

MEMORANDUM OF UNDERSTANDING

For the provision of Baseline Services in the BID area

DATED 28th September 2010

London Borough of Hammersmith And Fulham

(the Council)

Greater Hammersmith (t/a Hammersmithlondon)

(the BID Company)

MEMORANDUM OF UNDERSTANDING

BETWEEN:-

- (1) **London Borough of Hammersmith and Fulham** of Hammersmith (the Council) of Town Hall, King Street, London, W6 9JU ; and
- (2) Greater Hammersmith t/a HammersmithLondon [registered as a company limited by guarantee in England with number 05774310 whose registered office is at 1st Floor, 1 Hammersmith Grove, London, W6 0NB

RECITALS

- (1) 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
- (2) The BID Company is responsible for the management and operation of the BID and for achieving the objectives and aspirations set out in the BID Proposal
- (3) The purpose of this MoU 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.

BACKGROUND

- (A) The BID Partnership has been established to improve the economic, social and environmental well-being of the BID Area. Its primary objectives are:
- to make the Hammersmith BID Area a safe, secure and confident place to work in, visit and run a business; and/or;
 - to clean and freshen up the street scope of the Hammersmith BID Area making it a more attractive and welcoming place to work in and visit, and/or;
 - to inject life and vibrancy into the Hammersmith BID Area attracting more people to the are and making it a more desirable place to work in and visit and/or
 - to listen to business and present a strong co-ordinated voice within the Hammersmith BID Area; and/or
 - such other objectives of the Hammersmith BID Proposal as may be added to or amended from time to time in consultation with the Business Rate payers in the Hammersmith BID Area in accordance with the BID Legislation; and/or

- to promote the social, economic and environmental well-being of the Hammersmith BID Area.
- (B) The BID Partnership is responsible for the management of the BID and delivery BID Proposal.
- (C) The Council currently provides or procures the provision of Baseline Services within the BID Area.
- (D) The Council is committed to the success of the BID Partnership and recognises the importance of the Council's role in continuing to deliver the Baseline Services to assist the BID Partnership achieve its objectives. The Council therefore agrees to continue to provide or procure the provision of the Baseline Services to the agreed Minimum Standards for the duration of the BID.
- (E) The Council also agrees to provide Additional Services to the BID Partnership if so requested by the BID Partnership on terms to be agreed between the parties.

1. DEFINITIONS

In this Memorandum the following words and expressions shall, except where the context otherwise requires, have the following respective meanings:

"Additional Services" means any services provided by the Council in addition to the Baseline Services which the BID Partnership wishes to acquire from the Council;

"Baseline Services" means the services currently provided or procured by the Council as at the date of this Memorandum pursuant to any statutory power or duty of the Council or as part of the Council's statutory role and functions as a local authority details of which are set out in Schedule 3;

BID Area means that area detailed in the BID arrangements and illustrated by the map appended as appendix 1 of Schedule 1 within which the BID operates

BID means the Business Improvement which operates within the area detailed in the BID arrangements and illustrated by the map appended as appendix 1 of Schedule 1 and which is managed and operated by the BID Company

BID Proposal" means the detailed proposals prepared by the BID setting out the proposed improvements for the BID Area and approved by the majority of business rate payers in the BID Area in accordance with Part 4 of the Local Government Act 2003 and Regulation 3 (Schedule 1) of the Business Improvement Districts

(England) Regulations 2006 Regulations, a copy of the BID Proposal is set out in Schedule 2 to this Memorandum;

Minimum Standards means the minimum standards required of the Baseline Services as agreed between the parties prior to the commencement of the BID as set out in Schedule 3;

Parties means the Council and the BID Partnership and "Party" shall mean either the Council or the BID Partnership.

2. MEMORANDUM

2.1 This Memorandum sets out the principal terms of understanding between the parties in relation to the continued provision or procurement of the Baseline Services by the Council in relation to the BID area.

2.2 This Memorandum is not intended to create or record and shall not constitute any legally binding relationship or legal obligations on the part of the parties or any other persons but only record the terms which have been agreed between the parties and their intention to work together in a mutually supportive way and to act in good faith to meet the expectations of the other party in terms of compliance with the terms of this Memorandum.

3. THE BASELINE SERVICES

3.1 The Council shall use all reasonable endeavours to provide the Baseline Services for the duration of the BID.

3.2 In the event that the Council intends to change the Baseline Services significantly and permanently the Council shall consult with the BID Partnership no less than 6 weeks prior to that change, if possible.

3.3 In providing the Baseline Services the Council will have due regard to the objectives of the BID Partnership as set out in the BID Proposal and use all reasonable endeavours to ensure that the provision of the Baseline Services does not detrimentally affect the BID Partnership's ability to achieve its objectives.

