food standards inspections are unannounced. Other inspections are based on intelligence received and evidence. Where intelligence is provided to establish a problem, those premises involved will be visited, usually unannounced. Where we visit premises as part of proactive projects, where no intel is available, a statutory 48 hour notice, describing the purpose of our visit will be provided.
Staff and equipment	Operation FTE is 6
Boundary Area	Primarily SBC but we have powers to enforce legislation beyond our boundaries under the Consumer Rights Act 2015.
Performance Measures	Team balance score card (BSC), of which some areas are fed into the directors BSC ACTSO TS impacts and outcomes (pilot) Scheme Local Authority Enforcement Monitoring System (LEAMS) on Food Inspections No national performance indicators for other TS duties.
Other comments	None
Form completed by:-	
Name	Andrew Clooney
Email address	andrew.clooney@slough.gov.uk
Telephone number	01753 477901

Service Activity	Regulatory Services – Consumer Protection - Licensing
Directorate	Adults and Communities
Head of Service:- Name Email address Telephone number	Ginny de Haan Service Lead Regulatory Services ginny.dehaan@slough.gov.uk 01753 447192
Service Description (incl. area covered)	All aspects of the below including accepting and determination of all types of applications and associated enforcement and complaints: Taxi and private hire licensing, premises licensing – Licensing Act 2003, tattooing, acupuncture, other special treatments, betting premises – Gambling Act 2005, scrap metal dealers, animal welfare regulations, street trading consents, sex establishments, hairdressers and barbers, zoos, dangerous wild animals street collections and house to house collections. All officers are multi-tasking and are able to take on all roles. The licensing team are also regularly carrying out various forms of awareness raising with licence holders together with safeguarding awareness training for taxi and private hire drivers on CSE, trafficking and modern slavery.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Applications for taxi and private hire licensing are subject to an appointments system due to the requirement to produce original documentation for proof of identity. All other applications are dealt as soon as submitted. All applications are dealt with in accordance with the published service standards. Complaints are dealt with in accordance with service standards. Enforcement and compliance checks are programmed during the course of the year. Programmed operations are conducted with the Police using an Itemiser and drugs dogs. Similar operations are conducted with trading standards for underage sales and tobacco dogs. Complaints are dealt with reactively.
Staff and equipment	Total 6 staff. Licensing Manager 1FTE 2 Senior Licensing Officer – 1 FTE and 1 Part time 2 Licensing Officers – 1 FTE and 1 part time

	<p>Assistant Licensing Officer – 1 FTE</p> <p>All officers are multi-tasking.</p> <p>Officers use the in-house LalPac IT system for all work undertaken.</p>
Boundary Area	Whole of Slough
Performance Measures	Mainly published service standard requirements for licensing all functions and complaints.
Other comments	<p>The licensing team also implements new policies or carries out revision of current policy to keep abreast of changes in legislation.</p> <p>This involves working with other Council services and elected members.</p>
Form completed by:-	
Name	Michael Sims
Email address	Michael.sims@slough.gov.uk
Telephone number	01753 477387

Service Activity	CCTV & Careline Centre
Directorate	Adults and Communities – Regulatory Services
Head of Service:-	
Name	Ginny De Haan
Email address	Service Lead Regulatory Services ginny.deHaan@slough.gov.uk
Telephone number	01753 477912
Service Description (incl. area covered)	<p>A 24/7x365 CCTV monitoring service supporting crime and disorder reduction within the town centre. Careline Community Alarms service supports Slough's elderly and vulnerable people currently providing services for 2100 clients across the Borough.</p> <p>Acting as a control centre (despatcher) for the town centre Slough Town Against Crime (STAC) retail radio scheme. Careline (community alarms) services for the elderly and vulnerable. The CCTV Centre also operates the town's Anti-Social Behaviour Hotline (01753 875298)</p> <p>All staff are Enhanced CRB cleared for children and adults. Staff are also police vetted. We have access to police Airwave radio channels and work very effectively with police partners.</p>
Specification Please Include:-	
When? How Often?	24/7 x 365 Every day
Planned/reactive?	Proactive and reactive CCTV monitoring services, carrying out incident / crime reviews and the production of evidence for police to use in Court
Maintenance schedule? Renewal/replacement? Other?	Quarterly clean and maintain all cameras Renewal or replacement takes place only when systems fail or are no longer fit for purpose
Staff and equipment	A total of 316 CCTV cameras across the whole town (although some residential areas have no cameras) including shopping areas and within some SBC owned car parks. A staff complement of 8 CCTV operators, a Coordinator for Supervision and 1 Centre Manager
Boundary Area	Within the borough

