

## **Si nSchedule 2 – Gwynedd Council Standard Baseline Services - Caernarfon**

Details of Gwynedd Council (GC) service provision within proposed Business Improvement District (BID) Area. Information to be included in this schedule of the baseline agreement and reflects standard services CG provides.

**The services and level of activities noted on Schedule 2 are subject to the outcomes of the comprehensive spending review currently underway with Gwynedd Council. Any proposed changes to these services will be undertaken in consultation with the BID as set out in para 5.8 of this agreement**

The proposed BID area maps are included in Appendix A at the end of this document. Streets included in full or in part within the proposed BID area where services are provided are referenced there.

### **Regulatory Services**

#### **Designated Officer – Senior Manager Transportation and Street Care**

##### **1. Road Improvement Scheme Management**

1.1. Oversee and manage proposed road improvement schemes within the BID areas.

##### **2. Traffic Management, Planning and Enforcement**

2.1. Creation of Temporary and permanent Traffic Regulation orders .i.e Parking, Speed, Height & Weight restrictions and one-way systems and road closures.

2.2. Managing the coordination of works within the Highway.

2.3. Ensuring the safe and free flowing usage of the highway, through licencing and enforcement.

##### **3. Parking Management**

3.1. Management of Car Parks under the ownership or responsibility of Gwynedd Council according to established Gwynedd Council policies and national legislation and regulations. These include :-

- Ffordd Glan y Mor Uchaf	- Greengate Street
- Galeri	- Penllyn Multistory Car Park
- Balaclava Road	- Ffordd y Felin
	- Ffordd Glan y Mor Uchaf

3.2. Statutory and civil parking enforcement activities within BID area which includes enforcement within car parks and on street parking. Parking enforcement officers are deployed on a daily basis within the BID area to enforce regulations for all road users.

3.3. Management of traffic management bollards where installed within the BID area.

3.4. Management of residential parking Scheme where already established within the BID area.

#### **4. Licensing**

- 4.1. Within identified BID area GC provide licencing activities relating to
  - Use of traffic lights, skips and scaffolding;
  - Use of A-Boards, tables and chairs in the public realm
  - Providing licenses for events as required within the BID area.

#### **5. Public Transport**

- 5.1. Management of transportation hubs within the BID area including care, maintenance and responding to vandalism.
- 5.2. Maintaining and updating Departure Boards.
- 5.3. Monitoring existing public transport provision from transportation hubs adhere to contract terms and conditions.
- 5.4. Commission subsidised public transport provision from transportation hubs.

#### **Her Gwynedd**

At a meeting of the full Council held on 3rd March 2016, Gwynedd councillors have approved the authority's budget for 2016/17 along with a financial strategy to address the significant financial pressure the Council faces over the coming years. To address this significant deficit, the Council has approved a strategy that aims to deliver over £14 million of additional efficiency savings over the next two years.

Services within the Regulatory Department have been included within the identified cuts and efficiency savings: -

Traffic Management , Planning and Enforcement – 50% reduction in traffic management budget and a reduction in Street Enforcements Unit team with loss of 2 out of 7 posts.

Gwynedd Council will inform the Business Improvement District of changes as they're implemented according to articles of the Baseline Agreement

#### **Highways and Municipal Services**

**Designated Officer** - Senior Manager Waste and Commissioning, Highways and Municipal Services

#### **6. Street Cleansing and Associated Services**

- 6.1. In the areas included within the BID areas Gwynedd Council operates routine street cleaning and servicing of litter bins is undertaken on a daily basis. Cleaning schedules are set to meet the duty to keep the relevant land clear of litter and refuse and highways are clean. Areas within the BID area are included within the current cleansing schedules which identify the frequency of cleansing in compliance to grades A – D as set out in the Code of Practice on Litter and Refuse and Associated Guidance 2007 code of practice for rubbish and waste.
- 6.2. Land managed by the duty body (Gwynedd Council) has been split into four main zones. High intensity of use, Medium intensity of use. Low intensity and areas with special circumstances. Land has been allocated into one of the four zones and managed accordingly. Appendix 1

(below) indicates the types of land within each category. The zones are identified on maps and Appendix 1 provides the information for the area within the BID.