3.4 The parties shall establish a BID Partnership Review Board which shall include representatives from both the Council and the BID Partnership (the "Review Board"). The purpose of the Review Board shall be, inter alia, to review the Baseline Services as provided for in this clause.

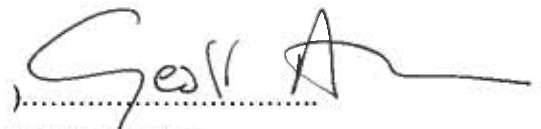
- 3.5 The Review Board shall meet at least once a quarter to review the Baseline Services.
- 3.6 The Council shall provide all reasonable assistance and cooperation with the Review Board in respect to such reviews. The Council shall have due regard to any findings of a service review undertaken by the Review Board in relation to the future delivery of the Baseline Services provided or procured by the Council.
- 3.7 In the event that the delivery of the Baseline Services falls below the Minimum Standards and such a failure has a detrimental effect on the BID Partnership achieving its objectives then the Parties shall meet at the earliest opportunity following written notice from the BID Partnership to the Council requesting such a meeting for these purposes and in any event no later than 21 days from receipt of such notice.
- 3.8 At a meeting pursuant to clause 3.7, the Parties shall agree an action plan to rectify the breach or breaches. The Council shall use all reasonable endeavours to take the steps detailed in the action plan within the agreed time frame.
- 3.9 The Review Board shall monitor the progress against the action plan.
- 3.10 In the event that the Parties shall not agree the action plan or the Council fails to take the agreed steps to rectify the breach within the agreed time frame then the parties agree to act in good faith, having particular regard to the objectives of the BID Partnership, to agree a way forward.

SIGNED BY [Arun Sondhi])
Duly authorised for and on behalf of
Greater Hammersmith t/a HammersmithLondon



.....
Executive Director

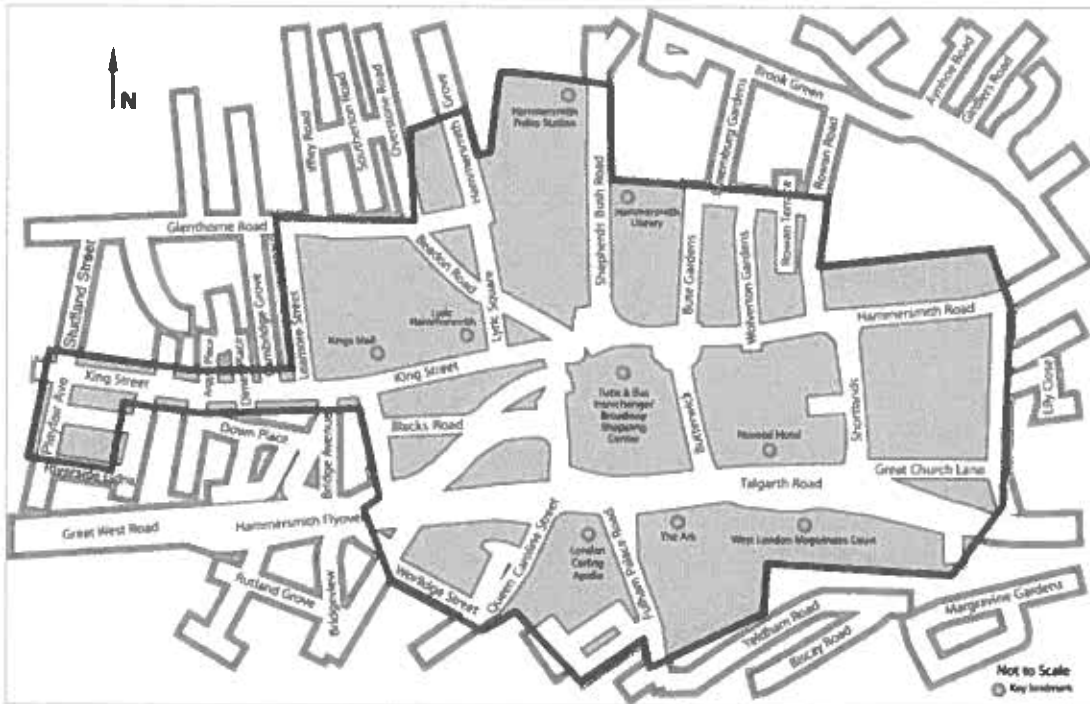
SIGNED BY [Geoff Alltimes])
Duly authorised for and on behalf of
London Borough of Hammersmith and Fulham



.....
Chief Executive

SCHEDULE 1

The BID Area



All or part of the following streets will be included:

Angel Walk	King Street
Beadon Road	Leamore Street
Blacks Road	Lyric Square
Bute Gardens	Nigel Playfair Avenue
Butterwick	Queen Caroline Street
Chalkhill Road	Rowan Road
Fulham Palace Road	Shepherds Bush Road
Glenthorne Road	Shortlands
Great Church Lane	Sussex Place
Hammersmith Bridge Road	Talgarth Road
Hammersmith Broadway	Wolverton Gardens
Hammersmith Grove	Worldge Street
Hammersmith Road	

Detailed maps which define the properties included in the bid area are held by the BID and billing authority.

