

**BASELINE AGREEMENT FOR THE PROVISION OF STANDARD SERVICES (DRAFT)**

**Dated**

**XXXXXX**

**SOUTHAMPTON CITY COUNCIL  
(the “Council”)**

**And**

**SOUTHAMPTON CITY CENTRE BID  
(the “BID Company”)**

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## Baseline Agreement for the Provision of Standard Services

**Dated**            **XXXXXXX**

### **Between**

- (1)    **SOUTHAMPTON CITY COUNCIL** (the “Council”) of .....; and
- (2)    **SOUTHAMPTON CITY CENTRE BUSINESS IMPROVEMENT DISTRICT** (the “**BID Company**”) registered as a company limited by guarantee in England with company number [INSERT DETAILS]

### **Recitals**

- A    The Council is the local authority for the purposes of the Local Government Act 2003 and is responsible for providing the Standard Services within the BID Area
- B    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 Business Plan
- C    The purpose of this Deed of Agreement is to set out for the avoidance of doubt
  - i) the Standard Services provided by the Council within the BID area
  - ii) the benchmark levels against which the provision of the Standard Services will be measured so as to ensure that whenever the BID Company wishes to provide any additional/complementary services these services are not services which the Council should be providing pursuant to their existing statutory duties and
  - iii) the mechanism for the continued monitoring and review of the Standard Services.

**It is agreed:**

## **1 Definitions**

**Applicable Laws** means the laws of England and Wales and the European Union and any other laws or regulations, regulatory policies, guidelines or industry codes which apply to Business Improvement Districts from time to time;

**Ballot Result Date** means the date upon which a successful ballot result has been declared in favour of putting in place the BID Arrangements.

**Baseline Agreement** sets out for the avoidance of doubt

- i) the Standard Services provided by the Council within the BID area
- ii) the benchmark levels against which the provision of the Standard Services will be measured so as to ensure that whenever the BID Company wishes to provide any additional/complementary services these services are not services which the Council should be providing pursuant to their existing statutory duties and
- iii) the mechanism for the continued monitoring and review of the Standard Services.

**BID** means the Business Improvement District which is managed and operated by the BID Company and has the meaning given in the Regulations

**BID Area** means that area within which the BID operates as shown in Schedule 1

**BID Arrangements** has the meaning given by section 41 of the Local Government Act 2003

**BID Business Plan** means the plan voted for by the BID Levy Payers which sets out the objectives of the BID.

**BID Levy** means the charge levied and collected within the BID pursuant to the Regulations

**BID Levy Payers** means the non-domestic rate payers liable for paying the BID Levy

**BID Proposal** means the proposal voted for by the BID Levy Payers in a ballot which sets out the objectives of the BID and identifies the various projects which will be undertaken using funds raised by the BID Levy and/or Voluntary Contributions to achieve those objectives and 'Renewal

Proposals' has the same meaning save that 'ballot' shall be replaced with 'renewal ballot' and 'Alteration Proposals' has the same meaning save that 'ballot' shall be replaced with 'alteration ballot'

**BID Term** means 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2022

**Complementary Service(s)** means those services, complementary to the Standard Services, to be delivered within the BID Area in support of the BID and secured or procured by the BID Company from the Council or other third party provider in addition to the Standard Services

**Complementary Services Agreement(s)** means an agreement entered into between the Council and the BID Company or such further agreements as may be entered into by the BID Company for the provision of Complementary Services

**Complementary Service Provider** means the provider of a Complementary Service

**Designated Officer** means the Council officer appointed by the Services Review Panel to liaise directly with the BID on issues relating to the performance of same Officer's Department in respect of the Standard and Complementary services

**Financial Year** means the financial year for the BID Company which runs from 1<sup>st</sup> April to 31<sup>st</sup> March

**Operating Agreement** means the agreement entered into on DATE between the Council and the BID Company which sets out various procedures for the collection, monitoring and enforcement of the BID Levy

**Performance Notice** means a notice served by the BID Company which:

- (a) identifies the Standard Service to which the notice relates;
- (b) states how the Standard Service is not being provided in accordance with this Agreement; and
- (c) requests that the Council liaise directly with the provider or contractor responsible for carrying out the Standard Service as soon as practicable for the purposes of securing compliance with this Agreement.

**Protocols** means the informal procedures to be agreed by the Council and the BID Company the purpose of which is to assist in the provision of the Standard Services

**Regulations** means the Business Improvement Districts (England) Regulations 2004 and such amendments to those regulations which may be made by the Secretary of State pursuant to

Section 48 of the Local Government Act 2003 (from time to time)

**Services Review Panel** means the panel whose members consist of representatives from the Council [officers] and the BID Company

**Standard Services** means the services provided by the Council within the BID Area as set out in Schedule 2

**Voluntary Contribution(s)** means any contributions or funds paid or made available to the BID Company which do not form part of the BID Levy.

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## **2 Statutory Authorities**

- 2.1 This Agreement is made pursuant to section 2 of the Local Government Act 2000 and Part IV of the Local Government Act 2003 and Section 111 of the Local Government Act 1972 and all other enabling powers as set out particularly in The Business Improvement Districts (England) Regulations 2004.

## **3 Commencement**

- 3.1 The terms of this Agreement shall take effect upon the date of this Agreement.
- 3.2 This Agreement shall determine and cease to be of any further effect in the event that:
- (a) the BID Company fails to secure approval of the Proposals, Renewal Proposals or Alteration Proposals in a ballot, renewal ballot, alteration ballot or rebalot;
  - (b) the Secretary of State declares void a BID ballot, renewal ballot, alteration ballot or rebalot;
  - (c) the Council exercises its veto pursuant to section 2 Local Government Act 2000 and section 51(2) of the Local Government Act 2003 and paragraph 12 of the Business Improvement District (England) Regulations 2004 and there is no successful appeal against the veto;
  - (d) the BID Term expires save where the BID Company secures approval of Renewal Proposals in a renewal ballot or Alteration Proposals in an alteration ballot or Proposals in a rebalot in which event this Agreement shall continue until the expiry of the BID Term set out in the Renewal Proposals, Alteration Proposals or the Proposals set out in the rebalot provided, in relation to Renewal Proposals and Alteration Proposals, the Council and the BID Company both consent to such continuation;
  - (e) the Council exercises its discretion to terminate the BID Arrangements in exercise of its powers under Regulation 18 of the Regulations; and
  - (f) the Council terminates this Agreement pursuant to clause 10 of this Agreement.

## **4 The BID Company's Obligations**

- 4.1 The BID Company agrees that it will provide the Council with any information the Council may reasonably require in relation to the carrying out of the Complementary Services.

4.2 In the event that the BID Company intends to change the Complementary Services the BID Company shall serve notice on the Council for the purposes of arranging a meeting of the Services Review Panel and at such a meeting the BID Company shall consult with the Council in respect of the intended change to the Complementary Services.

