

Crawley Borough Council – Neighbourhood Services Business Improvement District

Baseline Service Document – Street Furniture

Activity	Street Furniture
Head of Service (document sign off)	Chris Harris
Contact	– Justin Roberts – Trees and Technical Services Officer
Other Contacts	Karen Rham – Neighbourhood Services Manager Christian Threader – Central Patch Leader
Date	27th September 2017
Review	Yearly reviews <u>More frequent as required</u>
Renewal Date	April 2023

Overview of Service

The procurement, provision and maintenance of a comprehensive Street Furniture Service.

Number of staff

There is currently a team of two staff employed directly by Crawley Borough Council who provide a service across the whole of Crawley and they are utilised proportionally within the Manor Royal District as required.

Specification

The Street Furniture service is reactive and consists of :-

1. Replacement of damaged street nameplates and benches.
2. Installation of street nameplates.
3. Installation of benches.
4. Cleansing of street furniture including the gateway signs (see graffiti specification).
5. Consultation and advice.

Items 1 – 3 exclude furniture installed and maintained by Manor Royal BID as part of separate agreements. Including the pocket parks and wayfinding schemes.

N.B. Bus stops are maintained by Metrobus and West Sussex County Council

N.B. Bus shelters are owned and maintained by Clearchannel

N.B. Street Roads, Paths, Lighting and columns are owned and maintained by West Sussex County Council

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Performance Measure

The Street Furniture operation is monitored via inspections undertaken by the Central Patch Team

Street Furniture issues are reported through the Councils Contact Centre or web-site 'report a problem' page. The service operates 7am to 3pm Monday to Friday. The Council does have an emergency out of hours Duty Officer who can instruct contractors to rectify any urgent service issues outside of office hours.

We endeavour to rectify any reported or observed issues as soon as possible working within the constraints of manufacturers and supplier delivery timescales.

Non Compliance Procedure

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

The Street Furniture staff are employed directly by Crawley Borough Council and therefore adhere to all Council policies relating to customer care.

Existing Value of Contract Service

The existing budget is allocated over the Town proportionally e.g.13 neighbourhoods and Manor Royal therefore 7% of budget = £1700

Budgetary Process

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.

I, the undersigned, on behalf of Street Furniture, agree that the contents above reflect the service which is provided to the Manor Royal BID area today.

Date

Signed

Name
(capital letters)