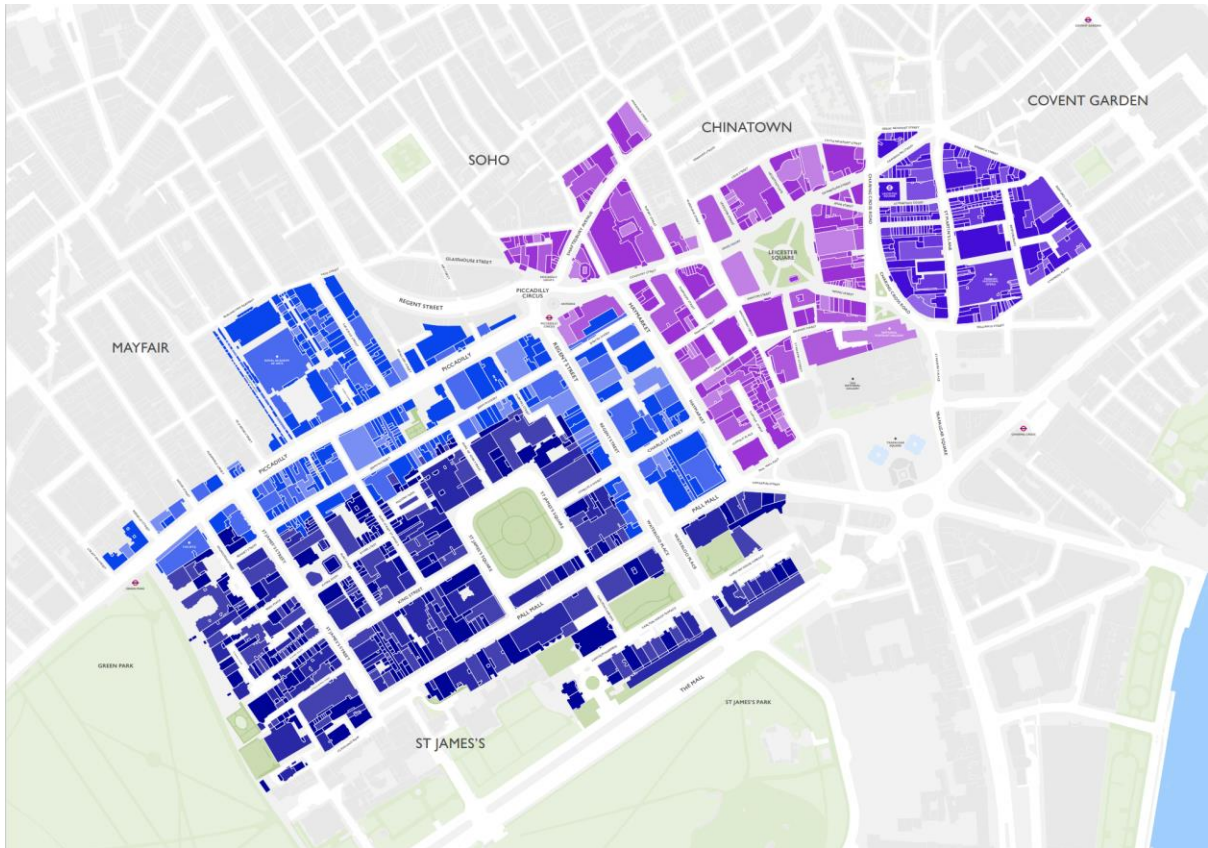


DRAFT AGREEMENT FOR THE BASELINE PROVISION OF SERVICES IN THE ST. JAMES'S BID 2023-28

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SCHEDULE 1 BID AREA

The BID Area is the area shown on the following plan:



List of streets in the St James's BID:

Street	Inspection Frequency*	Street Category**
Angel Court	Monthly	A1
Apple Tree Yard	Monthly	C
Arlington Street	Monthly	A1
Babmaes Street (Excluding No.2)	Quarterly	C
Bennet Street	Monthly	A1
Blue Ball Yard	Monthly	A1
Bury Street	Monthly	A1
Charles II Street	Monthly	A1
Cleveland Row	Monthly	A1
Crown Passage	Monthly	A1
Duke Of York Street	6 Monthly	D
Duke Street St James's	Monthly	Local Access Road
King Street	Monthly	A1
Little St James's Street	Monthly	A1
Mason's Yard	Monthly	A1
Ormond Yard	Quarterly	C
Pall Mall	Monthly	SR
Park Place	Monthly	A1
Ryder Street	Monthly	A1
St James's Place	Monthly	A1
St James's Square	Monthly	A1
St James's Street	Monthly	SR
Carlton House Terrace (Part Of – Excluding No 20, 16)	Monthly	A1
Carlton Gardens	Monthly	A1
Warwick House Street	Annual	E
Waterloo Place (South Pall Mall)	Monthly	SR