4.3 The BID Company shall ensure that where it engages a third party to deliver Complementary Services and/or delivers Complementary Services itself those Complementary Services are delivered with all reasonable skill and care to be expected of a competent and experienced provider of services similar or the same as the relevant Complementary Services and in accordance with the BID Proposal, the BID Business Plan, good industry practice and all Applicable Laws

## **5 The Council's Obligations**

5.1 The Council agrees to the following:

- (a) to provide the Standard Services within the BID Area at its own cost for the duration of the BID Term; and
- (b) not to use the BID Levy at any time to either fund or procure the Standard Services.

5.2 In the event that the Council is unable to continue to provide all or any part of the Standard Services within the BID Area on account of it being statutorily barred from doing so in respect of any of those Standard Services set out in Schedule 2 or it does not have sufficient funds to secure the provision of any of those Standard Services set out in Schedule 2 it shall confirm the following to the BID Company:

- (a) identify which part or parts of the Standard Services it is unable to provide;
- (b) provide a detailed explanation of why such identified Standard Service is to be withdrawn; and
- (c) confirm the date upon which the Council will cease to operate the identified Standard Service.

5.3 The Council may provide different Standard Services, delayed Standard Services or no Standard Services in the event that it is not reasonably practicable to provide the Standard Services by reason of the following:

- (a) adverse weather conditions in the BID Area;
- (b) an excessive number of pedestrians in the BID Area which would impede or inhibit the carrying out of the Standard Services;



- (c) restrictions by the Police as to the persons and/or number of persons permitted access in the BID Area;
- (d) a traffic accident or major spillage in the BID Area;
- (e) marches, parades, film and theatre premieres, festivals and visits by VIPs in or affecting the BID Area where such activities directly impede or inhibit the Standard Services from being provided;
- (f) any other reason in the BID Area or affecting the BID Area beyond the control of the Council
- (g) neither Party shall have any liability under or be deemed to be in breach of this Agreement for any delays or failures in performance of this Agreement which result from circumstances beyond the reasonable control of that Party. The Party affected by such circumstances shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than six months, either Party may terminate this Agreement by written notice to the other Party.

provided always that the Council shall first and, if possible, provide the BID Company with reasonable notice in the event that the Council intends to provide different Standard Services, delayed Standard Services or no Standard Services as a result of any of the reasons mentioned in this clause and the Council shall, if possible, endeavour to recommence the Standard Service as soon as reasonably practicable to the same standard as it was immediately before the change.

- 5.4 The Council agrees to use reasonable endeavours to liaise with and (where practicable) put in place such partnering arrangements (of a formal or informal nature) with the Complementary Service Provider where the Complementary Services are complementary to or are of a similar nature to the Standard Services and to liaise with the Complementary Service Provider (where appropriate) as part of the Services Review Panel activities
- 5.5 The Council agrees to implement such reasonable recommendations in the carrying out or provision of the Standard Services as may be made by the Services Review Panel
- 5.6 The Council agrees in so far as it is reasonable to do so, that 3 months prior to conducting a review/reletting of a contract relating to the Standard Services it will notify the BID Company informing it of the timescales for carrying out the review/reletting and update Schedule 2 with new details within 4 weeks of these being agreed by the Services Review Panel
- 5.7 The Council agrees, pursuant to clause 5.6 above, to review the provision of the Standard

Services as part of the Services Review Panel process and where appropriate and agreed with the BID Company to update Schedule 2 in accordance with the conclusions reached by the Panel

- 5.8 In the event that the Council intends to change the Standard Services significantly and permanently the Council shall consult with the BID Company no less than 3 months prior to that change, if possible, and such notice shall include:
- (a) a description of the part or parts of the Standard Services the Council intends to change;
  - (b) a detailed explanation of why the Council intends to change such Standard Services;
  - (c) the date on which the Council intends to change the Standard Services.

## **6 Performance Notice**

- 6.1 The Council agrees not to remove or change any contractor(s) responsible for providing the Standard Services without first serving no less than 3 months' written notice on the BID Company confirming:
- (a) the removal or alteration of such contractor;
  - (b) the Standard Services which such contractor is responsible for providing; and
  - (c) the details of the new contractor appointed to provide the Standard Services unless it is unreasonable to give such notice for example, without limitation, where the Council terminates a contract on short notice for material default or in the circumstances of the contractor's insolvency.
- 6.2 Upon receipt of a Performance Notice from the BID Company the designated officer shall inform the contractor or provider of the Standard Services of the lapse, carry out a review of the performance and the carrying out of the Standard Services by the contractor or provider of the Standard Services and to use their reasonable endeavours to secure the improvement of the Standard Services. The Designated Officer in each case shall consult with the BID Company on the action plan arising from such review to secure such improvements, if possible, and keep the BID Company informed of the Council's actions and progress in carrying out the action plan.

## **7 Licence**

- 7.1 The Council hereby grants licence to the BID Company, its agents or Complementary Service Provider to enter onto into or upon any land within the Council's Ownership or the highway, subject to the compliance by each with all Applicable Laws and any Council policies, rules or guidance (which shall be made available to the BID Company on request) applicable to such

land, for the purposes of the BID Company its agents or Complementary Service Provider carrying out any function or service required or secured (or any ancillary function) for the operation of the BID provided that the Council shall be permitted to withdraw such licence in the event that in its reasonable opinion the BID Company, its agents or Complementary Service Provider act in such a manner which either contravenes health and safety requirements, or seriously damages Council property, severely prejudices the manner in which the Council can carry out its usual public services or where, in the Council's reasonable opinion, it is necessary to withdraw such licence in order to safeguard the health and safety of persons in or around the BID Area or part of the BID Area or in order to safeguard the reputation of the Council.

## **8 Monitoring and Review**

8.1 The Council and the BID Company shall set up the Services Review Panel within 28 (twenty-eight) days from the date of this Agreement the purpose of which shall be to:

- (a) review and monitor the carrying out of the Standard Services
- (b) make any reasonable recommendations required pursuant to clause 5 to the Council and the BID Company
- (c) where appropriate, review and monitor the provision of the Complementary Services and make such reasonable recommendations to the BID Company as are appropriate;
- (d) review any Performance Notices served by the BID Company and steps which should be taken to secure the proper carrying out of the Standard Services and to make reasonable recommendations to the Council including recommendations for an improvement in performance in the carrying out of the Standard Services and recommendations for the carrying out of the Standard Services in a manner that facilitates the carrying out of Complementary Services, and to identify the need for any alteration to the Standard Services. (point 19 – outstanding point for discussion)

and unless otherwise impracticable the Council shall adopt any recommendations by the Services Review Panel under sub-clauses b, c and d above, provided that none of the recommendations would prejudice or affect the rights discretions powers duties and obligations of the Council under all statutes, byelaws statutory instruments, orders and regulations in the exercise of its functions as a local authority and provided it is in the Council's opinion otherwise reasonable to do so.

8.2 There will be meetings of the Services Review Panel (including the [Chief Executive Officer of the BID Company and the Chief Operating Officer of the Council]) every three months of the

BID Term the first meeting to take place on a date agreed on or around the first day of July 2017 and the parties shall keep detailed minutes of such meetings. Further meetings of the Services Review Panel may be arranged as may reasonably be required by the service of written notice by either party on the other, such notice to be provided no less than 28 (twenty-eight) days prior to the date of the proposed meeting (or less if otherwise agreed or in cases of emergency) and provided further that the meetings referred to in this clause 28 can be dispensed with altogether upon the written agreement of the parties.