SCHEDULE 2

The BID Proposal

See separate attachment.

SCHEDULE 3

The Baseline Services and Minimum Standards

The services covered as Standard Services are:

- i. CCTV
- ii. Safetynet and Officenet Radio
- iii. Waste Collection, Recycling and Cleansing
- iv. Public lighting and Road Signs
- v. Christmas lights and Event lighting
- vi. Trees– maintenance and planting

BASELINE ACTIVITY: Closed Circuit Television (CCTV)

HEAD OF SERVICE: Adrian Price

CCTV DEVELOPMENT & CORP SERVICES: Kevin White

Service provided in BID Area, number of staff and equipment

CCTV is a Borough wide service. One of the Council's key priorities is: "Improved quality of life by cracking down on crime and Anti-Social Behaviour." The Key Outline Objective is: to assist in preventing and solving crimes through use of CCTV.

Total of 24 Cameras in the BID area which includes 2 fixed cameras provided by the BID in 2009. Of these 22 are colour pan, tilt and zoom (PTZ) cameras, 2 are static colour cameras. All cameras are Automatic Number Plate Recognition (ANPR) enabled but the facility is not really used at the moment and no computer system is available to the Council for ANPR.

The Council has eight operators in total of which five contractors are contracted from Polyguard and three are Council employees. The CCTV control centre provides up to two CCTV operators to proactively monitor and record, 24 hours a day, seven days a week, 365 days per year for the entire Borough.

Specification

The CCTV Control centre has 15 monitors from which the footage is digitally recorded and stored for a period of 28 days on to a digital video recorder (DVR) that has an eight terabyte hard drive (HDD) with a facility to review and download. There is a separate eight terabyte hard drive recorder for the BID territory.

Five Computers can interrogate the system. Of these two are in the CCTV Control Centre and three are located in the Hammersmith Police Station to enable the police or other enforcing bodies to easily access data required for the investigation of a possible criminal offence including on-going surveillance, where the criteria are met under the Regulation of Investigatory Powers Act 2000, which enables police or the council to take civil criminal action in court where necessary. This data sharing arrangement with the Police is protected by two separate agreements: a Memorandum of Understanding between the CCTV Control Room and the Metropolitan Police Service both locally and at Hendon and a Service Level Agreement on the Airwave Code of Practice which governs the use or supply of Police radio to the CCTV Control Room.

The City Council has sub-contracted the maintenance of the CCTV cameras and equipment to Chroma-vision on a five-year contract that runs from 2007-2012 at a cost of £68,000 per annum. According to this contract, emergencies are classified into three categories:

- Priority 1: Response required within 4 hours

- Priority 2: Within 7 days
- Priority 3: As and when but within 28 days

The CCTV control room staff determines the nature of Priority category based on things like the type of break down, location of the camera and number of cameras.

Performance measures

For different types of incidents, data on the number of incidents identified, reported and responded to using the Electronic Log Book system.

Provision of adequate staffing and supervision.

Non-compliance procedure

Both the CCTV maintenance and the Operator provider contractors can be given either instant or one-month notice depending on the type of non-compliance.

Existing value of contract/service

The broad costs for the CCTV operation across the borough total to £156,200 which include:

- Camera maintenance Chroma-vision contract cost: £68,000 p.a.
- CCTV operator staff – Polyguard contract cost: £31,000 p.a.
- Electronic log book – TeamAccess AMT contract cost: c. £750 p.a.
- Employee costs – CCTV Operator and managers: c. £417,000 p.a.
- CCTV Control Room maintenance costs

For most of the capital CCTV schemes the Council seek external funding & supporting revenue costs

Boundary area

BID area as detailed in the Operating Agreement.

Proposed BID additional activity

The BID provides and will continue to provide one CCTV operator, Monday-Friday, who will focus exclusively on the BID area and deal with the Safetynet Radio and Officenet Radio calls as detailed in the Safetynet baseline.

The BID also provides (and will continue to provide) two fixed cameras on Kings Street for the purpose of monitoring graffiti areas. These cameras are not PTX but can be moved up and down Kings Street as required.