SCHEDULE 2 - STANDARD SERVICES

The Standard Services consist of:

1. Cleansing Services as set out in Section 1
2. Highways Services as set out in Section 2 and
3. Neighbourhood Problem Solving and Community Engagement Services as set out in Section 3.
4. Contact Us

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Section 1 – Cleansing Services

Summary of Standard Street Cleansing Services, September 2023			Street Sweeping					Litter Bins: Emptying & Washing				Footway Flushing		
Street	From	To	Days covered	Min. No. daytime shifts	No. evening shifts	No. night shifts	Response time	Days covered	Min. frequency per day	Response time	Washing Frequency	Daytime schedule	Night schedule	Response time
Angel Court	Entire		Mon, Wed, Fri, Sat, Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Apple Tree Yard	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	Sun	-	3hrs
Arlington Street	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Babmaes Street	Excluding No.2		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Bennet Street	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Blue Ball Yard			Mon, Wed, Fri, Sat, Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Bury Street	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Carlton House Terrace	Excluding No 20, 16		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Carlton Gardens	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Charles II Street	Entire		Mon-Sun	1	1	-	1hr	-	-	-	-	-	-	3hrs
Cleveland Row	Entire		Mon-Sun	1	1	-	1hr	-	-	-	-	-	-	3hrs
Crown Passage	Entire		Mon-Fri	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Duke Of York Street	Entire		Mon-Sun	1	1	-	1hr	-	-	-	-	-	-	3hrs

Summary of Standard Street Cleansing Services, September 2023			Street Sweeping					Litter Bins: Emptying & Washing				Footway Flushing		
Street	From	To	Days covered	Min. No. daytime shifts	No. evening shifts	No. night shifts	Response time	Days covered	Min. frequency per day	Response time	Washing Frequency	Daytime schedule	Night schedule	Response time
Duke Street St James's	Entire		Mon-Sun	1	1	-	1hr	-	-	-	-	-	-	3hrs
King Street	Entire		Mon-Sun	1	1	-	1hr	Mon-Sun	6	1hr	10 Weekly	-	-	3hrs
Little St James's Street	Entire		Mon-Fri, Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Mason's Yard	Entire		Mon-Sat	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Ormond Yard	Entire		Mon-Sat	1	-	-	2hrs	-	-	-	-	Mon, Sat	-	3hrs
Pall Mall	Entire		Mon-Sun	1	1	-	1hr	Mon-Sun	6	1hr	10 Weekly	Sat	-	3hrs
Park Place	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Ryder Street	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
St James's Place	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
St James's Square	Entire		Mon-Sun	1	1	-	1hr	-	-	-	-	-	-	3hrs
St James's Street	Entire		Mon-Sun	1	-	-	2hrs	Mon-Sun	2	1hr	10 Weekly	-	-	3hrs
Warwick House Street	Entire		Mon-Sun	1	-	-	2hrs	-	-	-	-	-	-	3hrs
Waterloo Place	South Mall	Pall	Mon-Sun	1	1	-	1hr	Mon-Sun	6	1hr	10 Weekly	-	-	3hrs

Summary of Standard Waste & Recycling Collection Services, September 2023			Waste Collection				Recycling Collection			
Street	From	To	Mon-Fri	Sat	Sun	Remedial time	Mon-Fri	Sat	Sun	Remedial time
Angel Court	Entire		-	-	-	-	07:00-12:00 Fri	-	-	3hrs
Apple Tree Yard	Entire		06:00-08:00	-	-	3hrs	-	-	-	-
Arlington Street	Entire		06:00-08:00	-	-	3hrs	18:00-20:00 Mon-Fri	-	-	3hrs
Babmaes Street	Excluding No.2		06:00-08:00	06:00-08:00	06:00-08:00	3hrs	-	-	-	-
Bennet Street	Entire		06:00-08:00	-	-	3hrs	-	-	-	-
Blue Ball Yard	Entire		06:00-08:00	-	-	3hrs	-	-	-	-
Bury Street	Entire		06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	3hrs	18:00-20:00	18:00-20:00	18:00-20:00	3hrs
Carlton House Terrace	Excluding No 20, 16		06:30-08:30	-	-	3hrs	08:00-14:00 Wed	-	-	3hrs
Carlton Gardens	Entire		06:30-08:30	-	-	3hrs	08:00-14:00 Tue	-	-	3hrs
Charles II Street	Entire		08:00-10:00 15:00-17:00 23:00-01:00	08:00-10:00 15:00-17:00 23:00-01:00	08:00-10:00 15:00-17:00 23:00-01:00	3hrs	15:00-17:00	15:00-17:00	15:00-17:00	3hrs
Cleveland Row	Entire		06:00-08:00	06:00-08:00	06:00-08:00	3hrs	18:00-20:00	18:00-20:00	18:00-20:00	3hrs
Crown Passage	Entire		07:00-09:00 19:30-21:30	07:00-09:00 19:30-21:30	07:00-09:00 19:30-21:30	3hrs	19:30-21:30	19:30-21:30	19:30-21:30	3hrs
Duke Of York Street	Entire		06:00-08:00	06:00-08:00	06:00-08:00	3hrs	07:00-12:00 Fri	-	-	3hrs
Duke Street St James's	Entire		06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	3hrs	18:00-20:00	18:00-20:00	18:00-20:00	3hrs

