

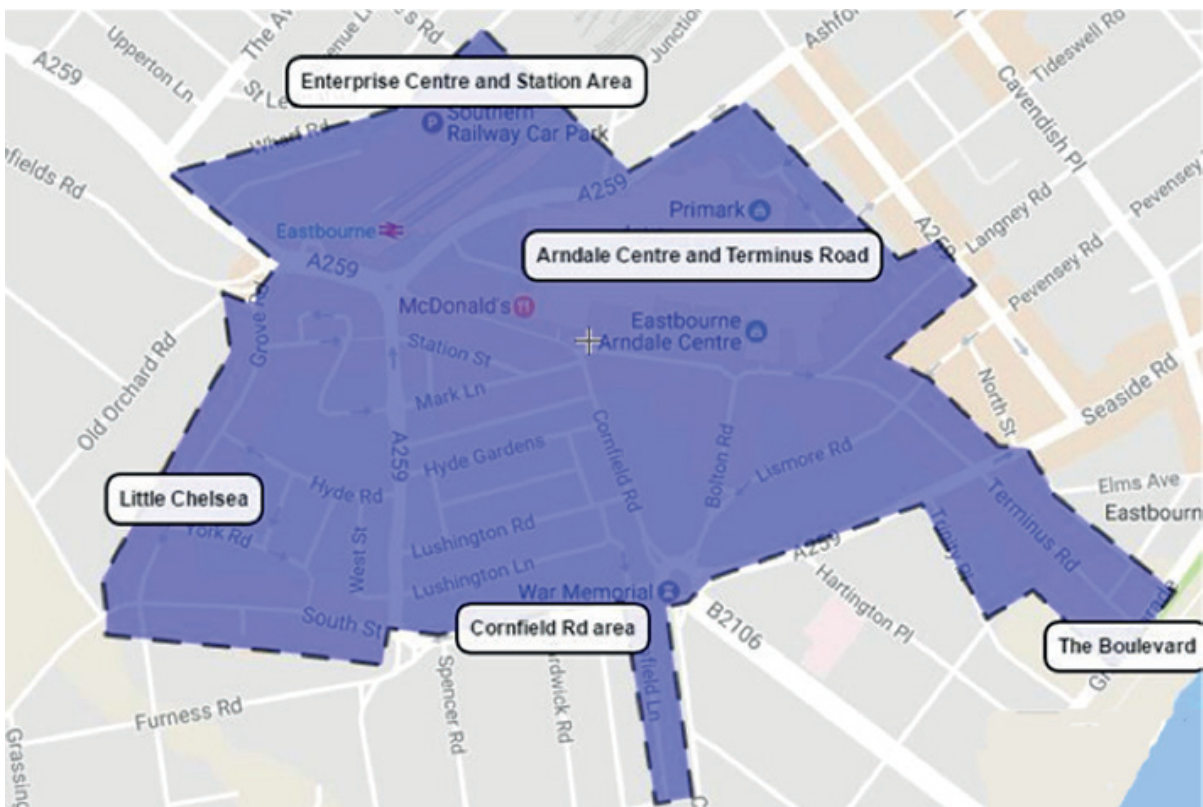
Your Eastbourne Business Improvement District

Baseline Agreements 2017-2022*

- Due to Local Government cost pressures, our initial proposal is that these costs are reviewed on an annual basis as per national BID guidance. The baselines here are for 2015/16.

The purpose of this baseline agreement is to set out, for the avoidance of doubt, the **STANDARD SERVICES** provided by Eastbourne Borough Council and East Sussex County Council within the BID area and to set the benchmark criteria against which the provisions of additional services will be assessed. These are services that Eastbourne Borough Council and East Sussex County Council are required to undertake as part of statutory functions.

