

SAFFRON WALDEN TOWN CENTRE BUSINESS IMPROVEMENT DISTRICT

BASELINE SERVICES STATEMENT

BASELINE ACTIVITY FOR:	STREET SERVICES
EXISTING SERVICE PROVIDER:	UTTLESFORD DISTRICT COUNCIL
RESPONSIBLE OFFICER:	CATHERINE CHAPMAN
JOB TITLE OF RESPONSIBLE OFFICER:	OPERATIONS MANAGER
DATE COMPLETED:	11/05/18

Summary of service provided:	<ul style="list-style-type: none">• Commercial waste collection service• Street cleaning• Emptying of litter bins• Grounds Maintenance in town centre car parks within the BID area
Associated services provided:	
Extent of BID geography covered:	Whole BID area is covered as part of District wide service
Service specification:	<p>Commercial waste collection – individual businesses have contracts with UDC for waste collection services and they pay for the agreed services.</p> <p>Street Cleaning – a mechanical sweeper is used to clean George Street, Hill Street, King Street, Market Place, Market Hill and Church Street on a daily basis and other streets on a weekly basis.</p> <p>Emptying litter bins on the following streets at least twice weekly:</p> <ul style="list-style-type: none">• Church Street• Market Street• Market Square• King Street• Cross Street• Gold Street• High Street• George street
No. staff required to deliver the service:	2 staff for commercial waste – 1 driver & 1 loader 1 mechanical sweeper driver 1 street cleansing operative 2 grounds maintenance operatives
Equipment required to deliver the service:	Mechanical sweeper Street cleansing van Refuse collection vehicle Grounds maintenance vehicle, hedge cutter, trimmer and chainsaw
Performance measures:	Number of businesses with commercial waste contracts with UDC.
Non-compliance – mitigation	On-line complaint form can be completed.

procedure:	Customer Service Centre accept telephone complaints – 01799 510510. Official complaints can be submitted through the Executive Team.
Current costs of service provided within the BID area:	Unable to extract the costs from the whole service cost for the district so the net direct total costs have been provided from the 2018/19 budget book. Street cleansing: £384,010 Grounds maintenance: £314,340 Waste Management (including all domestic service provision as well as commercial waste): £509,160
Statement completed by:	Catherine Chapman Operations Manager
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