Summary of Standard Waste & Recycling Collection Services, September 2023			Waste Collection				Recycling Collection			
Street	From	To	Mon-Fri	Sat	Sun	Remedial time	Mon-Fri	Sat	Sun	Remedial time
King Street	Entire		00:00-02:00 08:00-10:00 19:30-21:30	00:00-02:00 08:00-10:00 19:30-21:30	00:00-02:00 08:00-10:00 19:30-21:30	3hrs	19:30-21:30	19:30-21:30	19:30-21:30	3hrs
Little St James's Street	Entire		06:30-08:30	-	-	3hrs	-	-	-	-
Mason's Yard	Entire		06:00-08:00	06:00-08:00	06:00-08:00	3hrs	08:00-14:00 Fri	-	-	3hrs
Ormond Yard	Entire		06:00-08:00	-	-	3hrs	08:00-14:00 Fri	-	-	3hrs
Pall Mall	Entire		06:30-08:30 19:30-21:30	06:30-08:30 19:30-21:30	06:30-08:30 19:30-21:30	3hrs	19:30-21:30	19:30-21:30	19:30-21:30	3hrs
Park Place	Entire		06:30-08:30	-	-	3hrs	08:00-14:00 Fri only	-	-	3hrs
Ryder Street	Entire		06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	3hrs	18:00-20:00	18:00-20:00	18:00-20:00	3hrs
St James's Place	Entire		07:00-09:00 15:00-17:00	07:00-09:00 15:00-17:00	07:00-09:00 15:00-17:00	3hrs	15:00-17:00	15:00-17:00	15:00-17:00	3hrs
St James's Square	Entire		06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	06:00-08:00 18:00-20:00	3hrs	18:00-20:00	18:00-20:00	18:00-20:00	3hrs
St James's Street	Entire		07:00-09:00 18:00-20:00	07:00-09:00 18:00-20:00	07:00-09:00 18:00-20:00	3hrs	18:00-20:00	18:00-20:00	18:00-20:00	3hrs
Warwick House Street	Entire		06:00-08:00	06:00-08:00	06:00-08:00	3hrs	-	-	-	-
Waterloo Place	South Pall Mall		10:00-11:00 20:00-21:00	10:00-11:00 20:00-21:00	10:00-11:00 20:00-21:00	3hrs	20:00-21:00	20:00-21:00	20:00-21:00	3hrs

Section 2 Highways Services

	Headings
	Non Confirm Issues

SR / A1 / A2 / B Major Streets
C / D / E Minor Streets

	Priority / P1
	Non Priority / P2
	Non Priority / P3
	Non Priority / P4

Highways

Defect Priority	Response time	Action to be taken
1	2 hours	Make Safe or Repair
2	48 hours	Make safe or Repair
3	28 days	Repair
4		Repair (Planned works)

Lighting

Defect Priority	Response time	Action to be taken
1	2 hours	Make Safe or Repair
2	48 hours	Make safe or Repair
3	7 days	Repair
4		Repair (Planned works)

Definitions

* **Inspection Frequency:** denotes the timescale of how much each street is inspected. We currently have monthly, quarterly, 6 monthly and annual inspections that are carried out for each street. The related frequency for each street has been carefully selected as appropriate based on historical volume of enquiries and defects both reported and raised, footfall, key notes of interest such as schools and care homes, functionality, location and type of street.

** **Street Category:** denotes the type of street it falls under. This consists of the following:

Carriageway Hierarchy

- SR – Borough Principal Road Network
- A1 – Prestige
- A2 – Special Streets
- B – Very High Traffic volume, Essential services, Major Traffic generators, Very high cyclist volume, resilient network, major bus route, high HGV usage
- C – High Traffic volume, medium traffic generators, high cyclist volume, resilient network, Minor bus route
- D – Medium traffic volume, minor traffic generators, medium cyclist volume, infrequent bus route, medium HGV usage,
- E – Low traffic volume, no traffic generator, low cyclist volume

Footway Hierarchy

- A1 – Prestige
- A2 – Special Streets
- B – Very high pedestrian volume, Essential Services, Major Traffic generators, Major bus route
- C – High pedestrian volume, medium traffic generators, Vulnerable users, Shared use, Minor bus route
- D – Medium pedestrian volume, minor traffic generators, infrequent bus route
- E – Low pedestrian volume, no traffic generator

Cycleway Hierarchy

- X – Cycle superhighway network
- Y – Quietways (unsegregated cycleways)
- Z – Docking station (designated cycle hire stations and cycle stands)

All inspections are carried out by foot with 'wall to wall' routine inspections of the street. This means that both the left and right footway, carriageway and any additional WCC maintained assets on the streets are inspected.