- 6.3. Hours Operating - 06:00 – 18:00
- 6.4. Street cleansing teams are deployed on a daily basis to implement cleansing schedule to maintain or restore identified areas to grade A by 8am in high and medium intensity areas.
- 6.5. Reactive Cleansing shall be determined by the Highways and Municipal Department (HMD) to achieve the appropriate standard of cleanliness.
- 6.6. Response times to maintain assigned grades have been set for each category by which a land must be returned to an acceptable standard:-

High Intensity: - the maximum response time to restore to a grade A = 1/2 day, this means by 6pm if reported before 1pm or by 1pm the next day if reported between 1pm and 6pm.

Medium intensity: - the maximum response time to restore to a grade A = 1 day, this means by 6pm the following evening.

#### **Standard of Cleansing**

- 6.7. All works or services performed shall be carried out to the entire satisfaction of the Code of Practice. The HMD Works Unit shall be responsible for all supervision to identify the cleansing required to achieve the specified standards within the time limits as set out in this Specification and the Response Time Summary. A Supervising Officer may from time to time during the works monitor the cleansing standard and will instruct the Works Unit in accordance with the Conditions if any defects are found. The Supervising Officers' decision regarding the grade and extent of defect shall be final
- 6.8. The HMD Works Unit shall ensure that all personnel will have a thorough appreciation of the requirements of the Code of Practice and shall familiarise themselves with the cleansing standards, definitions, photographic examples, category zones and their response times.
- 6.9. Standards are based on the Environmental Protection Act: Code of Practice and are categorised as zones 1-7 as indicated in paragraph 17. The Various photographs of these cleanliness standards are the trigger points for the response times for that Category.
- 6.10. Amendments and additions to the Code of Practice shall be as follows:-
  - A full reactive cleansing service shall be provided at all times within a core working day of 06.00hours until 20.00hours except for Christmas day and New Years' day when the service required will be as specified for Category 1 and 2 zones only
  - A litter bin with its contents exceeding 90% of its capacity shall result in that bin being deemed to be Cleanliness Standard Grade D.
  - Response time for syringes, hypodermic needles and the like shall be immediately if found by the Works Unit during monitoring of cleansing or within 3 working hour if instructed by the Supervising Officer and records of work carried out provided in accordance with the operating procedure Part F- Appendix G ( as amended February 2007).

- Response time for leaf fall on soft landscapes areas within Zone 4 shall be as for normal waste when cleansing is required but otherwise within 3 weeks of the completion of leaf fall in that particular area.

**Response Times**

- 6.11. For the purpose of the Baseline Table A below indicates a table clarifying the main response time limits for the restoration to the acceptable grade of cleanliness i.e. Grade A for hard areas and Grade B for landscaped areas.

**RESPONSE TIME SUMMARY**

CATEGORY ZONE	DESCRIPTION	CLEANLINESS STANDARD	
		A	B,C or D
High Intensity of use	Area which through intense pedestrian and /or vehicular movements are prone to fluctuations in litter and refuse and require both high levels of monitoring and cleansing	<----- <----- <-----	-- ½ a day. This means by 6pm if reported before 1pm or by 1pm the next duty day if reported between 1pm and 6pm

**Methodology of Work**

- 6.12. Cleansing shall be performed by mechanical or manual means or a combination thereof at the discretion of the Works Unit. Cleansing work to any area contained in category zones 1, 2, 3 or 4 shall be applied to the full extent of that area as defined by its natural or physical boundaries. On completion of cleansing any surface, edges and joints shall be visible and completely free from all traces of waste of whatever nature.
- 6.13. The Works Unit shall give special attention to ensure that all unwanted growth, such as weeds and errant grass growth in moist or built up detritus, are removed and discouraged during each cycle of frequency cleansing from all sealed surfaced / hard landscaped areas including recesses interfaces and crannies as found on features such as eg kerblines, channels, footways and modular pavements etc.
- 6.14. The Works Unit shall have demonstrate in the detailed programme of service that the resources are available in sufficiency to cater for seasonal factors affecting the work-load such as holiday traffic and visitors. It shall include for the deployment of special machinery and any additional cleansing where appropriate.
- 6.15. The standard of cleanliness shall be obtained by the Works Unit irrespective of the type of surface including paving blocks, cobbles and the like, and the Contractor shall be deemed to have made full allowance for any additional treatment that may be.

