**BASELINE SERVICE AGREEMENT**

**Milton Keynes Council delivers the following services within the BID area where the BID intends to provide additional services.**

**Milton Keynes Council will endeavour to continue to deliver the following services within the BID area. Where any of the listed services are planned to be reduced or discontinued, the Council agrees not to reduce provision of its services disproportionately, compared to any changes made elsewhere within the Borough for the duration of the BID term.**

**Baseline activity: Highways Management**

**Responsible authority: Milton Keynes Council**

**Director: Stuart Proffitt**

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| Current level of service provided including aim of service, and frequency of service provision | * Maintain public highway areas to remain fit for purpose. This includes statutory highway safety inspections, condition surveys, recording of defects and complete repairs to maintain public safety, including emergency repairs within and outside normal working hours.
* Street lighting maintenance
* Highways and street lighting term contracts are available as required both for reactive and planned maintenance
* Technical surveys of all lamp columns to assess structural integrity and electrical function. Night surveys to assess defective lighting
* Street works co-ordination and approval for maintenance activities, and licencing of temporary structures on highways including scaffolding, skips, banners and other structures
* Signage preventing cycling in the pedestrianized area
* Routine maintenance of signs, lines and highway drainage assets
* Co-ordination with others for the maintenance of the bridges and anti-vermin measures, i.e. pigeon nuisance
* Enabling and managing parking provision and control including taxi ranks and disabled parking
* Winter maintenance operations include treatment to prevent ice from forming and clearance of snow from pre-defined priority routes
* Pre-treating as part of Priority 1 routes all car parks in CMK including the Central Police Station car park and main roads
* Management of the adoption process relating to new developments in CMK in line with the ‘CMK Handbook for the Public Realm’
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| Specification | * Defect repairs undertaken within investigatory levels of the Highways Code of Practice
* Frequency of highway safety inspections align with Highways Code of Practice
* Management of the Public Utility Street Works within the framework of the Traffic Management Act 2004 and the New Roads and Street Works Act.
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| Performance Measure | Service measured by:* Regular inspections, compliance with completion times of works, quality of repairs
* Response to customer enquiries
* Contractors’ key performance indicators.
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| Non-compliance procedure | * Contractor may be required to re-do work
* Corrective actions/training with contractors/staff
* Financial penalties issued to the contractor
* Managed through Contract Meetings
 |
| Future level of service provision | * Maintenance of the highways structure and fabric as well as street furniture to existing standards
* Current service provision for reactive repairs provided through a contract
 |
| Other relevant information | There are no plans to reduce or increase current level of service. |

**Baseline activity: Street Cleansing**

**Responsible authority: Milton Keynes Council**

**Responsible officer: Nicholas Hannon**

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| Current level of service provided including aim of service, and frequency of service provision | To contribute to the vision that MK is a safe, clean, green and welcoming place to live in, visit and do business, by managing the Council’s public infrastructure and open space, waste collection, treatment and disposal and cleansing. This is done by:* Ensuring residents receive a weekly collection of waste, recyclables and food and garden waste
* Streets, roads and open spaces (within our control), so far as is practicable, are kept clear of litter and refuse and in accordance with the Code of Practice on Litter and Refuse
* The recyclables and waste we collect is managed in a sustainable manner, in accordance with the waste hierarchy and all relevant legislation.