- 8.3 The Services Review Panel will identify the need for any improvement or alteration to the Standard Services. The Council will in any case formally respond to recommendations from the Service Review Panel within the standard response times, giving reasons for any decision not to implement recommendations in part or in full.

## **9 Joint Obligations**

- 9.1 Both the Council and the BID Company agree:
- (a) for the purposes only of monitoring the Standard Services and the Complementary Services to review and take account of any representations or recommendations made to them by the Services Review Panel and take such action as may be appropriate;
  - (b) to agree appropriate Protocols as may be required in order to assist the carrying out or provision of the Standard Services (and thereafter to review them annually);
  - (c) to operate the Standard Services in accordance with such agreed Protocols.

## **10 Termination**

- 10.1 The Council may terminate this Agreement:
- (a) in the same circumstances in which it may terminate the BID Arrangements under Regulation 18 of the Regulations;
  - (b) in the event that the BID Company commits a serious and/or irremediable breach of this Agreement; or

(c) in the event that the Council terminates the Operating Agreement.

## **11 Confidentiality**

11.1 Subject to clause 17, both the Council and the BID Company agree to keep confidential and not to divulge to any person without the prior written consent of the other party any information (written or oral) concerning the business affairs of the other nor any information which has been exchanged about the BID Levy Payers or about other third parties which it shall have obtained or received as a result of operating the BID. This obligation shall survive the termination or lapse of the provision of the BID.

## **12 Notices**

12.1 Any notice required to be given under or in connection to this Agreement shall be in writing, signed by or on behalf of the party giving it and shall be served by delivering it personally, or by sending it by pre-paid first-class post, recorded delivery or registered post to the address provided for above or such substitute address in England as may from time to time have been notified by the relevant party.

12.2 A notice shall be deemed to have been received:

12.2.1 if delivered personally, at the time of delivery; and

12.2.2 in the case of pre-paid first-class post, 2 Working Days from the date of posting.

## **13 Miscellaneous**

13.1 For the avoidance of doubt where any part of this Agreement is incompatible with the Regulations or any other regulations which the First Secretary of State may issue pursuant to Part IV of the Local Government Act 2003 then such part shall be struck out and the balance of this Agreement shall remain

13.2 The headings appearing in this Deed are for ease of reference only and shall not affect the construction of this Deed

13.3 For the avoidance of doubt the provisions of this Deed (other than those contained in this Clause) shall not have any effect until this document has been dated

13.4 Where reference is made to a Clause, Part, or Recital such reference (unless the context requires otherwise) is a reference to a clause, part, plan, or recital attached to this Deed

13.5 References to the Council include any successors to its functions as local authority

13.6 References to statutes, bye laws, regulations, orders, delegated legislation shall include any such instrument re-enacting or made pursuant to the same power

#### **14 Exercise of the Council's Powers**

14.1 Nothing contained in this Agreement or implied in it shall prejudice or affect the rights discretions powers duties and obligations of the Council under all statute byelaws statutory instruments orders and regulations in the exercise of its functions as a local authority

#### **15 Contracts (Rights of Third Parties)**

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

#### **16 Dispute Resolution**

16.1 The parties shall attempt, in good faith, to resolve any dispute promptly by negotiation which shall be conducted as follows:

16.1.1 the dispute shall be referred, by either party, first to the Council's [Head of Economic Development and Skills] and the BID Company's [details] for resolution; and

16.1.2 if the dispute cannot be resolved by agreement under clause 16.1.1 within 10 Working Days of the dispute having been referred the parties may either:

- 16.1.2.1 agree to refer the dispute to an independent person to be appointed by agreement between the parties and any charge made and expenses reasonably incurred by that independent person shall be paid by the parties in equal shares, unless the independent person determines that a greater share should be borne by one of the Parties; or
- 16.1.2.2 agree to refer the matter to an adjudicator.
- 16.3 Without prejudice to their rights and remedies under this Agreement, the parties shall continue to perform their respective obligations under this Agreement notwithstanding any dispute or the implementation of the procedures set out in this clause 16.

## **17 Freedom of Information and Data Protection**

- 17.1 The BID Company accepts that the Council is obliged to comply with the Freedom of Information Act 2000 ("the Act") and the Code of Practice on the Act, and will assist the Council to comply with these obligations. This includes helping the Council comply with its obligation to respond to a request for information within 20 days of receipt; and providing information to the Council where the Council requests.
- 17.2 The Council is entitled to disclose information unless it believes that the information is exempt under the Act. Exemption may apply where, for example, information is provided in confidence; where the information is a trade secret; or where release is likely to prejudice commercial interests. The Council will decide, acting reasonably, whether information requested under the Act is to be disclosed or not. The Council will where reasonably practicable consult the BID Company and will consider any representations made by it. The Council shall not be liable for any loss or other detriment caused by the disclosure of any information in response to a request for information under the Act.
- 17.3 Both parties shall comply with the requirements of the Data Protection Legislation in the performance of their obligations and the exercise of their rights under this Agreement.

**18 Jurisdiction**

18.1 The Agreement shall be governed and construed in accordance with English Law and the parties hereto submit to the exclusive jurisdiction of the courts of England and Wales in respect of any dispute or conflict arising from this Agreement.

Executed as a Deed by affixing  
the Common Seal of Southampton City Council in the  
presence of