Cost of BID additional activity

CCTV Camera Operator, 10:00AM-6:00PM: £31,000 p.a. plus overtime

CCTV Cameras (one-time cost paid for in 2008): £1,500

BASELINE ACTIVITY: Safetynet and Officenet

HEAD OF SERVICE: Adrian Price

CCTV DEVELOPMENT & CORP SERVICES: Kevin White

Service provided in BID Area, number of staff and equipment

The Safetynet public safety Radio network is a Borough wide service operated by council to enable retailers, licensees and business users to communicate with each other, to contact and seek support from the CCTV operators and to provide them with a direct link to police and vice versa. In mid-2008, the Council agreed to let the BID Company take over the Safetynet for the Hammersmith town centre. The BID company purchased its own Icom F44-GS radios. Currently 46 members are on the BID's Safetynet radio scheme. The scheme itself uses a frequency that is owned and operated by the Council who pays for the licenses of both the Safetynet and Officenet radio frequencies.

Officenet: In 2009, the BID introduced this scheme mainly for the ten large offices operating in the area. Officenet uses the same radio set as Safetynet but is on a separate frequency. The BID purchased the transmitter required for transmitting the separate frequency dedicated for this service. Currently, six of the ten large businesses are on the Officenet Radio scheme.

A nominated person from the BID Company liaises with the businesses in the BID area to set them up with the Safetynet and Officenet radio schemes.

Specification

The radios for both the schemes use the RMSnet system operated by the Council to respond to the reported problem.

Businesses who subscribe to the Safetynet radio scheme receive training from the BID Company and Police on the radio. Businesses on the Safetynet radio system are kept informed of various incidents and crime and safety news in fast time. During a major incident, such as the July bombing terrorist attacks, the bulletins are circulated more regularly throughout the crisis.

Performance measures

For different types of incidents, data on the number of incidents identified, reported and responded to.

Provision of adequate staffing and supervision.

Non-compliance procedure

Any breaches of radio licence conditions may result in the removal of the user from the scheme depending on the nature of the abuse.

Existing value of service for Council

Annual license costs: c. £370/per annum

Boundary area

BID area as detailed in the Operating Agreement.

Cost of BID additional activity

The BID Company pays and will continue to pay the Council £5,000 per annum as compensation for what the Council would have earned had it continued to provide the service in the Hammersmith Town Centre.

Capital cost of Aerial: £320 and of repeater: £2,299

Cost of maintaining the 3 aerials, 2 repeaters: £400 per annum

System upgrade costs:

- RMS Net: £1,300
- Cabling, insurance etc: £1,678
- Miscellaneous: £918

Cost of radio: £274/radio

BASELINE ACTIVITY: Waste Collection, Recycling and Cleansing

HEAD OF SERVICE: David Newman

Service provided in BID Area, number of staff and equipment

In June 2008, the Council entered into a seven year contract with Serco Limited to provide waste collection, recycling and street cleansing services. The contract finishes in 2015. Serco will be responsible for keeping the borough's 130 miles of carriageway and 310 miles of pavements across the borough clean and tidy.

Specification

The specification is as per the contract for Waste collection, Recycling and Cleansing. For easy reference, some key features and measures from this contract are provided below:

WASTE COLLECTION SERVICES

Household Waste and Recyclables

- Weekly or twice weekly Residual Waste collection between 06:30 hours to 16.00 hours, Monday to Friday, for Household Waste and Recyclables collections from sacks and/or dustbins;
- 07:00 hours to 16:00 hours, Monday to Saturday, for Household Waste and Recyclables Container Services (e.g. bulk bin, paladin) and bulky Household Waste collections.

Commercial Waste and Recyclables

- 24 hour service, 7 days per week, for street cleansing operations and Commercial Waste collections in 'Red roads' (high priority town centre roads);
- 06:00 hours to 22:00 hours for street cleansing operations and Commercial Waste collections in 'Blue roads' (interconnecting main through routes) ;
- 04:00 hours to 06:00 hours for 'Brown roads' (trunk roads);
- 07:30 hours to 17:00 hours, Monday to Friday for all other locations for street cleansing operations and 07:00 hours to 16:00 hours Monday to Saturday for all other locations for Commercial Waste Collections;

During the lifetime of the Contract the collection of Commercial Waste may extend from 07:00 hours to 24:00 hours and any changes to the designated collection times shall be deemed to have been included within the unit rates;

3.11

3.12 RECYCLING SERVICES

- Recyclable materials currently targeted for collection are paper, cardboard, glass bottles and jars, plastic bottles, cans, tins & aerosols and paper based food and drink cartons (e.g. Tetra Pak) from Smart Sacks and Smart Banks (all collected co-mingled).
- Kerbside Recycling Collection Service: Once a week collection of mixed dry recyclables from specified non-reusable orange smart sacks provided to residents exclusively by Council. Collections for residual waste and smart sacks on same day. No limit to number of smart sacks a household can present. Since February 2010 those residential streets receiving twice weekly residual waste collections have also been receiving twice weekly mixed dry recycling collections

- The Council's Commercial Waste and Recycling agreements are also serviced by the council's Contractor, Serco.