**Litter Bins**

- 6.16. Litter bins form an integral part of the Category Zone that they are located in. The operation of litter bin emptying shall consist of complete removal of all waste. The HMD Works Unit may use recyclable or recycled plastic bin liners at discretion to facilitate the task of litter removal and maintaining the cleanliness of the bin. Emptying shall include washing and disinfecting as necessary to assist in the removal of all traces of waste, and also to prevent mal-odours. The

Contractor shall regularly clean and lubricate any locking or retaining mechanism and hinges to ensure their free movement. Litter bin lids, inserts and the like shall be securely fixed in position and locks where fitted must be made secure after emptying. Any fly posting on the bin or graffiti must be removed during the emptying operation.

#### **FREQUENCY CLEANSING SUMMARY**

<b>Category Zone</b>	<b>Activity</b>	<b>Frequency</b>
Defined Urban Areas Zone 1	Thorough cleansing to achieve Grade A standard of cleanliness	Daily
Litter Bins	Thorough cleansing to achieve Grade A standard of cleanliness	Daily
Litter bins (addition)	Patrol late in the afternoon	Seasonal

#### Deep Clean Service / Power washing

6.17. A deep clean of primary public realm areas within Bangor and Caernarfon is implemented once annually. Additional power washing of public areas and pavements are delivered based on identified need within the proposed BID area.

#### Graffiti

6.18. Property controlled or owned by Gwynedd Council - Gwynedd Council will remove graffiti including offensive or racist subject matter from buildings it owns or controls.

6.19. Private Property - Gwynedd Council will advise and assist property owners on the removal of graffiti from private property. Where applicable, a removal service can be provided subject to agreed conditions and recover of reasonably incurred costs.

### **7. Public Conveniences**

7.1. 3 Primary public conveniences in **Caernarfon** located at :-

<b>Location</b>	<b>Opening Hrs</b>
Yr Empire, Ffordd Glan y Mor *	9am – 6pm
Allt y Castell	6am – 7pm
Penllyn *	7am – 7pm (winter) 6am – 7pm (summer)

\*these toilets currently charge 20p for entry

7.2. Public conveniences in **Caernarfon** have a dedicated team responsible for maintaining the facilities and cleanliness at these facilities throughout the day.

### **8. Playground areas**

- 8.1. Playgrounds are maintained within the BID area located in Stryd Pedwar a Chwech
- 8.2. Inspections held every once a month to identify any new or additional risks and maintain health and safety standards in the playground. Care and repair activities implemented where identified.

**9. Grass Cutting and Gardening**

- 9.1. Within the BID area grass is maintained as follows :-
  - High Standard
  - Medium Standard
  - Near 30mph areas
- 9.2. **Caernarfon** – flower bed by the roundabout and by the bus station. Locations outlined are maintained on average every 10 – 14 days, but this is partly subject to growing conditions. E.g. we can increase cutting during period of rapid growth, or reduce cutting in dry periods.
- 9.3. Shrubs will be pruned/shaped twice a year as standard. Additional pruning will be carried out as required to maintain safety
- 9.4. Grass is cut using different machinery depending upon access, e.g. pedestrian mowers are used in small areas along **Lord Street** etc, whereas the larger areas and parks are cut using ride on mowers and tractor mounted rotary units. **Appendix 1** identifies the areas and cutting schedule

**10. Highway conditions and inspections**

- 10.1. Highway Inspections - Safety inspections are designed to identify all defects likely to create danger or serious inconvenience to users of the network or the wider community. The frequencies of inspections are noted within **Appendix 1** and are based upon the category of the carriageway
- 10.2. Category 1 Defect – Where prompt attention is required due to the defect representing immediate or imminent hazard. Make safe or instigate a 24hr repair. A high level of response of 2hrs is also available where reflects are considered to pose a particularly high risk.
- 10.3. Category 2 Defect – where the defect does not represent an immediate or imminent hazard. Repair during next available programme (minimal risk)

**11. Street Lighting Maintenance and Inspection**

Activity Type	Activity	Department Standard	Code of Practice Standard
Reactive	Response time for repairing Category 1 faults, damage to units from wind or impact damage and exposed wiring.	Make safe and repair at Category 1 Defect – attention when emergency within 2 hours when possible.	1 working day for emergency. 5 working days for non-emergency.