Authorised Officer

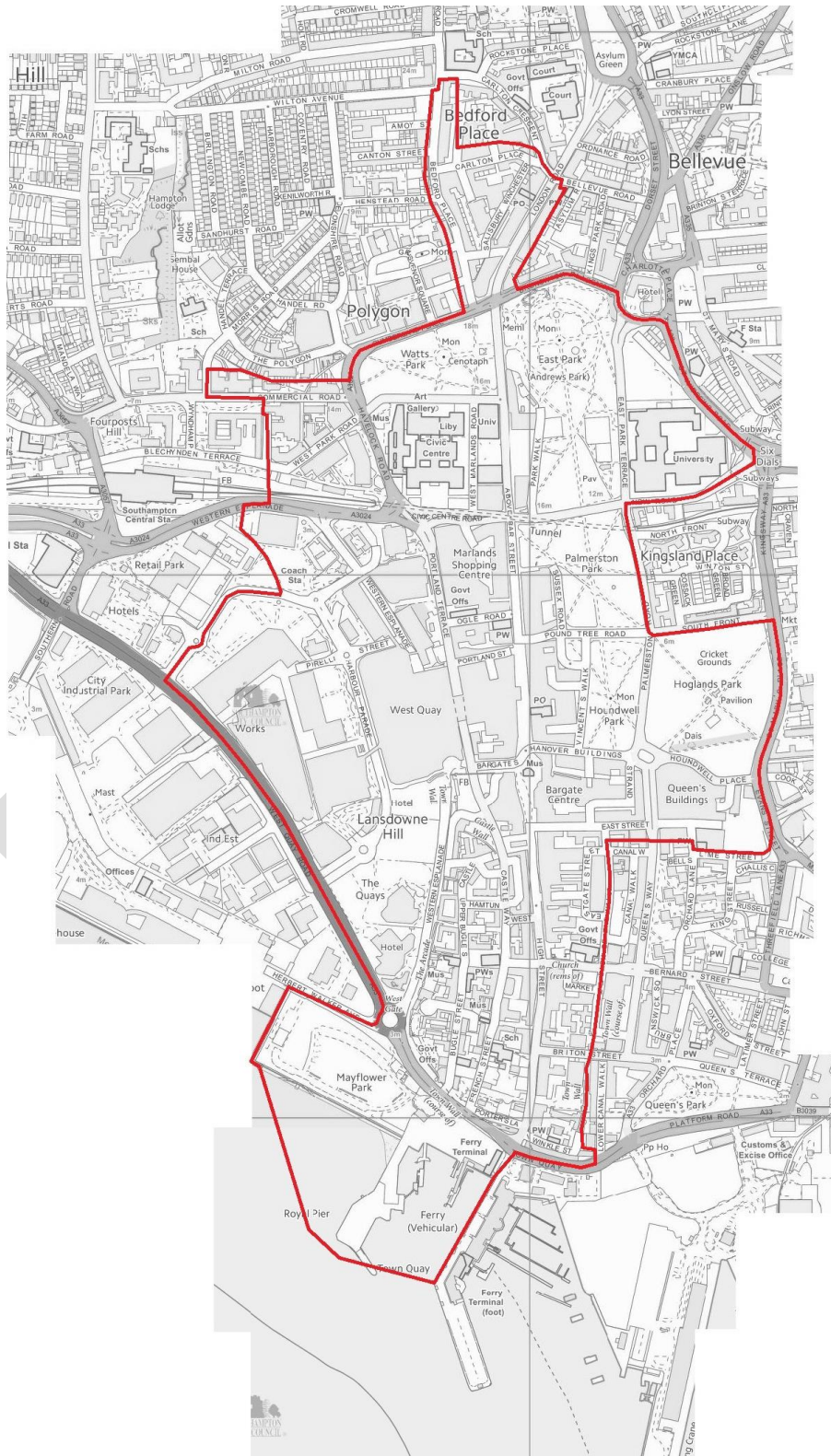
The Common Seal of SOUTHAMPTON CITY CENTRE BID  
was hereunto affixed in the presence of: )

Authorised Signatory



# SCHEDULE 1

## THE BID AREA MAP



## SCHEDULE 2

### THE STANDARD SERVICES

These schedules set out the detail of the 'Standard Services' as referenced in the Southampton City Council Baseline Agreement with the Southampton City Centre BID:

#### 1. **STREET CLEANSING**

##### 1.1 **Street Sweeping**

The streets within the BID area are mechanically swept on a daily, twice weekly or weekly basis.

Manual 'follow up' litter picking of areas inaccessible to mechanical street sweeping equipment is closely co-ordinated with the mechanical street sweeping operations on the twice weekly and weekly schedules.

Streets designated as 'daily sweep' have a permanent manual street cleansing presence from 7.30 to 19.30 Mon – Wed and 7.30 to 22.00 Thurs to Saturday and 6.30 to 15.30 on Sundays.

All roads will be cleaned to **Grade A** standard as set out in the Code of Practice for Litter and Refuse (COPL&R) on completion of each scheduled cleansing operation. During normal working hours, where the grade falls below a B- grade between cleansing operations, the street cleansing team will return the area back to grade A within the timescales set out in the COPL&R:

<b><u>Zone 1 Roads:</u></b>	<b>Grade D</b>	3 hours
	<b>Grade B- /C</b>	6 hours
<b><u>Zone 2 Roads:</u></b>	<b>Grade D</b>	6 hours
	<b>Grade B- /C</b>	24 hours

In addition to the removal of litter and detritus, the routine street sweeping schedules also encompass the removal of leaves, seeds and blossom fall through the changing seasons.

##### 1.2 **Litter Bins**

Litter bins in the BID area are emptied once or twice per day.

Reports of an over-filled bin will be attended within 3 hours during normal working hours.

Damaged bins will be repaired or replaced within one week of report.

##### 1.3 **Graffiti removal**

The Council removes graffiti from its land, assets, or premises to the following target time-scales:

**‘Hate-crime’ or offensive graffiti:** within one working day of report  
**All other Graffiti** within 5 working days of report

Graffiti found on private or business premises is be the responsibility of the owner occupier to remove.

#### **1.4 Fly Tipping Removal**

Instances of fly tipping are removed from Council land within one working day of report. Any materials found by the street cleansing teams that might help with identification of the perpetrators are passed to the Council’s Regulatory Services team for further investigation.

#### **1.5 Fly Posting Removal**

Fly posting is removed from Council property within three working days of report.

#### **1.6 Trees and Landscape Features**

Trees within the BID area are covered by the Council’s Strategic Trees Operational Risk Management System (STORMS) and included within regular inspection regimes. Safety works indicated as advisable or necessary by these inspections will be carried out by Council’s in-house arboricultural unit.

Instances of unforeseen tree failure (tree or branch fall) will be dealt with immediately if presenting a safety hazard or obstruction within the BID area, or within one week if within a non-urgent category.

Landscape features such as raised planters and shrub beds will be kept free of litter, and regularly pruned to ensure no obstruction of the highway occurs, and to enhance the feature’s natural habit and flowering potential.

#### **1.7 Central Parks**

Southampton’s five Central Parks lie at the heart of the BID area. These Grade II listed green spaces were established for the purposes of public health and recreation from 1854 onwards and remain outstanding and nationally important examples of Victorian municipal design. A substantial £3 million enhancement and refurbishment of the Parks was undertaken just prior to the millennium in partnership with the Heritage Lottery Fund.

The central parks are an extremely important attractor in terms of drawing visitors and businesses into the BID area. They are regularly cited by tourists as one of the best aspects of their visit to Southampton, and provide a 21 hectare ‘free at the point of use’ recreational and leisure area for communities living or working within the city centre. Features and facilities include seasonal bedding, carpet bedding and herbaceous border, formal shrub beds and borders, a café, a skate park, mini golf, tennis and cricket, and a range of art installations and historic monuments.

The management and maintenance of the city’s prestigious central parks are set out in detail within the current [Central Parks Management Plan](#). The specific baseline maintenance regimes currently in force are set out within Appendix 2 to this document.

## 2. HIGHWAYS

### 2.1 **Regularity of Highways Inspections in the city centre core;**

- Cat 1, 1a & 2 footways are inspected on a monthly basis.
- Cat 3 & 4 footways are inspected every 6 months.

The majority of the city centre is Cat 2 footway and therefore inspected monthly, however there will be a few that are inspected 6 monthly.

### 2.2 **Any areas that are subject to enhanced inspections;**

None

### 2.3 **Intervention levels for the city centre including any enhanced interventions;**

Footway Cat 1 = 40mm depth, Cat 2 = 20mm depth  
Carriageway Cat 1 = 75mm depth, Cat 2 = 40mm depth.