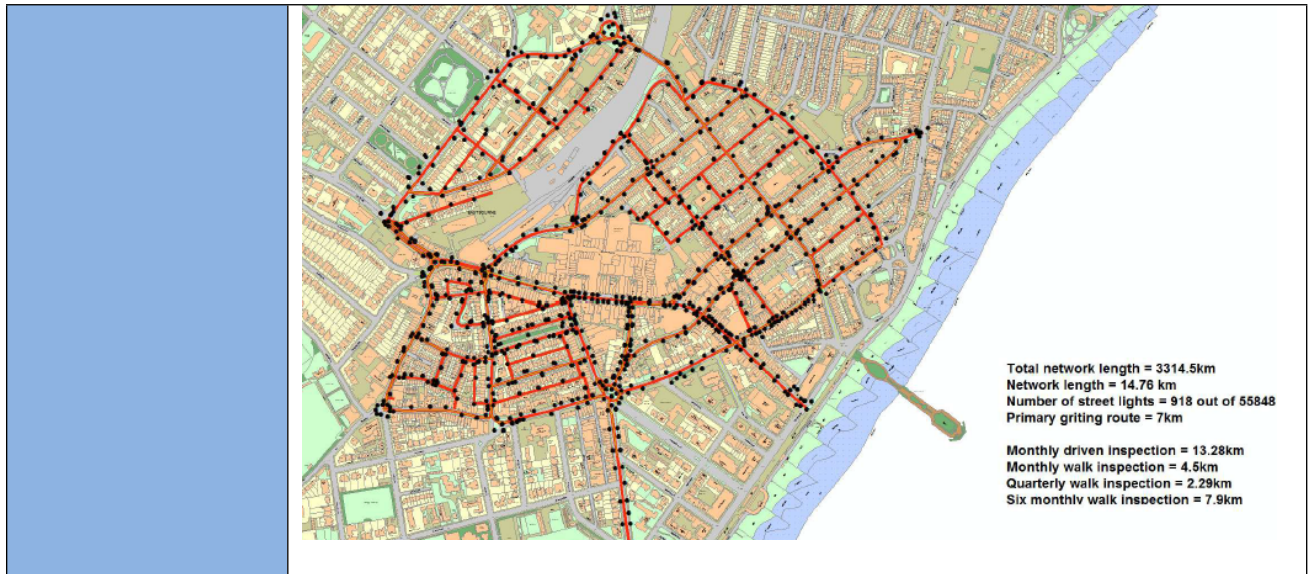
Any services provided by the BID levy are *complementary* to these baseline services.



Service	Highways Maintenance
Head of Service	Trevor Sutherland

Telephone	(01273) 335790
Email	trevor.sutherland@eastsussex.gov.uk

Baseline activity	<p>Maintenance and repair of the highways network whilst minimising disruption on the transport network and protecting infrastructure:</p> <ul style="list-style-type: none"> - Identified, programmed and prioritised capital schemes; - Inspections & Reactive works; - Emergency response; - Winter Maintenance
Service specification	<p>The Highways Act 1980 places a duty on the Highway Authority to maintain the public highway network in a condition that is safe for users.</p> <p>The public highway network includes all roads, footpaths and verges which the highways authority has responsibility for.</p> <p>We regularly inspect our network in accordance with the current Code of Practice for Highway Maintenance. The frequency of inspections depends upon the importance of the road and footpath in question. A busy main road and footpath may be inspected monthly while a minor estate road or rural lane may only be inspected annually.</p> <p>The New Roads and Streetworks Act 1991 also places a duty on us to coordinate and regulate work carried out in the public highway by any organisation. An organisation includes contractors working for gas, waste, electricity and telecom companies as well as private works on behalf of individuals.</p>
Statutory or discretionary?	Statutory
Timing of activity	This is a day time activity with an out of normal working hours emergency response service
Staffing and equipment	<p>Network length = 14.76 km of 3314.5km total network length</p> <p>Number of street lights = 918 out of 55848</p> <p>Primary gritting route = 7km</p> <p>Monthly driven inspection = 13.28km Monthly walk inspection = 4.5km Quarterly walk inspection = 2.29km Six monthly walk inspection = 7.9km</p>



Key performance measures	Maintaining/improvement of the National Performance Indicators			
	Road Class	% of roads where maintenance should be considered		
		2013/14	2014/15	2015/16
	Principle	7	5	5
	Non-principle	9	9	6
	Unclassified	25	23	22
	Unclassified	70	63	65
Footways	7	5	5	
Non-compliance procedure				
Existing value of contract/service				
Boundary area	As per agreed BID boundary			
Proposed additional BID activity	Not yet known			
Cost of additional BID activity	Not yet known			