3.13

3.14 STREET CLEANSING SERVICE

Cleansing Standards

- Best Value Performance Indicator Surveys (BV199) (now known as National Indicator 195 (or NI 195) through an approved third party
- Grades A, B, C and D are based on those set out in the Code of Practice on Litter and Refuse (CoPLaR) under the requirements of the Environment Protection Act 1990 but include detritus to correspond with the requirements of the Local Environmental Quality Survey of England (LEQSE) indicators used to measure the level of cleanliness for the NI 195 performance indicator.

Cleansing details

- Grade A level of cleanse for all roads in the borough. In the event that the Contractor fails to achieve Grade A as a result of the scheduled Cleanse, the Contractor shall when instructed by the Authorised Officer, or upon discovery through self-monitoring, restore the street or other location to Grade A within the times shown in Table 1 below.

Road Classification	Required Grade after Cleansing	Lower Grade Condition	Response Time to Restore to Required Grade
Red and Blue Roads	A	B	2 Hours
		B/C or below	1 Hour
All Other Roads	A	B	12 Hours
		C	6 Hours
		D	3 Hours

- **Red and Blue Roads:** The main roads in the borough are classed as red or blue and are scheduled for continuous cleansing 24/7 for Red roads and between 06:00 hours and 22:00 hours for Blue roads seven days a week, including English Bank Holidays but excluding Christmas Day, when a skeleton Service will operate. This is in addition to the overall requirement that the Contractor maintain the blue roads at Grade A. The Contractor shall attain Grade A by 07:30 hours each day and maintain at this standard until 22:00 hours.
- **Orange Roads:** Streets described as orange roads shall be cleansed between 07:00 hours and 17:00 hours two days a week, including English Bank Holidays but excluding Christmas Day. This is in addition to the overall requirement that the Contractor maintain the orange roads at Grade A.
- **Green Roads:** Streets described as green roads shall be cleansed once per day between 16:00 hours and 17:30 hours five days a week, excluding Saturdays, Sundays, English Bank Holidays and School Holidays; and otherwise weekly. This is in addition to the overall requirement that the Contractor maintain the green roads at Grade A.
- **White Roads:** All white roads are swept at least once per week between 07:00 hours and 17:00 hours on the same day as refuse and recycling collection. In practice, White roads are swept a minimum of twice a week with a minimum two day gap in between sweeps.

- If cleansing is required in orange, green and white roads on days when there is no scheduled cleansing if a street or other location falls to grade B or below and the Contractor shall be responsible for achieving this.
- **Thames Towpath:** The Thames Towpath shall be cleansed twice daily during the period Good Friday or the 1st April (whichever is earlier) and 31st October. For the rest of the year it shall be cleansed on Mondays, Wednesdays, Fridays and Sunday mornings
- **Trunk Roads (Brown):** Trunk roads shall be cleansed between 04:00 hours and 06:00 hours daily including English Bank Holidays but excluding Christmas Day although footpaths and verges may be cleansed at some other time (although still daily). The central reservation shall be cleansed whenever facilitated by road closures put in place by or on behalf of Transport for London; typically every four to six months.
- **Subways and Footbridges:** The Contractor shall cleanse all the floors of subways and footbridges in the Borough in accordance with the programme for adjacent roads. For the purpose of designating cleansing frequency, the subway or footbridge shall be assigned the colour classification of the street under which or over which it passes. In the event that an underpass goes under streets or the footbridge goes over two or more streets with different colour roads, the underpass or footbridge shall be cleansed to the standard for the street with the highest colour classification. The Contractor may be required to undertake the cleansing of subway walls and may also be required to wash the floor of the subway on an ad hoc basis reimbursement for which shall be in accordance with Day work Rates.