Preventative	Lamp changing	Individual change on failure.	Burn to extinction replace lamps to failures. Group lamp replacement subject to type of lamp.
	Lantern-internal and external	Visual Inspection annually, detailed as required.	To comply with group lamp replacement
	Column Painting	When required	When required but not exceeding 10 years.
	Structural Testing	Inspect visually annually but after 10 years old decide on structural testing	Visually inspect at each repair visit and as ILE Report No 22.
Conditioning Monitoring	Failed lighting or obstruction from foliage, vegetation or fly posting.	Night scouting patrols every 4 weeks. Response to 3 <sup>rd</sup> party reports.	Patrols every 14 calendar days and which may be longer in summer.
	Electrical inspection and testing.	Scheduled in sequence of cyclic maintenance at 6 year intervals or repair visit.	At intervals of not exceeding 6 years.

## 12. Public realm asset management

12.1. Public realm assets receive regular, formal, condition inspections primarily for risk management purposes and to identify essential reactive maintenance works. Public realm assets may include – benches, bollards, statues, sculptures, fountains, litter bins, trees, etc. Frequencies of inspections are determined by risk evaluations and asset management requirements and can be monthly, quarterly, 6 or 12 month basis. Condition inspections can also occur in response to reports of damage or incidents. Frequencies may be reviewed to reflect changes in circumstances.

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Services within the Highways and Municipal Department have been included within the identified cuts and efficiency savings: -

Public Conveniences – The proposed closure of 50 out of 73 public conveniences within Gwynedd has been approved. Approved cuts may result in public convenience closures within the BID area. Gwynedd Council and Highways and Municipal Department are currently developing plans to implement proposed cuts..

Gwynedd Council will inform the Business Improvement District of changes as they're implemented according to articles of the Baseline Agreement

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## Appendix A: BID Area

The proposed BID area for Hwb Caenarfon's second term consists of the following streets:

Allt Pafiliwn	Current area
Bank Quay / Cei Banc	Current area
Balaclava Road / Balaclafa	Current area
Bangor Road / Stryd Bangor	Current area
Bridge Street / Bont Bridd	Current area
Castle Ditch / Pendeitsh	Current area
Castle Hill / Allt y Castell	Current area
Castle Square / Y Maes	Current area
Castle Street / Stryd y Castell	Current area
Chapel Street / Tre'r Gôf	Extension area
Church Lane / Lôn yr Eglwys	Current area
Church Street / Stryd yr Eglwys	
Doc Fictoria	Current area
Garnon Street / Stryd Garnon	Extension area
Glan Môr / Crown Street	Current area
Greengate Street / Tan y Bont	Current area
High Street / Stryd Fawr	Current area
Hole in the Wall Street / Stryd Twll yn y Wal	Current area
Lôn Crwyn	Current area
Lôn Twthill	Current area



Market Street / Stryd y Farchnad	Current area
Mill Lane / Lôn y Felin	Current area
New Street / Strydd Newydd	Extension area
Newborough Street (Eagles Hotel)	Extension area
North Road / Fford Y Gogledd (Number 14 Alexandra, Morrisons filling station, Moduron Menai Garage)	Extension area
Northgate Street / Styd Pedwar a Chwech	Current area
North Penrallt / Penrallt Uchaf	Current area
Palace Street / Stryd y Plas	Current area
Pepper Lane	Current area
Pool Hill / Penllyn	Current area
Pool Lane / Pen y Graig	Current area
Pool Side / Penllyn	Current area
Pool Street / Stryd Y Llyn	Current area
Pretoria Terrace / Rhes Pretoria	Current area
Segontium Terrace / Rhes Segontium	Extension area
Shirehall Street / Stryd y Jêl	Current area
Skinner Street	Current area
Slate Quay / Cei Llechi	Current area
Snowdon Street / Stryd Capel Joppa	Extension area
South Penrallt / Penrallt Isaf	Current area
South Road / Lon Parc	Extension area
St Helens Road / Ffordd Santes Helen (excluding the sewage works)	Part existing area, part extension area
Stryd y Porth Mawr	Current area