Service	Street Lighting
Head of Service	Daniel Marciniak, Senior Asset Engineer East Sussex Highways, Asset Management Team
Telephone	01273 482 710
Email	daniel.marciniak@eastsussex.gov.uk

Baseline activity	Provision/maintenance of street lighting within Eastbourne
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	Town Centre, including all street lights, illuminated signs, bollards and floodlighting
Service specification	Provision/maintenance of street lighting within Eastbourne Town Centre, including all street lights, illuminated signs, bollards and floodlighting
Statutory or discretionary?	<p>Design, installation & maintenance of all street lighting assets are undertaken by East Sussex Highways division:</p> <ul style="list-style-type: none"> • Maintenance, repair or replacement of street lighting and illuminated signs, floodlighting and bollards. • The maintenance of an up-to-date electronic-based inventory of all units to ensure satisfactory management of the maintenance process and to enable annual assessment of the energy charge. • Cyclical maintenance and inspections on routine lamp changes/maintenance including night time audits. • Alterations to existing installations including column relocations and conversion of lights to newer more energy efficient technologies. • New lighting installations for Council highway schemes. • All electrical and structural testing is undertaken by the East Sussex Highways' preferred contractor in accordance with best practice and Well Lit Highways - Code of Practice for Highway Lighting Management Oct 2004, Updated August 2013. <p>Emergency call out facility is in place to cover any out of hours dangerous situations arising.</p>
Timing of activity	<p>Discretionary</p> <p>There is no statutory obligation to provide street lighting however, all local authorities have a duty of care to ensure highway electrical equipment is maintained in a safe condition. All systems of public lighting will be maintained to a standard that ensures its safe, economic and effective operation.</p>
Staffing and equipment	<p>Ongoing - maintenance service operates 7 days a week, 24 hours a day.</p> <p>Emergency telephone number for fault reporting and on-line reporting capability linked to East Sussex Highways website.</p>
Key performance measures	<p>Staff (when required)</p> <p>6 X FTE 1 X PT: including Delivery Manager, Technical Officer, Street Lighting Technician (PT), 2 x Electricians, 2 x Street Lighting Operatives.</p>

	<p>Equipment (when required): 2 x 14.5 metre MEWPS (cherry pickers) 1 x SL rig 18 Tonne.</p>
Non-compliance procedure	<p>PS1 Lighting Installation (Core Investment Period) PS2 Lighting Performance and Planned Maintenance PS3 Operational Responsiveness and Reactive Maintenance</p>
Existing value of contract/ service	<p>2 hours maximum response time to repairs for Category 1 Defects and Emergency Responses (as defined in Asset Inspection/Reactive Response Services). 1 day maximum response time to faults requiring replacement of illuminated mandatory traffic sign or faults involving rectification of non-operating Belisha beacons and school crossing flashing signs 5 days maximum response time to faults requiring removal of any unauthorised attachments. 10 days maximum response to faults involving replacement of components or/and complete unit of apparatus.</p> <p>Electrical testing is undertaken to BS7671 and completed on all street lights within a minimum six year period as per requirements. All results are recorded on the County Council's asset management database.</p> <p>Structural inspections and risk assessments will be undertaken on a regular basis, during the course of planned maintenance programme, to ensure all equipment is in a safe condition. The results of these inspections will be recorded in the County Council's asset management database.</p> <p>Where equipment is found to have a serious structural defect then such equipment will be replaced as soon as possible.</p>
Boundary area	<p>Currently two Street Lighting schemes and one VAS scheme on the ESRP in the area (value ~£150k) + ongoing cyclical maintenance cost, electrical testing and structural testing cost.</p>
Proposed additional BID activity	<p>As per agreed BID boundary</p>
Cost of additional BID activity	<p>Not yet known</p>
	<p>Not yet known</p>

Service	Drainage
Head of Service	Ken Hollingdale
Telephone	(01273) 335196
Email	Ken.Hollingdale@eastsussex.gov.uk