3.15 Fly-posting

- In the event of discovery by contractor or notification by Authorised Officer of Fly-posting, the Contractor shall remove the fly-posting within 24 hours, except in the case of obscene or racist fly-posting which shall be removed within two hours of reporting, and removed to Grade A standard. **NB** *The flyposting removal element of the service is limited only to flyposting that is secured to street furniture and the like by cable ties, string pins and tape etc., up to a height of 2 metres only. This service does not deal with flyposting affixed to street furniture or structures using adhesives or to any flyposting that is found to be above 2 metres in height.*

3.16 Temporary Homeless Persons

- The contractor shall cleanse the street or location with the exception of the area occupied by the temporary homeless person
- The contractor shall report to the authorised Officer within 3 hours of discovery of temporary homeless person to enable the Authorised Officer to liaise with the metropolitan Police/ or other agencies to arrange for the area concerned to be vacated. The contractor shall then revisit the area and cleanse as scheduled.

Litter Bins (including Dog Waste Bins)

- The contractor shall empty all litter bins, recycling bins, gum and cigarette bins, dog bins, commuter bins on at a frequency that ensures the bins or associated liners are no more than 80% full at any time. Without prejudice to, and notwithstanding an agreed schedule, the Contractor shall ensure that on red roads (24 hours a day), o blue roads *between 06:00 hours and 22:00 hours) and on all other streets (orange, green and white roads plus the Thames Towpath: between 07:00 hours and 17:00 hours every day) that there is a minimum of 20%capacity in all litter bins and specialised litter bins to allow for the deposit of waste.
- The contractor shall wash all litter bins, recycling bins, gum and cigarette bins, dog bins, commuter bins, and associated liners twice yearly or as directed by the Authorised Officer.

3.17

3.18 Weed Control Service

- The Contractor shall achieve removal of 95% of all weeds per linear metre of street and ensure that no weeds above 5 cm high or wide remain within 4 weeks of treatment having taken place in a particular street or part of a street.
 - The Contractor shall carry out four applications at different times of the year; wherein each spray application shall be completed within a four calendar week
- 3.19
- 3.20 Clear All Service
- In busy high-profile roads of the Borough, the Council requires an efficient and timely clear all service. In Red and Blue road the Contractor shall be required to remove all Waste regardless of the source of the material, empty Litter bins and/or specialised litter bins and associated liners and remove all bagged street cleansing waste.
 - The contractor shall provide the clear all service in the roads and on the days and times (excluding Christmas Day) shown below:
 - Red roads between 04:00 hours and 06:00 hours, Monday to Sunday
 - Blue roads between 06:00 hours and 07:30 hours, Monday to Sunday
- 3.21
- 3.22 Fly-tip Removal Service
- The contractor shall collect and remove any Fly-tip to the Delivery Point within a maximum of 24 hours (1 day) of being notified of the Fly-tip.
 - The Contractor shall visit and remove flytips from listed 'hot spots' daily
- 3.23
- 3.24 Special Events Service
- The contractor shall provide street cleansing, waste and recycling collection services as required by the Authorised Officer, to cater for the requirements before, during and after special events held in the Borough, for example carnivals, festivals, shows and sports events.
 - All cleansing shall be carried out to Grade A. the contractor shall be required to cleanse the streets and other streets/locations used in connection with the special event immediately prior to the special event and within three hours of the termination.
- 3.25
- 3.26 Street Washing
- The Contractor shall undertake street washing, using a specialised or adapted vehicle, to Cleanse the carriageway, in market streets and other streets as and when required, and footway, supplemented by spot cleaning with hand lance where necessary. Street washing shall be carried out on the footways of the roads listed in Schedule 17 and of the market area of Lyric Square once a month (which the Authorised Officer may from time to time amend) and only at times agreed with the Authorised Officer. In addition the Contractor shall undertake weekly street washing of public spaces in residential areas, shopping areas and outside public buildings.
 - Subways Washing and Cleaning: The Contractor may be required to wash the floor of the subways on an ad hoc basis. Subways shall be temporarily closed when washing is being carried out and shall be opened as soon as the cleansing operation is completed.
- 3.27
- 3.28 Street Market Cleansing Service
- The contractor shall cleanse streets or parts of streets in the Borough used for street markets during their hours of operation and following closure of market stalls notwithstanding the responsibilities of the traders to clean the market area at the close of trading. The Contractor, following cleansing by the street trader, shall additionally cleanse the operating area, surrounding areas and 50 metres along adjoining streets and return it to Grade A before 21:00 hours the same day.
- 3.29
- 3.30
- 3.31 GRAFFITI
- The Graffiti Action Team in Environmental Enforcement & Protection is responsible for graffiti removal from the borough's parks and open spaces, the public highway, industrial land, alleyways, non-illuminated street furniture as well as some highway sites. The team has three main removal methods:
 - sandblasting

- chemical jetting
- painting

Graffiti removal specification

- **Racist or abusive graffiti:** Racist or offensive graffiti will be removed by the Graffiti Action Team within 24 hours of being reported. All other graffiti will be removed within five working days.
- **Graffiti on highways structures:** Graffiti on highway structures such as foot-bridges and subways and illuminated street furniture is dealt with by Highways & Engineering Services in the Environment Services Department.
- **Graffiti on H&F Homes:** Graffiti removal from H&F Homes is the responsibility of H&F Homes.
- **Graffiti on Housing Association Properties:** Graffiti removal from Housing Association properties is the responsibility of the relevant housing association.