Milton Keynes Council has a duty to ensure that the land (highways, relevant roads and relevant open space) for which we are responsible is, so far as is practicable, kept clear of litter and refuse and that all publicly maintainable highways within our administrative area for which we are responsible, are so far as is practicable, kept clean.In addition MKC is obliged to remove detritus as well as litter and refuse. However, this is only deemed practicable from metal surfaces only.MKC has a duty to collect commercial waste and industrial waste in CMK if requested to do so. A charge will be made for the collection and disposal where appropriate.Litter is most commonly assumed to include materials, often associated with smoking, eating and drinking, that are improperly discarded and left by members of the public; or are spilt during business operations. (Note: Although it is an offence to drop chewing gum, MKC does not have a duty to employ special cleansing methods to remove compacted gum or gum staining). A single plastic sack of rubbish should usually be considered fly tipping rather than litter.Refuse is regarded as being waste or rubbish, including household and commercial waste, and can include fly-tipped waste.Detritus comprises small, broken down particles of synthetic and natural materials, which arrive at the site through mechanical, human, animal and natural actions. Detritus includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials. Note weeds, leaf and blossom falls are to be regarded as detritus once they have substantially lost their structure and have become mushy or fragmented. |
| Specification | Currently all relevant land under the control of MKC will be cleansed at a minimum frequency of once every two months. However, all areas within CMK are cleansed on a more frequent basis ranging from twice per day (including Station Square) to three times weekly as a minimum. Cleansing includes manual and mechanical sweeping where required of all kerbed streets and metalled surfaces.The standards of cleanliness met will as a minimum adhere to grades A or B as defined in the Code of Practice on Litter and Refuse 2006.To maintain the required standards, service will be deployed between the regular, routine or scheduled cleansing operations, to deal with all accumulations of waste “excess littering”, or isolated items, dumped on vacant ground and highways. The dumped waste will be collected and disposed of within a maximum five working days of being reported.Shopping and other trolleys left uncollected on the highway and relevant land will be collected during the course of the routine cleansing schedule.Rapid response teams will be directed where required to carry the clearance of fly-tipping, work of an urgent nature and any special events.All litter bins, for which MKC are responsible, will be completely emptied during every scheduled cleansing operation. We will repair, maintain and replace those litter bins which are the responsibility of MKC as required where there are funds available to do so. The need and location of the litter bin may be removed at that time.We will arrange for the removal/obliteration of graffiti or fly-posting as required and prioritise the removal based on the number of reports, location and context. Graffiti/fly-posting which is racist or obscene will be removed as a priority and within two hours of receiving such a report. Graffiti prevention measures may be taken to pro-actively manage areas suffering from graffiti. We will arrange for the removal of illegally erected signs, within four hours of receiving a request.Any proposals from the BID on deep cleaning or high pressure washing should be notified to the Council in writing an should include proposed locations, timetable and schedule of works. Contractor operatives and Authorised Officers will at all times be polite, friendly and respectful to members of the public and staff of the Authority and act in a manner that reflects well on the image of the Borough.A dedicated process for the removal of abandoned tents from public land has been agreed and involves working with community outreach partners and the police. This process involves the use of notices and subsequent removal once formally agreed that a tent is abandoned. The team will work with private landowners where abandoned tents appear on private land. Drug paraphernalia including syringes are removed via a dedicated team and should be reported to the Council and shall be removed as soon as is reasonably practicable.  |
| Performance Measure | Service measured by:* Regular inspections, compliance with completion times of works, quality of repairs
* Response to customer enquiries
* Contractors’ key performance indicators.
 |
| Non-compliance procedure | * Contractor may be required to re-do work
* Corrective actions/training with contractors/staff
* Financial penalties issued to the contractor
* Managed through Contract Meetings
 |
| Future level of service provision | * Maintenance of the highways structure and fabric as well as street furniture to existing standards
* Current service provision for reactive repairs provided through a contract.
 |
| Other relevant information | There are no plans to reduce or increase current level of service. |

**Baseline activity: Regulatory Services**

**Responsible authority: Milton Keynes Council**

**Responsible Officer: Neil Allen**

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| Service provided, number of staff and equipment | The Council’s Regulatory Services Team offer a statutory minimum service focusing on enforcement and significant complaint investigation with limited provision of support and advice to the local business community. These services are offered across the borough and include the following:* Licensing
* Food Safety, Food Standards and Infectious Disease
* Health & Safety
* Trading Standards
* Environmental Protection
* Building Control

Officers undertake work in accordance with risk based inspection programmes as well as using complaints and other information to prioritise service delivery in an increasingly intelligence-led approach, which targets resources to the highest risk activities. Advice services for consumers in respect of Trading Standards matters is provided via a national call centre operated by the Citizens Advice Bureau.Officers work extensively with partners including the Emergency Services, Community Safety Teams and other internal and external partners to collectively tackle issues affecting public safety and other matters relating to the overall aims of the CouncilThe Council has published policies relating to the licensing of alcohol/regulated entertainment and late night refreshment (Licensing Act 2003) and gambling premises (Gambling Act 2005). |
| Specification | * Statutory and other nationally agreed frameworks for risk based inspection programmes
* Regulatory Services service delivery in accordance within statutory framework
* Relevant involvement in Local/Regional/National intelligence led project work
* Investigations undertaken in accordance with the published Enforcement Policy
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| Future level of service provision | * Service provision will continue to be undertaken within the statutory framework and other nationally agreed frameworks
* Local and national regulatory priorities will dictate priority service delivery
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| Performance measures | * Compliance with risk based inspection programmes
* Response to customer complaints/requests for service
* Complaint investigations compliance with Enforcement Policy
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| Non compliance procedures | * Regular performance monitoring
* Flexible approach to targeting resources to priority work areas
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| Boundary area | Borough of Milton Keynes Council |