Baseline activity	Provision/maintenance of Drainage within Eastbourne Town Centre, including all gullies, chambers, catch pits and drainage pipes.																												
Service specification	<p>As below we have 535 gullies listed in this area, with 566 cleaned per year at an approximate yearly cost for cyclical cleaning of £3.4k.</p> <p>Currently 14 (3%) are blocked and 11 (2%) have other defects so would incur some extra costs if these were attended to.</p> <p>There are no sites on the year 1 ESRP for drainage.</p>																												
Statutory or discretionary?	Statutory																												
Timing of activity	This is a day time activity with an out of normal working hours emergency response service																												
Staffing and equipment	1 jetting crew																												
Key performance measures	<p>Gullies</p> <table border="1"> <thead> <tr> <th>Sum of Total</th> <th></th> <th>Cleaned/yr</th> <th>Cost/yr</th> </tr> </thead> <tbody> <tr> <td>Frequency</td> <td>Total</td> <td></td> <td></td> </tr> <tr> <td>12 Months</td> <td>471</td> <td>471</td> <td></td> </tr> <tr> <td>24 Months</td> <td>26</td> <td>13</td> <td></td> </tr> <tr> <td>3 Months</td> <td>3</td> <td>12</td> <td></td> </tr> <tr> <td>6 Months</td> <td>35</td> <td>70</td> <td></td> </tr> <tr> <td>Grand Total</td> <td>535</td> <td>566</td> <td>£ 3,396.00</td> </tr> </tbody> </table>	Sum of Total		Cleaned/yr	Cost/yr	Frequency	Total			12 Months	471	471		24 Months	26	13		3 Months	3	12		6 Months	35	70		Grand Total	535	566	£ 3,396.00
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Grand Total	535	566	£ 3,396.00																										
Non-compliance procedure																													
Existing value of contract/ service	£ 3,396.00 to jet																												
Boundary area	As per agreed BID boundary																												

Proposed additional BID activity	Not yet known
Cost of additional BID activity	Not yet known

Service	Tourism and Enterprise
Head of Service	Annie Wills
Telephone	01323 415410
Email	annie.wills@eastbourne.gov.uk

Baseline activity	Town Centre Marketing.	
Service specification	Destination marketing , raising the profile of Eastbourne as a premier destination for visitors. Eastbourne receives around 5m visitors per year. The value of tourism is £346m. Shopping is cited as the second highest reason for visiting Eastbourne	
Statutory or discretionary?	Discretionary	
Timing of activity	Year round service	
Staffing and equipment		
Key baseline performance measures (relevant to bid)	Number of users for the VisitEastbourne Website	
	Cost per response to destination marketing material	
	Number of staying visitors each year	
	Number of day visitors per year	
	Number of people attending events	
	Accommodation occupancy rates	
Non-compliance procedure		
Existing value of contract/ service	Destination Marketing & Promotions £120,000 budget £- 60,000 income Net Cost £60,000	
Boundary area	As per agreed BID boundary	
Proposed additional BID activity	Not yet known	
Cost of additional BID activity	Not yet known	

Service	CCTV
Head of Service	Insp Trish Barnes
Telephone	101
Email	trish.barnes@sussex.pnn.police.uk

Baseline activity	Public Space Surveillance and Security
Service specification	<p>- Public Space Surveillance (Crime prevention + detection) Real-time response to incidents and retrospective support in obtaining information and evidence.</p> <p>The objective of the Sussex CCTV Partnership scheme is to assist in creating an environment hostile to the commission of crime and the occurrence of disorder. The partnership agreement between Sussex Police and its local authority partners also authorises the use of the cameras appertaining to each council, by that council in support of its statutory responsibilities and duties.</p> <p>Normal local authority use will include monitoring council officers engaged in their official and legitimate duties, including, but not limited to:</p> <ul style="list-style-type: none"> • Observation of street traders by licensing officers • Observation of licensed premises by licensing officers • Observation of taxi and private hire operators by licensing officers • Monitoring controlled areas for parking contraventions, both on and off street • Observation of traffic flow and crash hot spots • Enforcement of bus lane and other highway regulations
Statutory or discretionary?	?
Timing of activity	24/7/365, including bank holidays.
Staffing and equipment	17 CCTV cameras and various monitoring equipment. 56 i-Witness platforms allowing direct access to CCTV pictures by i-Witness trained Sussex Police staff via a secure network.

