

Service: Highway Maintenance

Head of Service: Andy Wilde

Number of Staff & Equipment	General Safety and Highway Maintenance 1 x Highway Technician 1 x Two-man maintenance gang carrying tools and materials to complete works of up to two days duration. This includes; repair/replacement of kerbs, pointing stonework, potholes, repair to small areas of natural stone, installation of street furniture, repair/replacement of drainage gullies and any other general maintenance work as necessary. Larger packages of work are programmed and undertaken by the appropriate team. This includes larger areas of natural stone replacement, footway reconstruction, small improvement schemes, footway slurry sealing and carriageway resurfacing. On average, there are about three weeks work of specialist masons/contractors per year, who undertake two minor improvement schemes. The more major improvement schemes, such as that undertaken on Castle Street 5 years ago, are funded mostly from LTP funds, for which a separate Baseline Activity case is being submitted. Occasional Sunday/night time working needs to be arranged for traffic sensitive locations or adjacent to business entrances. In addition to the above, Traffic Management is provided by this team. This includes the introduction and maintenance of parking and waiting restrictions, Traffic Control Orders, taxi ranks, disabled, loading and coach bays, maintenance of signage and lines.
Specification	Maintenance is safety led and undertaken in compliance with the guidance given in the "Well Maintained Highways" Code of Practice. The Highway Technician undertakes inspections in line with the guidance and ensures repairs are ordered as necessary. Depending on the severity of any faults found the repair will be treated as; an

	emergency and made safe immediately, completed within 5 or 20 working days or put into a forward programme to be packaged up and completed at a later date agreed by the technician. All carriageways and footways are inspected at a frequency relating to their use and risk to users.
Performance Measure	There are contractual KPIs relating to timeliness and quality of any works. Council's client staff working in the town centre have all been trained to understand the relevant standards and report issues of noncompliance.
Non - Compliance Procedure	Notice is given requiring restoration of defects and a financial penalty is made. Continued non-compliance escalates the penalty.
Existing Value of Contract	Maintenance can vary from year to year. The below is an average but there might be slight annual variations on this; • £50,000.00 Routine maintenance, • £21,000.00 Specialist maintenance contractors, • £5,000.00 Sunday and night time working, • £20,000.00 small improvement schemes, • £25,000.00 Materials, • £10,000.00 Surfacing schemes, • £7,500.00 signs and lines.
Boundary Area	The Shrewsbury town centre BID area, which is bounded by the Severn river loop

Service: Street Cleansing

Head of Service: Andy Wilde

Number of Staff & Equipment	Monday to Friday Early morning cleanses - 05:30am to 8:00am • 1 x HGV mechanical sweeper and driver • 1 x Compact mechanical sweeper and driver • 2 x staff with brooms sweeping off pavements Litter bin emptying • 1 x Caged vehicle with two operatives. Bins emptied twice a day; 1 x between 9:30 and 10:30, 1 x between 16:00 and 17:00. All day presence (between 9:00 and 17:00) • 1 x Operative with barrow/litter pickers/broom etc... Sweeps and maintains the area inside the loop and empties bins, responds to spills etc... throughout the day. Saturday and Sunday. Early morning cleanse 05:30-8:00. • 1 x HGV mechanical sweeper and driver. • 1 x Compact mechanical sweeper and driver. • 2 x staff with brooms sweeping off pavements. Litter bin emptying. • 1 x Caged vehicle with two operatives. Bins emptied twice a day; 1 x between 9:30 and 10:30, 1 x between 16:00 and 17:00. Events and lead up to Christmas. • 1 x Operative with barrow/litter pickers/broom etc... Sweeps and maintains the area inside the loop and empties bins,
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	responds to spills etc... for the duration of and just after the event or during late night shopping hours. • 1 x Caged vehicle with two operatives to empty bins as necessary. • 1 x Mechanical sweeper as necessary. In addition, the street cleansing team undertake 'deep cleans' of the main paved areas in the commercial centre of the town, including Pride Hill, The Square, Mardol Head and similar area. This is done twice a year, each time covering about 10% of these areas, with each area being done every 5 years. Graffiti is removed from council furniture/buildings as soon as practical, once identified. Owners of private buildings should normally remove graffiti on their property, although on some occasions the council may assist in this removal, provided a disclaimer is signed by the owner. There is enforcement undertaken to deal with littering and other environmental crimes. This is undertaken by an officer of this service but is also supported by officers from Parking Services from time to time. The equivalent of approximately 6 days per year is spent enforcing within the BID area. Awareness and education campaigns are also run generally within Shropshire on an add hock basis.
Specification	The area within the river loop shall be cleaned to a grade A standard as defined in the EPA CoP on Litter and Refuse.
Performance Measure	The area is assessed by our inspector and graded A to D as part of a formal quality management programme. This is recorded and logged, failure in performance results in financial penalties to our contractor. The contractor's supervisor monitors the performance of their teams to ensure compliance. Council client staff working in the town centre have all been trained to understand the relevant standards and report issues of noncompliance. The shopping streets and car parks in the town centre are zone 1 and are maintained above grade B throughout the day. If they fall below

	grade B between 8:00pm and 6:00am they will be restored to grade A by 8:00am.
Non - Compliance Procedure	Notice is given requiring restoration of the standard and a financial penalty is made. Continued non-compliance escalates the penalty.
Existing Value of Contract	We do not hold information specifically broken down to the river loop area. The cost of cleansing in Shrewsbury Urban area is £ 600,000.00 per year. An estimated cost for the BID area, which receives the most intense attention, would be about £ 400,000.00 per annum.
Boundary Area	The Shrewsbury town centre BID area, which is bounded by the Severn river loop.