Streets are prioritised based on the street category (as detailed above). The street re-classification process is reviewed based on a number of variables, namely number of reported and issued defects, change in footfall, traffic flow, shopping district changes etc. If a street is deemed to have changed enough based on this details, then it will be either downgraded or upgraded as appropriate.

Category	Defect or Issue	Location	Extent	Detail / Information (Street Classification)	Priority Response
carriageway	carriageway	carriageway	carriageway	carriageway	carriageway
carriageway	pothole / spalling	Whole width	50mm+	SR / A1 / A2 / B	1
carriageway	pothole / spalling	Whole width	100mm +	SR / A1 / A2 / B	1
carriageway	pothole / spalling	whole width	20mm-49mm	C / D / E	4
carriageway	pothole / spalling	whole width	50mm-99mm	C / D / E	3
carriageway	pothole / spalling	whole width	100mm +	C / D / E	1
carriageway	rutting	whole width	20mm+	Any street	4
carriageway	crowning	whole width	50mm +	Any street	4
carriageway	depression	whole width	50mm +	Any Street	4
carriageway	pedestrian crossing	whole width	≥ 20mm	Any street	2
carriageway	missing / defective anti skid	whole width	yes	Any street	4
footway	pothole / "bubbled" mastic / uneven surface/concrete fillet (gap or missing)	whole width	50mm+	Any street	1
footway	pothole / "bubbled" mastic / uneven surface/concrete fillet (gap or missing)	whole width	20mm-49mm	SR/ A1 / A2 / B	2
footway	pothole / "bubbled" mastic / uneven surface/concrete fillet (gap or missing)	whole width	20mm-29mm	C	3
footway	pothole / "bubbled" mastic / uneven surface/concrete fillet (gap or missing)	whole width	30mm+	C	3
footway	pothole / "bubbled" mastic / uneven surface/concrete fillet (gap or missing)	whole width	20mm-29mm	D / E	4
footway	pothole / "bubbled" mastic / uneven surface/concrete fillet (gap or missing)	whole width	30mm+	D / E	4
footway	pothole / "bubbled" mastic / uneven surface/concrete fillet (gap or missing)	whole width	20mm-29mm	D / E	4
footway	tree root damage /sunken covers / coal plates etc / rocking slab or block	whole width	20mm+	SR/ A1 / A2 / B	2
footway	tree root damage /sunken covers / coal plates etc / rocking slab or block	whole width	20mm+	C	3
footway	tree root damage /sunken covers / coal plates etc / rocking slab or block	whole width	20mm+	D / E	4
footway	open joint excluding cobbled surfaces	whole width	20mm+	SR/ A1 / A2 / B	4
footway	open joint excluding cobbled surfaces	whole width	20mm-29mm	D / E	4
footway	open joint excluding cobbled surfaces	whole width	30mm+	D / E	4
footway	open joints on cobbled	whole width	>30mm wide x 50mm deep	Any street	3
footway	Basement flooding (water percolation)	whole width	yes	Any street	2
kerbs	dislodged/ misaligned (vertical displacement to be considered as footway)	whole width	50mm lateral	Any street	4
kerbs	dislodged/ misaligned (vertical displacement to be considered as footway)	whole width	75mm lateral	Any street	3
kerbs	missing	whole width	yes	SR/ A1 / A2 / B	2
kerbs	missing	whole width	yes	D / E	3
kerbs	loose/rocking	whole width	yes	SR/ A1 / A2 / B	3
kerbs	loose/rocking	whole width	yes	D / E	4
iron works	missing cover	whole width	yes	Any street	1
iron works	cracked/broken cover	whole width	yes	Any street	4
iron works	worn/polished cover	whole width	yes	SR/ A1 / A2 / B	4
iron works	leaking cover	gas leak	yes	Any street. Refer immediately to the gas company	N/A
iron works	leaking cover	other leak	yes	report to the appropriate utility company	N/A

