

Crawley Borough Council – Neighbourhood Services Business Improvement District

Baseline Service Document – Arboricultural Service

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Activity	Arboricultural Services
Head of Service (Document sign off)	Chris Harris
Contact	Justin Roberts Trees & Technical Services Officer
Date	27th September 2017
Review	As required
Renewal Date	April 2023

Overview of Service

The service includes the organisation and provision of an Arboricultural Service to approximately 3000 trees mainly situated in the Crawters Brook area of Manor Royal.

Five day per week reactive provision of tree services within Manor Royal consisting of inspections and remedial tree surgery where required. The Arboricultural Service provides an all year round 24 hour emergency call out service for dangerous trees. This service is accessible via the Councils out of hours Duty Officer

The Service aims to maintain a healthy and visually attractive tree stock throughout Manor Royal. A database of tree stock and condition is in the process of being compiled.

All arboricultural work is carried out strictly in accordance with the Crawley Borough Council Tree Policy and to BS3998 -2010 standards and in the case of planning applications BS5837 - 2012.

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N.B. Planning matters will be dealt with by the planning tree officer in line with planning policies and regulations.

Number of staff

Staffing levels will vary dependant on need throughout the year. An in-house team of 2 and an external contractor provide tree surgery services.

Performance Measures

We aim to provide advice within 10 working days unless workload dictates or the situation requires a more urgent response.

Non Compliance Procedure

Complaints are passed to the appropriate manager who will investigate and respond within 10 working days.

The Tree Inspection staff are employed directly by Crawley Borough Council and therefore adhere to all Council policies relating to customer care. Tree surgery works are provided by outside contractor and adhere to their own policies and procedures but are ultimately responsible to Crawley Borough Council while on Borough business.

Budgetary Process

Manor Royal has 3000 trees which approximately represent 1% of total tree stock owned by the Borough Council. 1% of budget equates approximately to £1800.

The level of service provided will be dependent upon the availability of funds through the Council's annual budgeting process. Should there be any reduction in service levels, these will not be shared disproportionately or unfairly to the BID area.

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I, the undersigned, on behalf of Amenity Services Arboricultural Service, agree that the contents above reflect the service which is provided to Manor Royal today. We are committed to providing a continuous service with similar service levels to the BID Area (known as Manor Royal) during the period of the BID (5 years). Any changes made to the service during the period of the BID will be in response to external influences and will be discussed with the BID Company.

Date

Signed

Name
(capital letters)

Friday, December 08, 2017