Performance Measures	Careline is a TSA accredited alarm monitoring provider CCTV has the SCC Code of Practice accreditation
Other comments	None
Form completed by:-	
Name	Peter A Webster
Email address	peter.webster@slough.gov.uk
Telephone number	01753 875064

Service Activity	Festive Season Celebrations
Directorate	Finance and Resources
Head of Service:-	
Name	Vijay McGuire Service Lead Customer & Communications
Email address	Vijay.Mcguire@slough.gov.uk
Telephone number	01753 875907
Service Description (incl. area covered)	This service is responsible for: <ul style="list-style-type: none"> • communications and marketing • strategic direction to council communications with customers, partners, the media and employees • the council's customer strategy • planning and implementation of major borough-wide events • customer services (front of house and the Council's call centre) • housing benefits • council tax • business rates
Specification Please Include:-	<ul style="list-style-type: none"> • Christmas Lights Switch-On Event • Purchase, Installation, Decoration and Removal of Christmas Tree • Purchase, Installation and Removal of Christmas Lights • Checks, Repairs and PAT Tests of Existing Christmas Lights • Festive Fund Weekend, subject to funding (held the second weekend of December)
When?	
How Often?	
Planned/responsive?	
Maintenance schedule?	
Renewal/replacement?	

Other?	
Staff and equipment	<p>2 F/T staff Casual staff including security, stewards, first aid Cherry picker Sound equipment Stage performance Gazebos</p>
Boundary Area	Slough High Street
Performance Measures	<ul style="list-style-type: none"> • Social media interaction • High volume of free raffle tickets • Number of attendees • Follow up enquiries whether good/bad feedback
Other comments	The Customer and Communications Service carries out maintenance and arrange for the Christmas tree to be erected and decorated after the switch-on.
Form completed by:-	
Name	Colette Makambila
Email address	Colette.makambila@slough.gov.uk
Telephone number	01753 476534

Service Activity	Sport and Physical Activity
Directorate	Adults and Communities
Head of Service:- Name Email address Telephone number	Ketan Gandhi Service Lead Communities & Leisure Ketan.Gandhi@slough.gov.uk 01753 696099
Service Description (incl. area covered)	Herschel - Xplorer Orienteering Family Trail Events Upton Court Park – Run with Active Slough groups, future plans cycling lessons for families. We also do a lot with the clubs that are based in the park, rugby, cricket and hockey. Parkrun also takes place at Upton managed and run by volunteers. Salt Hill Park – Tennis, cricket and running groups, big community workouts using the gyms, again managed by volunteers and Great Outdoor Gym Company Lascelles – Installation of new artificial cricket wickets which have enabled us to hire out the park to cricket clubs e.g. last man standing league. Also in Lascelles Park football is played and is home to the Thames Valley FC.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Herschel- x6 Xplorer Orienteering Family Trail Events a year during school holidays (February, April, May, x2 Aug & Oct). Run from approximately 11:00 – 14:00/15:00. Average around x100 participants per event. Where possible, coincided with "Family Fun Days" organised by Ian Judd in Parks. Upton Court Park- used for x2 weekly running groups as part of Run with Active Slough programme. Tuesday evening 18:30 group (average between 25-35 participants) and a Friday morning 09:30 group (average between 12-17 participants). Coordinated by Active Slough team with the assistance of several volunteer run leaders. Salt Hill Park- the Activity Centre used as the meeting point for x1 weekly GoodGym Running Group, taking place on Monday evenings, 18:30 start. Averages between 12-20 people.
Staff and equipment	Volunteers run the running groups