Category	Defect or Issue	Location	Extent	Detail / Information (Street Classification)	Priority Response
iron works	Sunked/ raised cover	whole width	50mm+	Any Street	1
iron works	Sunked/ raised cover	footway	20mm+	Any Street	2
drainage	substantial standing water/flooding	whole width		Any street near a pedestrian crossing	1
drainage	substantial standing water/flooding	whole width		SR/ A1 / A2 / B	2
drainage	substantial standing water/flooding	whole width		C / D / E	3
drainage	blocked gully	whole width	yes	Any street	4
drainage	slow running gully	whole width		Any street	4
drainage	foul smelling gully	whole width	yes	Any street	4
drainage	broken gully grating	whole width	whole width	Any street	1
drainage	cracked gully grating	whole width	yes	Any street	4
drainage	missing gully grating	whole width	yes	refer to iron works	1
private forecourt	any hazardous defect	whole width	yes	report to owner	N/A
road markings	faded, worn or missing	Stop line	50% loss	Any street	3
road markings	faded, worn or missing	other markings	50% loss	Any street	4
non- illuminated signs	hazardous damaged / misaligned item	whole width	yes	SR/ A1 / A2 / B	2
non- illuminated signs	hazardous damaged / misaligned item	whole width	yes	C / D / E	3
non- illuminated signs	non-hazardous damaged / misaligned item	whole width	yes	Any street	4
non- illuminated signs	missing/ defective/	whole width	yes	Any street	4
non- illuminated signs	obscured/dirty/ faded information sign	whole width	yes	Any street	4
non- illuminated bollards	hazardous damaged / misaligned item	whole width	yes	Any street	1
non- illuminated bollards	non-hazardous damaged/misaligned item	whole width	yes	Any street	4
safety fences and barriers	hazardous damaged / misaligned item	whole width	yes	Any street	2
safety fences and barriers	non-hazardous damaged/ misaligned item	whole width	yes	Any street	4
highway general	defective/ damaged street name plate	whole width	yes	Any street	4
highway general	defective/damaged street furniture (graffiti and flyposting)	whole width	yes	report to Transportation Commissioning	N/A
highway general	oil/diesel spillage	whole width	yes	report to Waste & Parks	N/A
highway general	presence of ice	whole width	yes	report to Waste & Parks	N/A
highway general	detritus/debris	whole width	yes	report to Waste & Parks	N/A
highway general	fly tip	whole width	yes	report to Waste & Parks	N/A
highway general	defective scaffolding	whole width	yes	report to Building Control	N/A
highway general	defective hoarding	whole width	yes	report to Highway Licensing	N/A
highway general	defective skip	whole width	yes	report to Highways Licensing	N/A
highway general	defective reinstatement	whole width	yes	report to Road Management	N/A
highway general	defective open excavation / defective / damaged utility cabinet obstruction	whole width	yes	report to appropriate utility	N/A

Category	Defect or Issue	Location	Extent	Detail / Information (Street Classification)	Priority Response
Item	Defect	Location	Extent	Detail / Information (Street Classification)	Priority Response
Lighting	One light out	Any	NA	Any street	2
Lighting	Light flickering or flashing	Any	NA	Any street	2
Lighting	Light too bright	Any	NA	Any street	2
Lighting	Door missing	Any	NA	Any street	1
Lighting	Wires exposed	Any	NA	Any street	1
Lighting	Light too dim	Any	NA	Any street	2
Lighting	Light on constantly	Any	NA	Any street	2
Lighting	One of a pair of lamps out	Any	NA	Any street	2
Lighting	Door loose	Any	NA	Any street	2
Lighting	<i>Up Lighter damaged</i>	Any	NA	Any street	2
Lighting	Sign out	Any	NA	Any street	2
Lighting	Belisha Beacon out	Any	NA	Any street	2
Lighting	Wire hanging	Any	NA	Any street	1
Lighting	Lamppost giving electric shock	Any	NA	Any street	1
Lighting	Hole in lamp post	Any	NA	Any street	2
Lighting	Twisted Sign	Any	NA	Any street	2
Lighting	Ground pit damaged	Any	NA	Any street	1
Lighting	Lamp post knocked down	Any	NA	Any street	1
Lighting	Damaged Lantern	Any	NA	Any street	1
Lighting	Damaged/Missing Sign	Any	NA	Any street	2
Lighting	Lamp loose on its post	Any	NA	Any street	2
Lighting	Lamp post leaning slightly	Any	NA	Any street	2
Lighting	Lamp post leaning severely	Any	NA	Any street	1
Lighting	Damaged/Missing Bollard	Any	NA	Any street	2
Lighting	RTC attendance	Any	NA	Any street	1
Lighting	More than three consecutive lights out	Any	NA	Any street	1