Depth of pothole on the road (intervention level)	Depth of pothole on the pavement (intervention level)	Repair priority
7.5cm or more	4cm or more	24 hours or less
Between 4 and 7.5cm	Between 2 and 4cm	Up to 6 months, where possible within 28 days
Less than 4cm	Less than 2cm	No action at this time

If a section of the carriageway deteriorates and is less than 4cm deep it is not considered to be a pothole, the same principle applies to footways when less than 2cm deep.

### 2.4 **Repair timescales:**

For footways, signage, bollards, carriageway:

Cat 1 = 24 hours.

Cat 2 = Majority are repaired within 28 days, however this can be extended to 6 months if combined as part of a programme of works.

For CCTV traffic cameras:

Repairs are monitored for repairs within 24 hours.

Target is 90% of traffic cameras to be repaired in 24 hours.

For traffic signals:

Target is 90% of traffic signals are to be repaired in 20 hours.

**Priority 1** – Urgent. This includes:

- All Out
- Dangerous - electrically or otherwise
- Signals stuck on any phase or sign face
- Push button stuck or failed
- Lamp monitoring or green conflict monitoring preventing signals switching on.
- Audible monitor, lamp fault or lamp monitor fault inhibiting Red pedestrian stage.
- Fault causing delays.
- Repeat fault previously cleared less than 14 days ago.

Promotions from Priority 2 by the Control Room Manager as considered necessary

- Attend site within 4 hours of the first notification of fault
- Restore to acceptable operation to demote fault to Priority 2 within 6 Response Hours of the first notification of fault
- Full repair within 20 Response Hours of the first notification of fault

**Priority 2** - Non – Urgent

**Priority 3** – Programmed and Chargeable Works.

The Provider shall carry out an annual overhaul and detailed inspection of all equipment in the inventory.

The provider shall provide lantern cleaning, bulk lamp change and adjustment etc., as follows:

- Non-LED Bulk Lamp Change
- Tungsten Halogen lamps every 6 months
- Tungsten Lamps every 12 months
- Box Sign Lamps every 12 months
- Fluorescent lamps in Variable Message Signs every 12 months
- Cleaning - every 12 months:
  - Exterior of all lenses, reflectors and rear of lens when lens opens to reveal reflector
  - Exterior and interior of wait panels, box signs, dot matrix variable message signs panels and fibre optic signs
  - Exterior of public transport information signs
  - Exterior and interior of information Display Units
  - Exterior of traffic signal aspects and backing boards

2.5 **Lighting maintenance regime for the city centre including emergency and non-emergency definitions and timescales;**

Street lighting PS3 Rectification Periods

	<b>Type of Fault</b>	<b>Prescribed Maximum Period for Rectification</b>
1	<p>(a) An Emergency Fault;</p> <p>(b) As a further consequence of 1(a), where an Emergency DNO attendance is required or the Service Provider (NERS accredited) jointer is required to attend;</p> <p>(c) As a further consequence of 1(a) where an Urgent Fault on a Private Cable Network only is the result;</p> <p>(d) As a further consequence of 1(a) where a non-urgent multiple Private Cable Network Fault only is the result;</p> <p>(e) As a further consequence of 1(a) where a Non-Urgent single Private Cable Network Fault only is the result.</p>	<p>Two (2) hours(c)</p> <p>Two (2) hours</p> <p>One (1) Business Day</p> <p>Ten (10) Business Days</p> <p>Twelve (12) Business Days</p>
2	<p>(a) Urgent Fault - a Non-Emergency Fault which, without limitation, in the reasonable opinion of the Authority could lead to a more serious problem if not dealt with quickly, such as multiple outages, outages at sensitive locations, accident black spots or where non-attendance on site would damage the Authority's reputation;</p>	<p>Twenty Four (24) hours</p>
	<p>(b) As 2(a) where a or an Urgent Fault occurs on a Private Cable Network.</p>	<p>Forty Eight (48) hours</p>
3	<p>(a) Non-Emergency Faults involving the repair or replacement of components of Apparatus (including Luminaire Replacement);</p> <p>(b) As 3(a) where an Urgent Fault occurs on a Private Cable Network</p> <p>(c) As 3(a) where a multiple fault occurs on a Private Cable Network</p> <p>(d) As 3(a) where a single fault occurs on a Private Cable Network.</p>	<p>Three (3) Business Days</p> <p>Four (4) Business Days</p> <p>Thirteen (13) Business Days</p> <p>Fifteen (15) Business Days</p>
4	<p>(a) Non-Emergency Fault involving the repair or replacement of Illuminated Traffic Bollards, Illuminated Traffic Sign, Belisha Beacons, Illuminated Pedestrian Refuge Beacons, School Crossing and Patrol Warning Lights (excluding DNO equipment).</p> <p>(b) Non-Emergency Fault involving the repair or replacement a complete unit of Apparatus (excluding 4 (a) above and excluding DNO equipment).</p> <p>(c) Non-Emergency Fault involving the repair or replacement of a Lighting Column or Post which has a</p>	<p>Three (3) Business Days</p> <p>Ten (10) Business Days</p> <p>Thirty (30) Business</p>

	Type of Fault	Prescribed Maximum Period for Rectification
	Serious Structural Defect and which is considered not to warrant an emergency response (excluding DNO equipment.)  (d) Provision of DNO connection to any of 4(a) (b) or (c) above	Days  Twenty (20) Business Days
5	A Snagging Item has not been rectified.	Within the period specified by the Independent Certifier or a maximum of twenty (20) Business Days of issue of the Certificate of Compliance if certification is by the Service Provider.

	As a consequence of; an Emergency Fault, Urgent Fault or Non-Emergency Fault where a DNO cable Fault is the result, the following rectification periods; High Priority Fault Repair, Multiple Unit Fault Repair, or Single Unit Fault Repair, shall apply.	Prescribed Maximum Period for Rectification	Target	Target Days
6	<b>High Priority Fault Repair</b> means work that is urgent but would not require attendance out of normal working hours to restore electricity supplies on a DNO cable to street furniture e.g. at the site of an accident black spot, major road junction, pedestrian crossing facility, an area of public order concerns, a reoccurring fault. This category is to be used sparingly and reviewed on a monthly basis.	50% in 1 day	Primary Target 50%	Primary Target Days 1 day
		90% in 10 days	Secondary Target 90%	Secondary Target Days 10 days
		100% in 30 days	Back stop period 30 days	
7	<b>Multiple Unit Fault Repair</b> means a Fault on the DNO cable, for example, no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit.	75% in 10 days	Primary Target 75%	Primary Target Days 10 day
		90% in 20 days	Secondary Target 90%	Secondary Target Days 20 days
		100% in 30 days	Back Stop Period 30 days	

8	<b>Single Unit Fault Repair</b> means a Fault on the DNO cable, for example no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting one unit.	60% in 10 days	Primary Target 60%	Primary Target Days 10 day
		80% in 20 days	Secondary Target 80%	Secondary Target Days 20 days
		100% in 30 days	Back Stop Period 30 days	