	Xplorer is run by Active Communities Officer
Boundary Area	Slough town
Performance Measures	Participation numbers and impact questionnaires every 12 weeks
Other comments	None
Form completed by:-	
Name	Kam Bhatti
Email address	Kam.bhatti@slough.gov.uk
Telephone number	01753 477376

Service Activity	Housing (People) Services Wardens
Directorate	Regeneration
Head of Service:-	
Name	Colin Moone
Email address	colin.moone@slough.gov.uk
Telephone number	01753 474057
Service Description (incl. area covered)	Warden Patrols – Town Centre
Specification Please Include:-	
When?	Daily
How Often?	Mornings/afternoon
Planned/responsive?	Planned
Maintenance schedule?	N/A
Renewal/replacement?	N/A
Other?	
Staff and equipment	3 staff but going down to 2. Recruitment started for vacancy
Boundary Area	Town Centre
Performance Measures	To be confirmed
Other comments	Current Wardens have been 'seconded' from other areas in Housing and therefore these are not permanent staff
Form completed by:-	
Name	Colin Moone
Email address	colin.moone@slough.gov.uk
Telephone number	01753474057

Service Activity	Parks, Open Spaces & Allotments Service
Directorate	Adults and Communities The Parks, Open Spaces & Allotments Service is placed within the Council's Adult and Communities Directorate and comes under the Communities & Leisure Department.
Head of Service:- Name Email address Telephone number	Ketan Gandhi Service Lead – Communities and Leisure Ketan.gandhi@slough.gov.uk 01753 696099
Service Description (incl. area covered)	Slough Borough Council owned parks, open spaces and allotments within Slough. The service manages 254 hectares of park and open space with 89 parks/recreational open spaces, 11 allotment sites with over 1000 allotments, 79 children's play areas, 60 outdoor sports pitch/courts. These are open 365 days a year and our dedicated team work to maintain high standards including 3 Green Flag sites at Salt Hill Park, Herschel Park and Pippins Park. They promote the health and well being benefits of green and outdoor space, growing your own food and enhancing the image of Slough for local communities, businesses and visitors.
Specification Please Include:- When? How Often? Planned/responsive? Maintenance schedule? Renewal/replacement? Other?	Grass areas, trees and beds are maintained by Slough Environmental Services as part of contract. Hanging baskets are supplied and maintained at present by Windowflowers Ltd on a contract basis with two flowering season planting and maintenance/watering as required during the season. Street cleaning is carried out by Slough Environmental Services daily with litter clearance several times a day. Last year planter towers were supplied and maintained by Village Sensations on a contract basis with two flowering season planting and maintenance/watering as required. Arrangements are currently being made for the summer seasons planting.
Staff and equipment	Parks and Open Spaces Manager x 1 Parks and Open Spaces Officers x 3 Administrative Officer x 1

	No Slough Borough Council's Parks staff are directly involved in maintenance etc. but officers do order as above and are involved in planning and design as required.
Boundary Area	Slough Town
Performance Measures	Quality control checks to ensure planters and baskets are maintained and secure.
Budget 2019/2020	The budget for these works comes from outside the parks revenue budgets.
Other comment	The team ensures Parks & Open Spaces are an integral feature of Slough's offer to improve the health and wellbeing of our residents. The team works closely with the Leisure Team colleagues to ensure parks and open spaces are fit for purpose in relation to play and sports provision.
Form completed by:-	
Name	Gerald Pleace
Email address	gerald.pleace@slough.gov.uk
Telephone number	01753 875566

SCHEDULE 2 – Complementary Services

Please refer to the Slough Business Improvement District business plan which identifies the objectives and therein the projects that will deliver these complementary services.

SCHEDULE 3 – Designated Slough Town Centre BID Area