Objective	Performance Requirement	Response to Defects		
		Category 1		Category2
		Hazard Mitigation (if necessary)	Permanent Remedy	Permanent Repair
Traffic Signs-Includes all Illuminated traffic signs, Illuminated Bollards, Belisha Becons				
Signs are clearly visible at all times, clean and operational	Signs are clean, clearly visible and free from structural and electrical defects. Identification marks are provided, correctly located, visible, clean and legible. Coefficient of retro reflectivity is greater than 144 cd/lx/m2 for Class 1 material and 40cd/lx/m2 for Class 2 material Obsolete and redundant signs are removed or replaced as appropriate Visibility distances meet the requirements as set out in TD25 Sign information is of the correct size, location, type, and wording to meet its intended purpose and any statutory requirements Structures supporting large signs are inspected in accordance with BD63 All structures and elements of the signing system are kept clean and have clear access provided sign lighting is fully operational	2 hrs	2 Working days	10 Working days
Sign information is complete and correct				
Signs are structurally and electrically sound				
Lighting equipment to signs is operational and has clear access				
Power supply faults are rectified expeditiously	Private cable faults to be rectified	NA	10 Working Days	"10 Working days
	District Network Operator supply faults are reported to the DNO and the Provider liaises with the DNO and pursues their rectification as a matter of priority. DNO has agreed Guaranteed Standards of Performance (GSOP) in which they must repair each type of fault	Reported within 1day	Within GSOP	Within GSOP
Public Lighting – includes all Public Lighting units whether mounted on columns, walls, as floodlighting				
Appropriate uniform lighting is in place along the highway	or, which by virtue of incipient defects give rise to the likelihood of unacceptable lighting quality. Such as:		2 working days	2working days
	3 or more consecutive outages on lighting units up to and including 12m mounting height	24 hrs		
	1or more outages either side of a pedestrian crossing	NA		
	1or more outage opposite or immediately adjacent to a road junction	NA		
	Private supply failure to 3 or more consecutive lighting units	24 hrs		
DNO power supply faults are rectified expeditiously	District Network Operator supply faults are reported to the DNO and the Provider liaises with the DNO and pursues their rectification as a matter of priority. DNO has agreed Guaranteed Standards of Performance (GSOP) in which they must repair each type of fault	Reported to DNO within 2days	Within GSOP	Within GSOP
Continuous safety and integrity of the lighting system	Over the Public Lighting Network, 97% of lights are functioning correctly at all times.	NA	2 working days	2 working days
	Lanterns are clean	NA		
	Lighting units are free from accidental damage or vandalism	2 hrs		
	Columns are vertical. Correctly founded, visually acceptable and structurally sound	2 hrs		

Explanatory notes

The tables in this section reflect the investigation criteria and response times operated by the City Council. These are dictated by the City Council's Risk Register which assesses the impact of any defect against the likelihood of danger arising from it. This allows the Council to prioritise the spending of available funds effectively.

Highways Services comprise highway maintenance services and highway lighting services.

Highway Maintenance Service

This includes maintenance falling within the following description:

- Reactive: responding to inspections, complaints or emergencies
- Routine: regular consistent schedule for patching, cleaning, landscape maintenance and other activities
- Programmed: planned schemes, primarily of resurfacing, reconditioning or reconstruction
- Regulatory: inspecting and regulating the activities of others

Reactive Maintenance

The requirement for reactive maintenance can arise in one of two ways:

1. A customer calls the Environment Action Line and reports a carriageway, footway or street furniture defect. Enquiries are logged and directed through the Highway Maintenance software (Confirm) to the Service Providers. Urgent enquiries are attended within 2 hours of the enquiry. Non urgent enquiries are inspected by the Road Management team and a job is raised with our Service Provider if required.
2. A Road Management Inspector finds a defect during a programmed inspection (every publicly-maintained highway is inspected annually, six monthly, quarterly or once a month depending on priority) and orders the work.

Calls to the Service Provider are prioritised by the Highway Helpline staff based on criteria provided by the city council's Highways and Public Realm service. The action taken depends on the criteria below:

Category 1 defects (response in or under 48 hours) - these are defects which are deemed to represent an immediate danger to the public or which could result in significant damage to property. Category 1 defects are sub-divided into:

- Priority 1 2 hours to make safe
- Priority 2 48 hours to make safe or repair

Category 2 defects (response in excess of 48 hours) - these are defects which have a lower risk and are likely to worsen in the near future to a Category 1 defect.

Category 2 defects are sub-divided into:

- Priority 3 28 days to repair
- Priority 4 Repair during the next available programme, or schedule more detailed inspection, or review condition at next inspection (subject to budget)

Routine Maintenance

Routine maintenance includes:

- drainage systems- cleansing and repair
- fences and barriers - repair
- traffic signs and bollards - cleansing and repair
- road markings and road studs - replacement
- non-illuminated street furniture- clean and paint
- benches - clean and varnish

The frequency of routine maintenance is dependent on funding but aims to achieve the standards set out in the table below.