	<p>15 dedicated CCTV Operators working 24/7 shifts as well as 24/7 maintenance provided by Chroma-Vision and BTRedcare.</p> <p>1 CCTV Manager 1 CCTV Supervisor 1 CCTV Administrator</p>
Key performance measures	<p>Key Performance measures :</p> <p>Arrests Recorded Incidents monitored Contributed to Arrests Initiated Arrest Initiated Incidents Incidents resolved</p> <p>All users of the CCTV system must adhere to the stipulations of the Data Protection Act 1998, the Human Rights Act 1998, the Freedom of Information Act 2000, and the Regulation of Investigatory Powers Act 2000 (RIPA).</p>
Non-compliance procedure	Sussex Police performance management procedures
Existing value of contract/ service	£11019 per annum
Boundary area	As per agreed BID boundary
Proposed additional BID activity	Not yet known
Cost of additional BID activity	Not yet known

Service	Parking Services
Head of Service	
Telephone	
Email	

Baseline activity	Parking Services for Eastbourne Town Centre
Service specification	<p>Speak to: Jo Newton The Parking Shop, Lewes 08456 801129 (option 2) 01273 483962 www.nsl.co.uk @NSLConnect NSL LinkedIn Group Latest NSL News</p>
Statutory or discretionary?	Statutory
Timing of activity	Marion.marchant@nslservices.co.uk
Staffing and equipment	
Non-compliance procedure	
Existing value of contract/ service	
Boundary area	As per agreed BID boundary
Proposed additional BID activity	Not yet known
Cost of additional BID activity	Not yet known

Service	Street Cleansing
Head of Service	Melanie Thompson
Telephone	5227
Email	melanie.thompson@eastbourne.gov.uk

Baseline activity	Street cleansing of the Eastbourne Town Centre		
Service specification	The Contractor is required to cleanse all streets, roads and other paved areas, soft landscapes in Highway areas, parades, beaches and Downland, and empty all litter bins and dog bins, throughout the Partnership area disposing of all arisings to the Delivery Points as directed and in accordance with the legislation. [Borough wide]		
Statutory or discretionary?	Statutory		
Timing of activity	6.00-22.00 Daily [Town centre area]		
Staffing and equipment	Contracted service with Kier. Staffing levels fluctuate depending on seasonal requirements.		
Key performance measures	Measure	2013/14	2014/15 YTD
	NI195 Inspections 3 x per year		
Non-compliance procedure	Default process built into the contract for failing to reach the contract standard		
Existing value of contract/ service	£1,069,041.53 [Borough Wide]		
Boundary area	Borough Wide		
Proposed additional BID activity			
Cost of additional BID activity			

Service	Parking Services
Head of Service	Tim Whelan
Telephone	01323 415279
Email	Tim.whelan@eastbourne.gov.uk

Baseline activity	Parking Services for Eastbourne Town Centre
Service specification	Off street parking in Hyde Gardens
Statutory or discretionary?	Discretionary
Timing of activity	8.00 – 18.00
Staffing and equipment	3 Cole pay Machines 2 FTE cover All off street parking including outside the BID area
Non-compliance procedure	Issue Parking Penalty Notice
Existing value of contract/ service	200K
Boundary area	Hyde Gardens
Proposed additional BID activity	N/A
Cost of additional BID activity	N/A

Service	East Sussex County Council, Parking Services
Head of Service	David Weeks, Parking Team Manager
Telephone	01323 466230
Email	David.weeks@eastsussex.gov.uk

Baseline activity	Managing the on street civil parking enforcement scheme.
Service specification	To introduce and maintain parking schemes to control and manage the available parking space within the town and borough.
Statutory or discretionary?	Statutory
Timing of activity	Dependent on the times of the restrictions. The usual hours of enforcement are 8am to 6pm daily with regular 'out of hours' enforcement.
Staffing and equipment	Staff: 19 members of our contractors staff work in Eastbourne covering the whole of the borough and the Parking Information Centre. We cannot break this down for the area covered in the map. Equipment: pay and display machines and personal equipment used by the civil enforcement officers consisting of hand held computers, mobile phones and printers.
Non-compliance procedure	If a KPI is not achieved a financial penalty is imposed.
Existing value of contract/ service	Please see details in our annual parking reports www.eastsussex.gov.uk/roadsandtransport/parking/policies/annualreports-and-minutes1
Boundary area	Eastbourne Borough
Proposed additional BID activity	N/A
Cost of additional BID activity	N/A