Performance measures

- The Council will monitor the contractor's performance in respect of waste collection, recycling and street cleansing service.
- The Council shall also undertake BVPI 195 inspections and other inspections as required by Capital Standards regime either directly or through an independent sub-contracting arrangement as appropriate..

Fault Reporting procedure

To report a problem please use the Council's online reporting system.

Boundary area

BID area as detailed in the Operating Agreement.

Proposed BID additional activity

BID'S RECYCLING PROGRAMME

- The BID provides a free recycling service to all member businesses through First Mile.
- Businesses in Hammersmith BID are provided with a simple to use daily recycling service which can be used alongside or in replacement for wheelie bins. First Mile provide mixed recycling sacks into which business could place white paper, mixed paper, cans, plastic and glass. One sack is used for 5kg of material. Collections are daily at bespoke times to suit each business and in accordance with the LBHF policy on street rubbish collections.
- Additional recycling is supplied to licensed premises in the area by LBHF to provide glass recycling in large quantities as First Mile are unable to do this. Licensees can apply to the BID who then contact the LBHF recycling officer for a site visit.

USP – URBAN SURFACE PROTECTOR

- The BID have funded a trial of the USP product to be applied on a 20 metre square

area outside the Marks and Spencer store on the south side of King Street (number 27). USP prevents gum and other substances sticking to the pores of the paving and makes it easier to clean with usual street cleaning procedures.

- the BID plans to apply USP to major footfall areas in the BID such as King Street (Down To Bridgeview), Hammersmith Road, Shortlands, Butterwick, Lyric Square And Beadon Road.

HANGING BASKETS

- The BID funds hanging flower baskets throughout the BID area. These are attached to existing Council columns via a bracket.
- There are around 180 individual baskets on 90 columns in the area and they are maintained/watered weekly by the suppliers Window flowers.
- Additional signage has been placed on nearly every column featuring a basket with the BID logo and branding. This was approved by LBHF and they meet the minimum height and material requirement

Cost of BID additional activity

RECYCLING

- First Mile provide a flexible, per sack, charging structure for the mixed recycling service whereby Hammersmith BID only pay for the sacks that businesses actually use. The total maximum cost to Hammersmith BID would be £25,000 per annum.

USP – URBAN SURFACE PROTECTOR

- The overall cost of the USP application for the BID area is c. £30,000 of which the BID will be paying around £20,000 and the BID will raise £10,000 through sponsorship from Kings Mall shopping centre.

HANGING BASKETS

- The BID funded the capital cost of the initial installation (£80 per column) and the on-going costs of a twice yearly display change (£104 per basket per year).

BASELINE ACTIVITY: Public Lighting and Road Signs

HEAD OF SERVICE: *Graeme Swinburne*

PRINCIPLE STREET LIGHTING ENGINEER: *David Kiteley*

Service provided in BID Area, number of staff and equipment

This is a Borough wide service. 3 Client staff to manage all aspects of street lighting, signs, white lining and the Lyric Square water feature.

Specification

H&F maintain the lights and road signs in house. A support contractor is used where required. The work is carried out in accordance with the Council's Maintenance Management Plan

Performance measures

- Emergency attendance within 2 hours of notification.
- All defects repaired within 5 working days.
- New works 28 days or subject to programme.
- Electrical test every 6 years as programmed. *For King's Street this was done in 2007*
- Benchmarking with like Councils
- All Luminaries inspected for night-time operation at least every two weeks.
- Night Scout all roads in the borough every 10 working days. From October – April, it is every 28 days except traffic route which are inspected every 14 days
- Clean and Block change in accordance with manufacturer's recommendations as programmed.

Fault reporting procedure

Faults can be directly reported to David Kiteley and his team who will take care of everything from noting the complaint to getting it resolved. It can also be reported using the Internet.

Existing value of contract/service

Total revenue allocation for maintenance across the Borough is c. £500,000).

Boundary area

BID area as detailed in the Operating Agreement.