Service: Street Furniture

Head of Service: Andy Wilde

Number of Staff & Equipment	Shropshire Council staff employed to inspect and manage street furniture maintenance in Central Shrewsbury is approximately 0.20 full time equivalent. Street furniture repairs, re-painting and any replacement works carried out by contractors as required.
Specification	To maintain street furniture to a serviceable standard, replacing damaged furniture when necessary. Furniture should be repaired in the first instance, if possible. Works carried out either in response to reported problems or as identified from routine inspections. To carry out painting of street furniture when required. Town Centre benches are repainted annually due to high usage.
Performance Measure	Street furniture is inspected on an annual basis to assess its condition – identified actions carried out after these inspections.
Non - Compliance Procedure	
Existing Value of Contract	An annual budget of £18,000.00 for the central area of Shropshire is for replacement and maintenance of street furniture and street nameplates. Approximately £5,000 would cover cost of painting, maintenance and renewal of street furniture within the BID area.
Boundary Area	The Shrewsbury town centre BID area, which is bounded by the Severn river loop.

Authorised Signatory: Andy Wilde
(Shropshire Council)

Position: Head of Highways

Date: 24/05/2023

Service: CCTV Monitoring

Service Manager: Chris Westwood

Number of Staff & Equipment	The service has 39 fixed CCTV cameras operated by Shropshire Council at a variety of locations throughout the BID area. A total of 8 staff work on a rota basis.
Specification	The current budget for the CCTV Monitoring Centre for 2022/23 is £440,219. The service is currently 100% funded by Shropshire Council. The Council undertook a review of the service in 2014 and reduced the active monitoring hours to less than the previous 24/7 in order to meet financial savings targets however this was reversed in 2021 when the team took on a dual role to include handling out of hours calls, this in an effort to increase the value for money of a 24/7 operation. Since the last system refurbishment back in 2017, considerable investment in servicing, repair and replacement of both infrastructure and camera equipment has been necessary during 2021 costing in excess of £80,000, again with all costs met by Shropshire Council. The CCTV Monitoring Centre is currently located in the Shropshire Fire and Rescue Service in Shrewsbury.
Performance Measure	We monitor detection and intervention rates.
Non - Compliance Procedure	A 3 year maintenance contract was entered into at the time of the 2021 overhaul
Existing Value of Contract	The total service cost is £440,2195 and although it is difficult to apportion costs approximately 95% of the costs are related to CCTV and we would estimate around 90% of the total CCTV costs relate to the BID area.
Boundary Area	The service is fulfilled at set locations both within and outside the BID area.

Authorised Signatory: Chris Westwood
(Shropshire Council)

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Position: Customer Service Delivery and Improvement Manager

Date: 13/03/2023

Service: Street Lighting

Head of Service: Jason Hughes

Number of Staff & Equipment	To maintain Shropshire Councils electrical assets on the Highway, the Authority employs one Street Lighting and Traffic Signals Commissioner whose time is split 35/30 with the role of managing both contracts. The remaining 35% of the Commissioners time is spent managing the installation of Electric Vehicle Charge Points Countywide One additional directly employed technical administrative officer staff member assists in the day-to-day administration side across all 3 disciplines. Six additional members of staff working across this service area are seconded from the Consultants WSP. This includes: - Street lighting One Street lighting designer to support Capital works and provide technical advice. One Street lighting maintenance Engineer whose role it to organises repairs and order cyclic maintenance works of faulty lights with our term contractor Two maintenance technicians raise new works and carry out audits on the contractor's works Traffic Signals Two Traffic Signals Engineers who are seconded from the Consultants WSP. They jointly undertake, Traffic Signals designs for new and refurbishment schemes, responsible for cyclic maintenance and customer services
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Specification	Most street lights in Shropshire are owned by Shropshire Council and maintained by our Highway Term Contractor KIER, but some remain the direct responsibility of several Town and Parish Councils within the County. Shropshire Council maintains, through its contract with KIER, over 20,000 street lights, 2,500 illuminated traffic signs and 500 illuminated bollards. Approximately 160 of these street lights are within the river Severn loop surrounding Shrewsbury Town, none of which are located along the river itself. The Street Lighting and Traffic Signals team scope of works covers the installations and maintenance of the following: - • Street lights • Zebra crossings • Illuminated traffic signs • Illuminated bollards • Vehicle Activated Signs (VAS) • School wig-wags (flashers) • Architectural lighting • Decorative lighting within the Highway • Signalised Junctions • Signalised pedestrian crossing • Electric vehicle charge points
Performance Measure	Several Key Performance Indicators are used as a tool to measure the following: - • Number of lights out at any given time throughout the County • Contractors' performance for first time fixes, accuracy of data supplied, number of repairs outstanding and the number of repairs completed. • Night Patrol surveys • Independent Audits of contractors works

Non - Compliance Procedure	
Existing Value of Contract	
Boundary Area	Countywide

Authorised Signatory: Jason Hughes
(Shropshire Council)

Position: Street Lighting & Traffic Signals Commissioner

Date: 21/03/2023