## 2.6 Gritting regime

Maps are on SCC website:

<http://www.southampton.gov.uk/whereilive/mapsouthampton.aspx?layers=3%2C200%2C201%2C195&bbox=437444%2C110395%2C446140%2C114447&filters=INCLUDE%3BINCLUDE%3BINCLUDE%3BINCLUDE>

1.1.1 We grit our roads in the order below, based on traffic flows and the best use of our gritters.

1.1.2 Priority One (Main traffic routes):

To be treated as routine pre-salting, in advance of any forecast of frost, ice or snow:

- Main access routes to important industrial and large educational establishments
- Main access routes to major accident and emergency hospitals, and to important emergency service locations
- Roads used as major bus routes
- Roads passing through major shopping centres
- Other routes busy during peak traffic periods
- Major pedestrian precincts and pedestrian routes following periods of extreme freezing conditions or after snowfall
- Main cycle routes/paths following periods of extreme freezing conditions or after snowfall
- Special pedestrian routes following periods of extreme freezing conditions or after snowfall
- Bridge decks and approached
- Majority of steep gradients
- Major transport interchanges

1.1.3 Priority Two (Other traffic routes):

To be treated only where there is prolonged and persistent frost or ice, which is expected to continue, or following snow:

- Roads near other schools
- Roads used as other bus routes



- Roads to other hospitals
- Roads to minor fire and ambulance establishments
- Roads passing through other shopping centres
- Local shopping areas
- Local footways, which link communities

#### 1.1.4 Priority Three:

Routes that are only attended in extreme weather conditions and on an ad-hoc basis:

- Access routes to other isolated dwellings
- Residential roads
- Pedestrian precincts and busy footways
- Cycle tracks
- All other public highways
- Subway ramps and steps

#### 1.1.5 Grit stocks

We normally have approximately 800 tonnes of salt stockpiled at City Depot. Under normal winter conditions a maximum of 40 tonnes of salt per day is required, so 800 tonnes is nearly 3 weeks' worth of stock. In addition to this stockpile, we have access to thousands of tonnes of salt that are held by the Balfour Beatty Group. We have 5 gritting vehicles with GPS technology on board to monitor and audit the road gritting process.

#### 1.1.6 The science behind 'gritting'

Although the process is referred to as gritting it is actually salt that is used on the road surfaces. The salt lowers the freezing point on the road surface. If the road surface is below -8°C then the salt becomes ineffective. Salt needs traffic movement to turn the salt into brine (salty water) to melt the snow; the salt will not melt the snow by itself. The roads are pre-salted at up to 15g/m<sup>2</sup> and post-salted at up to 30g/m<sup>2</sup>. A decision as to whether to pre-salt is usually taken at lunchtime and the salting normally begins around 7pm after the worst of the rush hour traffic is over and well before the expected freeze. If there is an overnight snow fall following the pre-salting, then we grit again at 4am with a heavier run of around 20g/m<sup>2</sup>.

The gritting routes currently cover 210 miles. Unfortunately in spite of our best efforts gritting does not always work. Heavy rain can wash the salt away. Early morning frost can be difficult to predict. It can be very hard to grit during the rush hour and ice can form before the gritting vehicles have completed their routes.

If we experience prolonged adverse weather and once the priority one and two routes are clear, we will assess and prioritise any other requests for gritting.

#### 1.1.7 Footway gritting schedule for city centre:

See above. There is a Partnership agreement to grit certain footway routes during extended periods of extreme weather.

## 2.7 Bridge washing

Bridges are subject to:

- an annual safety check - This type of inspection consists of a cursory check for obvious deficiencies, which might lead to traffic accidents or high maintenance costs.
- a 2 year general inspection- This consists of a visual inspection of all external parts of the structure.
- a 6 year principal inspection- This level of inspection requires a close examination (within touching distance) of all inspect able parts of the structure.
- Any items requiring diving survey generally tend to be done on a four yearly basis.
- Adhoc inspections- To investigate a specific problem that has been found, including crash damage for example.

SCC do not have a routine bridge cleaning programme. We do seek to get expansion joints and drainage cleansed when works are underway, though (owing to cost etc) there is no regular, planned cleansing. There is also no provision/requirement for aesthetic cleansing (though if offensive graffiti is found then it's reported to the cleansing team and removed ASAP).

## 2.8 Gully flushing

### Highway Drainage and Subway Pumps

Balfour Beatty Living Place (BBLP) cleans and maintains the highways drainage systems (gulleys, linear drainage, catchpits, soakaways, chamber covers) and the pumped subway drainage systems in order to prevent flooding of the Area Network.

They coordinate, manage and deliver a surface water management plan in consultation with SCC in accordance with Government legislative requirements and Department for Environment, Food and Rural Affairs (defra) guidance. BBLP has a subcontract with EEG to do this, it is BBLP risk to keep the Area Network free from flooding.

## 2.9 No of CCTV cameras in city centre.

There are 29 cameras are main City Centre.

There are also another 16 which monitor external car park cameras, making a total of 45.

This is based on an area extending from the train station on the west to Charlotte Place in the East, from the top of London Road down to Town Quay.

## 2.10 Maintenance of CCTV cameras and including faults.

SCC monitor the CCTV (non traffic) cameras repairs are monitored on a 24 hours or 72 hour fix.

CCTV arrangements are subject to sustainability considerations.

## 3. CLEANSING OF MULTI-STOREY CAR PARKS (MSCPs)

### 3.1 Technical Definitions of Terms used within this Specification:

**MSCP** – common acronym for Multi - Storey Car Park

**EPA** – common acronym for the Environmental Protection Act (1990)

**COPLR** – common acronym for Defra's Code of Practice for Litter and Refuse (2006)

**High Standard of Cleanliness** – Grade A standard of environmental cleanliness as defined within DEFRA Code of Practice for Litter and Refuse (2006) – no litter, detritus or refuse visible to facility users

**Unacceptable Standard of Cleanliness** – Grade C standard of environmental cleanliness as defined within DEFRA Code of Practice for Litter and Refuse (2006) – widespread distribution of litter or refuse

**Sweep** – the use of a brush or dust control sweeper to remove dry debris and litter from the floor surface

**Damp mop** – after first sweeping, the mopping of a floor surface using a suitable solution of neutral detergent / disinfectant to remove dirt and soiling, without over wetting the floor surface

**Damp wipe** – using a damp cloth and suitable detergent / disinfectant / cleaner, wipe over surfaces until clean of all visible marks, staining or soiling then dry off using a dry cloth and (where appropriate) buff to a sheen.

**Hard Scrub** - the systematic scrubbing of a safety floor by hard brush or standard speed floor maintenance machine using the appropriate dilution of a floor maintenance product. The floor to be rinsed thoroughly after scrubbing.

**Spot clean** – the removal of marks, stains, graffiti, chewing gum and similar from a surface using the appropriate method and materials to avoid same becoming permanent, to a height of two metres.