BASELINE ACTIVITY: Christmas Lights & Event Lighting

HEAD OF SERVICE: *Graeme Swinburne*

PRINCIPLE STREET LIGHTING ENGINEER: *David Kiteley*

<p>Service provided in BID Area, number of staff and equipment</p> <p>Provision and switch on of Christmas Lights also maintenance for Christmas period and energy charges.</p> <p>Staff and equipment supplied by contractor, supervision of contractor plus random inspections.</p>
<p>Specification</p> <ul style="list-style-type: none">• Festive lighting provided on lamp columns in King Street shopping area – which is currently being managed by the BID Company.• Existing festive lighting is maintained and stored by contractor.• Any annual replacements are supplied as part of the annual estimate.• The festive lighting is installed on existing lamp columns using preinstalled switch gear. This is the same every year as it receives good public feedback.• Switch on is arranged and organised in conjunction with the Council's press office.
<p>Performance measures</p> <p>Public Feedback</p>
<p>Non-compliance procedure</p> <p>N/A</p>
<p>Existing value of contract/service</p> <p>The funding has historically been from the street lighting revenue budget, any further requests for extra festive lighting has to be funded by the private sector. Under the 2009 agreement between the Council and the BID Company, the Council will not provide any budget for the Christmas lights till 2011.</p>
<p>Boundary area</p> <p>BID area as detailed in the Operating Agreement.</p>
<p>Proposed BID additional activity</p> <p>BID to provide bespoke lighting in the BID area till 2012 as per the agreement with the Council wherein, in 2009, the Council gave the BID £340 per column for each location where the Council have traditionally installed Christmas decorations and the BID Company match funded and agreed to bear all the costs in the following two years in 2010 and 2011.</p>

BASELINE ACTIVITY: Street Trees (Maintenance and Planting)

HEAD OF SERVICE: Gavin Simmons

Service provided in BID Area, number of staff and equipment

Street tree maintenance includes the inspection, pruning, removal and replacement of trees across the borough. For the BID area this translates to the maintenance of approximately 90 street trees.

The Council has 3 staff: all Council officers for the provision of this service

Specification

Pruning

- All street trees are subject to a planned management programme and are inspected and/or maintained at least once every 3½ years.
- The larger growing trees, such as London planes and Limes, in close vicinity of houses are pruned to control their size and growth on a three yearly cycle.
- Other street trees are pruned as necessary on instruction by the Arboricultural Officer.
- More generally pruning is carried out in accordance with good arboricultural practice to:
 - alleviate, in as far as it is practical any loss of daylight to dwellings and associated problems.
 - achieve sufficient height on the carriageway side to allow statutory vehicle height.
 - reduce, where possible, shadow caused by trees obscuring street lighting
 - keep the trees in a safe and healthy condition.
 - enable the tree to grow into the desired shape and form.
 - reduce the risk of tree related subsidence damage to buildings by limiting the tree's foliage area and subsequent water demand.

Removal Policy

- Street trees will typically only be removed for the following reasons:
- If the tree is dead, dying, diseased, dangerous or interferes with the safe use of the public highway.
- As a result of an approved highway improvement scheme.
- As a result of an insurance claim where evidence has been presented implicating the tree and no other practical steps are available to resolve the problems.

Tree Planting

- There is no budget for planting of new trees in the Council budget. New plant is typically sponsored by local residents, businesses and external grants.
- Planting Priorities: Except where monies are allocated for specific projects, resources will normally be allocated in the order set-out below:
 - Replacement of dead trees and existing tree stock.
 - Requests from residents; Individual requests will be prioritised taking into account the number of trees already in the street, including those in front gardens and land adjacent to the highway. Typically the fewer trees visible from the highway the higher priority the street would have for planting.
 - Streets without trees. New planting schemes will be prioritised according to the guidelines set out above and the relative amenity importance of each street.
- Before planting the Council has to make sure the trees will not cause problems such as damage to nearby buildings or underground cables and meet the Council's planting and tree species criteria.
- All planting is carried out during the winter season.

Performance measures

- Documented Inspection records.
- Removal of any dangerous/dead trees.
- Cutting back growth obstructing footpath/carriageway and encroaching adjacent buildings.
- Maintenance of newly planted trees, watering, check/adjust ties and formative pruning as necessary.

Fault Reporting procedure

To report a problem with a tree on a street, in a park or on other council-owned land in the borough, please use the Council's online reporting system. The average response period is 28-days unless the problem constitutes an emergency.

Boundary area

BID area as detailed in the Operating Agreement.

Proposed BID additional activity

The Council has bid for the Mayor of London's tree planting programme. Part of the BID area that includes Queen Caroline Street up to Broadway is part of the proposed programme. If required by the Council, the BID company may assist the Council with the consultation process for properties that fall within the BID area.

Cost of BID additional activity

N/A