Routine Maintenance Activities		Service Level
Road Markings (Highways) - Repaint / Refresh	4-yearly	4-yearly
Road Markings (Highways) - Replacement	4-yearly	12-yearly
Road Markings (Parking)		<u>Yellow Lines</u> Zone E, F, G- refresh every year Zones A, B, C, D, H -once every 3 years <u>Bay Markings</u> Zones E, F, G- refresh every year Zones A, B, C, D, H - once every 3 years <u>Kerb Blips</u> Refresh all 3 x times a year
Cleaning and painting of street furniture (pedestrian guard rails, barriers, signs, bollards and benches)		Benches -Annual clean and re-paint Other street furniture- 4-yearly clean and re paint
Maintenance of gates		Annual maintenance. Re-painting: every 3rd year
Flags and flagpoles		Three times a year wash and clean (every four months)
Drainage		<ol style="list-style-type: none"> 1. A minimum annual routine visit to each and every gully or drainage asset 2. An agreed, evaluated and appraised intelligence based targeted maintenance gully programme based upon a risk management approach. Gully cleaning at a higher frequency to 'critical locations' and a lower frequency to other locations based upon priority and risk.

Programmed Maintenance

It is not possible to set standards for when carriageway and footway resurfacing will be undertaken as the inclusion of a scheme in the approved programme will depend on its assessed priority and on the budget available.

The City Council has adopted a Value Management process to determine which areas of footway and carriageway are to be included in the annual capital programme. This process starts in the summer of each year when an Annual Condition Survey (ACS) is carried out based on industry agreed practice. The survey results in a Condition Index (CI) for every footway and carriageway. A high CI means the surface is in poor condition and vice versa.

In addition to the ACS survey results, the Value Management process takes into consideration a range of factors e.g. Visual Appearance, Customer Reports and Maintenance History when deciding how to spend the budget.

The programme of schemes is subject to a Cabinet Member decision and is published on the council's website. The list of ACS survey scores, Value Management scores and provisional programme of works is typically published in April each year.

Regulatory work

This includes:

- keeping a highway register
- management of utilities- utility companies are obliged to meet the minimum standards set out in the Code of Practice published under the New Roads and Street Works Act 1991
- licenses for highway occupation
- other regulatory functions - encroachment, illegal signs, etc

Highway Lighting Service

This includes reactive maintenance, routine maintenance and a renewal and improvement programme of the stock of electrical/lit traffic signs and public lighting.

Reactive Maintenance

The system for reactive maintenance rectifies defects identified from inspections, other reports or complaints, which include the following:

- lamp change
- control gear replacement
- lantern (or part) replacement
- operational control system, (PECU, Timeclock, Remote Monitoring unit)
- circuit protection replacement I upgrade as required
- internal wiring
- doors and door locks
- paint and number as required
- safety check for electrical and structural issues
- electrical service I connections
- fitting of fault plates
- all good housekeeping work (e.g. -greasing locks, aligning sign plates, refixing doors etc)

Report It online <https://www.westminster.gov.uk/report-it>

or call Environmental Action Line 0207 641 2000

Routine Maintenance

The system of routine preventative maintenance includes:

- clean and check
- cyclical lamp change as required
- cyclical painting as required
- cyclical structural testing as required
- cyclical electrical testing as required
- assessment of asset condition
- all good housekeeping work (e.g. -greasing locks, aligning sign plates, refixing doors etc)
- identify any items that represent a significant deterioration from the required condition preventing an item from acting in the intended manner that maybe the result of damage or that may be likely to increase the rate of deterioration of another item or cause an unintended hazard or nuisance.

Responding to Defects

Defects identified through reactive and routine maintenance checks categorised and rectified according to the standards summarised below.

Category 1 defects are those, which require prompt attention because they represent an immediate or imminent risk to safety (2 hours).

Category 2 defects are all other defects (2 -10 working days).

Where the fault rests with the Network Operator supply, this can take up to 40 days.

Renewal and Improvements

It is not possible to set standards for when public lighting will be renewed or improved as the inclusion of a scheme in the approved programme will depend on its assessed priority and on the budget available.

Schemes are identified using the Value Management process adopted for lighting, which reviews the structural and electrical condition of street lights across the City, and by taking into account other factors such as lighting standards, crime levels and maintenance records.

The programme of schemes is subject to a Cabinet Member decision and is published on the council's website. A list of provisional programmes of works is typically published in April each year.