**Deep Clean** – Deep Cleaning requires the removal of ingrained and compiled surface soiling which is hard to tackle with the techniques and equipment used in daily cleaning and will typically require the application of more aggressive cleansing techniques such as hard scrubbing or high pressure hot water steam cleaning

**Surface fouling** – soiling or contamination of surface by any substance, human or animal excrement or bodily fluids (including urine, vomit and blood), or graffiti.

**The Contract Administrator** – designated officer managing and supervising contract on behalf of Southampton City Council

**The Contractor** – Supplier formally appointed by Southampton City Council to deliver specified works, services and materials through the contract term

**'Hate Crime'** - Crimes committed against someone because of their disability, gender-identity, race, religion or belief, or sexual orientation

### 3.2 **General**

The following cleansing and maintenance specifications and schedules apply to those City Centre Multi Storey Car Parks currently maintained by the Street Cleansing Service under the terms of the Section's current Service Level Agreement with Parking Operations Management, and listed in Appendix 1 this document.

### 3.3 **Specification and schedules for cleansing of areas designated for vehicular movements and parking i.e. parking decks, ramps, vehicle lanes, and car park access / exit routes**

The required performance standard for these areas is to leave them following each scheduled maintenance visit at a 'High' standard of cleanliness as defined by COPLR.

Each MSCP will be visited on a minimum frequency of three occasions per week, generally Monday, Wednesday or Friday unless otherwise agreed with the Contract Administrator. On each occasion the vehicle decks including connecting ramps, parking bays, and vehicle and pedestrian lanes will be litter picked, swept or damp mopped as necessary to remove all litter and surface fouling. This operation should be scheduled to take place before 8.00 a.m. on and between the busier lower level car decks to minimise inconvenience to car drivers and allow the highest level of achievable access to parking bays. The outcome of this visit will be to leave the area at a High standard of cleanliness as defined by COPLR.

On a minimum frequency of every six months each MSCP will be visited by an approved mechanical sweeper (pedestrian or ride on) and all accessible areas of the car decks, ramps and vehicle and pedestrian lanes mechanically swept and all litter, leaves, and surface detritus and fouling removed. This operation must be completed before 8.00 a.m. on busier lower car decks to minimise inconvenience to car drivers and allow the greatest achievable access to parking bays. The outcome of this visit will be to leave the area at a High standard of cleanliness as defined by COPLR.

If during normal working hours any specific area within this designation falls into a condition of poor hygiene or cleanliness that detracts significantly from the amenity of the area (i.e. an Unacceptable standard of cleanliness as defined by COPLR), the contractor will make a reactive visit to the location within 2 working hours\* of receiving the report and return the area to a High standard of cleanliness.

In the event of an out of hours evening or weekend emergency occurring within these areas (e.g. broken glass, sharps or potentially hazardous bodily fluids), the Duty Team should be called on the telephone number supplied, and an appropriate response will be arranged.

\* Normal working hours are 7.00 to 15.30 Monday to Friday

### 3.4 **Specification and schedules for cleansing of steps, landings and stairwells**

All litter (including drug paraphernalia and rough sleeping materials) will be removed from the steps, landings and stairwell areas on a daily basis. During this operation, any surface fouling by excrement or bodily fluids of specific areas will be entirely removed and the area damp mopped with a suitable disinfectant. Where necessary,

the contractor will restrict public access to the area of operation with suitable signs and barriers, and clearly indicate alternative pedestrian routes.

On two occasions per week, generally Tuesday and Friday unless otherwise agreed with the Contract Administrator all floor surfaces within the stairwell areas including steps and landings will be entirely swept and then damp mopped and dried. This operation will be organised so that at least one dry stairwell will be available to pedestrians from every car deck at any given time, and suitable signage and barriers will be erected to prevent public access to stairwells that are in process of being damp mopped, or that any not yet sufficiently dry to permit safe public access.

During each maintenance visit stairwell doors, door handles, and handrails and will be thoroughly damp wiped clean of any dirt or soiling. Handrails will be dried immediately following cleaning to provide for the safety of the car park users.

Every four months all floor surfaces within the stairwell areas including steps and landings will be deep cleaned to remove ingrained dirt or surface soiling. During this visit all stairwell walls, ceilings, windows, and ledges\* will also be thoroughly damp wiped clean of any accumulated dirt or soiling. The contractor will be asked to indicate within the contract mobilisation period on which week the four monthly 'deep clean' of floor surfaces will be scheduled for each MSCP, and will only be permitted to vary this schedule with the prior agreement of the Contract Administrator.

If during normal working hours\*\* any specific area within this designation falls into a condition of poor hygiene or cleanliness that detracts significantly from the amenity of the area (i.e. an Unacceptable standard of cleanliness as defined by COPLR) the contractor will make a reactive visit within 2 working hours\* of receiving the report and spot clean the affected area to a High standard of cleanliness.

In the event of an out of hours evening or weekend emergency (e.g. broken glass or potentially hazardous bodily fluids), the Duty Team should be called on the telephone number supplied, and an appropriate response will be arranged.

Included within this response facility is the removal of graffiti from surfaces within 5 days of report or observation (within 24 working hours of report or observation when of an offensive or 'hate-crime' nature).

\* Ledges in Marlands will be cleaned on a higher frequency of once per month

\*\* Normal working hours are 7.00 to 15.30 Monday to Friday

### **3.5 Specification and schedules for cleansing of elevators and associated frontages**

All litter and debris will be swept from the elevator interiors and frontages on each car deck on a daily basis. Elevator floors will be damp mopped and dried during this operation, and any overnight fouling or soiling of lift frontages or vertical surfaces by any substance, including human excrement or bodily fluids areas will be removed and the area damp mopped or damp wiped with a suitable disinfectant. Where necessary, the contractor will restrict public access to the area of operation with suitable signs and barriers, and clearly indicate alternative routes. The area will be dried immediately following the damp mopping operation and the elevator returned to public use as soon as is safely achievable.

On one occasion per week the elevator frontages on each car deck will be swept clean and then damp mopped and dried, and all vertical metal, tiled and glass surfaces within this designation will also be damp wiped and (where appropriate) buffed or polished. This operation will be arranged so that at least one dry and clearly signed elevator will be available to pedestrians from every car deck at any given time, and suitable signage and barriers will be erected to prevent public access to an elevator that is in the process of being damp mopped, or that is not yet sufficiently dry to permit safe public access.

If during normal working hours any specific area within this designation falls into a condition of poor hygiene or cleanliness that detracts significantly from the amenity of the area (i.e. an Unacceptable standard of cleanliness as defined by the EPA) the contractor will make a reactive visit within 2 working hours\* of receiving the report and spot clean the affected area to a High standard of cleanliness.

In the event of an out of hours\* evening or weekend emergency (e.g. broken glass or potentially hazardous bodily fluids), the Duty Team should be called on the telephone number supplied, and an appropriate response will be arranged.

Included within this response facility is the removal of graffiti from surfaces within 5 days of report or observation (within 24 working hours of report or observation when of an offensive or 'hate-crime' nature).