Highways Inspections

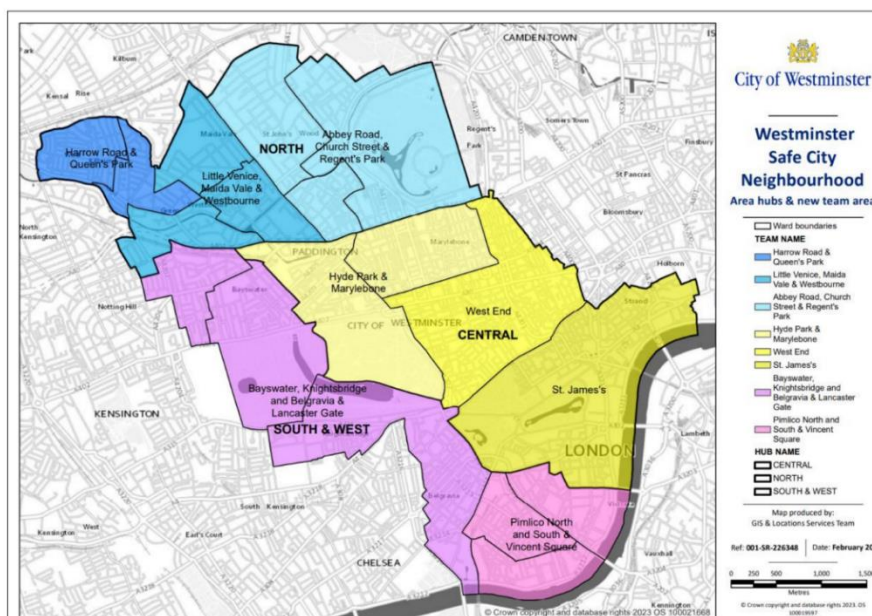
Streets are inspected weekly. These "wall-to-wall" inspections are carried out on foot by dedicated lighting scouts with any defects found logged through live handheld devices.

Section 3

Neighbourhood Problem Solving and Community Engagement Services

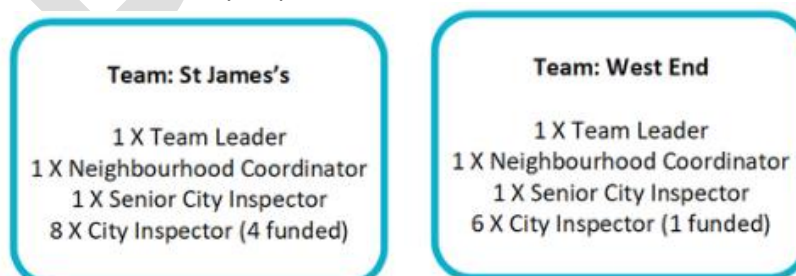
NEIGHBOURHOOD WORKING

Each ward in Westminster is covered by our Neighbourhoods Service. Comprising of eight area-based teams, each with a dedicated Team Leader, Neighbourhood Coordinator and named ward city inspectors. The West End and St James's Ward have a dedicated neighbourhood's team as outlined below.



This offers a focused, localised level of support with ward-based City Inspectors and Neighbourhood Coordinators, responsible for on street management, identification of issues and resolution where they have the tools and powers to do so. Working on extended operating hours, spread between 7am through till 7pm, Monday to Friday, with additional city-wide coverage on Saturdays. The neighbourhood service will be there to speak, listen and respond to our communities.

The resources allocated to the West End and St James's wards are outlined below and includes 5 funded City Inspectors, 2 funded by Heart of London Business Alliance, 2 funded by Covent Garden, and 1 waste focused city inspector in Soho.



Secondly, this resource will be complemented by a 24/7 Response Service which can be tasked to tackle specific operational challenges and enhance the offer around persistent and complex issues in key areas, without taking away from the locally delivered resource. All members of the Response Service will be Local Authority Liaison Officer (LALO) trained.

Section 4

Contacting Us

Report It

Keeping our streets safe and clean is a top priority. If you experience a problem, such as noise, dumped rubbish, missed recycling or rubbish collection, or planning issues.

The quickest way to have an issue resolved is by reporting it online
<https://www.westminster.gov.uk/report-it>

For an immediate response contact the **Environmental Action Line** on 0207 641 2000

You can report online or through the Environmental Action Line *issues/faults/defects with:*

Cleansing & Waste *ie: footway flushing, street sweeping, rubbish, litter bins, commercial waste, dirty footways/bins/streets, graffiti*

Highways: *ie roads, pavements, carriageway or footways, highways lighting, highways repairs*

Neighbourhood Working & Problem Solving *i.e anti social behaviour, environmental health issues including noise, problems with pests/food safety, health & safety, trading standards*

Communication with BIDS Routine maintenance/response to defects/improvements responded to those who raised the job. Under GDPR we cannot share details of those who may have raised other enquiries. Major works programmes are circulated in advance and we will ensure that the BID are included on the all major maintenance and scheme information that is circulated monthly.