\* Normal working hours are 7.00 to 15.30 Monday to Friday

### **3.6 Specification and schedules for cleansing of foyer floors, walls and tiling (including walkway on 10th floor of Marlands)**

All litter and debris will be swept and removed from the MSCP foyer floors on a daily basis. Following this operation the area will be damp mopped with a suitable disinfectant to remove any overnight surface fouling by any substance including excrement or bodily fluids. As part of this operation any overnight fouling of vertical surfaces will also be removed and the area damp wiped with a suitable disinfectant. Where necessary, the contractor will restrict public access to the area of operation with suitable signs and barriers, and clearly indicate alternative routes. The area affected will be dried immediately following the damp mopping operation and returned to full public use as soon as is safely achievable.

Every sixteen weeks all vertical wall, glass and tile surfaces and ledges will be entirely damp wiped and (where appropriate) buffed or polished. This operation will be arranged so that pedestrian use and access through the foyer areas is not unduly restricted, and suitable signage and barriers will be erected to prevent public access to an area that is in the process of being damp mopped, or that is not yet sufficiently dry to permit safe public access. The undertaking of this work will be notified to the Contract Administrator at least three working days before the commencement of the operation.

If during normal working hours any specific area within this designation falls into a condition of poor hygiene or cleanliness that detracts significantly from the amenity of the area (i.e. an Unacceptable standard of cleanliness as defined by COPLR) the contractor will make a reactive visit within 2 working hours\* of receiving the report and spot clean the affected area to a High standard of cleanliness.

In the event of an out of hours\* evening or weekend emergency (e.g. broken glass or potentially hazardous bodily fluids), the Duty Team should be called on the telephone number supplied, and an appropriate response will be arranged.

Included within this response facility is the removal of graffiti from surfaces within 5 days of report or observation (within 24 working hours of report or observation when of an offensive or 'hate-crime' nature).

\* Normal working hours are 7.00 to 15.30 Monday to Friday

### **3.7 Specification and schedules for cleansing of light diffusers**

The surfaces of all light diffusers installed within the MSCP will be thoroughly cleaned on an annual basis, with the undertaking of this work notified to the Contract Administrator at least three working days before the commencement of the operation.

Staining or fouling to specific fixtures occurring in the intervals between these visits will be removed as observed in the course of the maintenance team's routine visits, or within 48 hours of report if the area to be treated requires the application of specialist cleansing materials / working at height equipment.

### **3.8 Specification and schedules for cleansing of external windows and glass areas (applicable to Marlands MSCP - main foyer, cross-walk and top of stairwells, and Bedford Place MSCP - stairwells)**

All external windows and areas of external glass and associated sills will be thoroughly cleaned and polished at a minimum frequency of sixteen weeks, with the undertaking of this work notified to the Contract Administrator at least three working days before the commencement of the operation.

Graffiti to external glass surfaces will be removed within 5 days of report, or within 24 hours of report or observation when of an offensive or 'hate-crime' nature).

### **3.9 Clearing of blocked drains**

The Contractor shall periodically check operation of drains within MSCP premises and hand dig out and clear when necessary to facilitate free and effective drainage of the area.

### **3.10 Rough Sleepers**

The Contractor should note that at times covered areas within the MSCPs may be found to be occupied by rough sleepers and / or substance abusers. On occasions when the presence of individuals or groups render the safe and effective cleaning of a certain area impossible at the time of the scheduled visit, the Contractor must notify this circumstance and the location of the problem to Car Parking Operations on the telephone number supplied.

The Contractor should allow within their quoted rates for a return visit to any specific area that cannot be safely and effectively cleaned at the time of the initial visit. This return visit should be scheduled between 10.00 a.m. and 11.30 a.m. If on the return visit the presence of rough sleepers or substance abusers continues to prevent a safe and effective cleaning operation within a specific area of the MSCP, then Car Parking

Operations should again be notified of this circumstance in order that an appropriate response can be arranged in liaison with the Police Service.

### 3.11 Reporting of damage and / or vandalism

Any damage or vandalism to any MSCP structure or fixture observed by the Contractor in the course of their scheduled visits must be notified immediately to Car Parking Operations on the telephone number supplied.

### 3.12 Organisation of Works

All scheduled works are carried out to the standard and frequencies specified unless otherwise agreed by the Contract Administrator.

In addition, the Contractor organises works within Marlands Car Park to ensure an on-site presence of at least one cleaning operative for a minimum of four consecutive hours each normal working day (Mon – Fri) at no extra cost within the Contract.

### 3.13 MSCPs included within SLA

Location	Address	Car Decks	Stairwells	Elevators	Parking Spaces
Eastgate	East Gate, SO14 3HA	10	2		
West Park	West Park Road SO15 1GE	10	3		
Marlands	Windsor Terrace, SO14 7SJ	12	6		
Grosvenor	Grosvenor Square, SO15 2BE	11	3		
Bedford Place	Salisbury Street, SO15 2TZ	10	2		

## 4. EVENTS

4.1 The Events Team at the city council consists of three officers who:

- Arrange, coordinate and facilitate events in the city
- Arrange, coordinate and facilitate filming in the city
- Arrange, coordinate and facilitate promotions in the city
- Manage and coordinate the city's Events Safety Advisory Group
- Manage the 'Visit' and 'Events' section of Discover Southampton
- Manage the @SotonEvents twitter and weekly event bulletins

### 4.2 Markets

In the last two years, the Events Team has had specific responsibility to coordinate and manage markets throughout the city. The weekly market in the city centre is part of this remit which consists of:



- General market every Friday
- Antiques & collectibles market on the first Saturday of each month
- Arts and craft market on the second Saturday of each month
- Artisan food market on the third Saturday of each month
- Vintage and retro market on the fourth Saturday of each month
- Best of previous specialist markets on the fifth Saturday of each month

The contract with the market operator is due to run until April 2018 with an option to extend it for an additional year.

#### 4.3 **Christmas**

The events team is also responsible for the Christmas Festival which takes place in the city centre. This contract started in 2015 and is due to run until Christmas 2017.

A contract is in place for the maintenance of additional decorative lighting in the city centre until Christmas 2017. This lighting consists of:

- Pea lighting in the three trees north of the Bargate
- Pea lighting in the 12 trees in Guildhall Square
- Festoon lighting in Houndwell Park, Palmerston Park and East Park
- Festoon Lighting in West Marlands Road and Above Bar in the Cultural Quarter

#### 4.4 **City Centre Events**

In the last two years, the events team has been instrumental in the successful delivery in the city centre of the ABP Half Marathon and 10k; Sky Ride; Nuffield Playing Field; Music in the City; Rainbow Run; Remembrance Service; Thai Festival; Mela Festival; Passion; and Hampshire Farmers Market and the weekly Bring it to the Bargate and Southampton Bike Night.

It would be the Council's intention to work alongside the BID to develop events, markets and the Christmas offer in the city centre further.

### 5. **ECONOMIC DEVELOPMENT**

The Economic Development Team consists of 1.5 FTE officers who are responsible for updating the Invest in Southampton website, liaison with developers and investors, promoting the city and working with external partners to maximise growth.