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## **About this Baseline Service Level Statement**

The regulations governing Business Improvement Districts (BIDs) (Statutory Instrument 2004 No.2443) require a statement of existing baseline services to be provided by the relevant authority. The process of creating these baseline statements is important. By defining the level of service already provided, specifically by public bodies, the BID Company (MRBD Limited) can monitor levels of service and ensure the BID only funds additional services. This helps to protect services to Manor Royal and make best use of BID levy payments to enhance the trading and working environment.

Alongside these baseline statements, covering the essential services provided by public bodies such as Crawley Borough Council, West Sussex County Council and Sussex Police, MRBD Limited has signed a Memorandum of Understanding and Operating Agreement (with Crawley Borough Council). These documents help to ensure services are not reduced in the Manor Royal area because of the BID and that the BID levy payments are only used for new or additional services.

This statement is a summary of the full statement.

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## **Overview of Service**

The service includes the organisation and provision of a comprehensive Grass Cutting Service.

## **Number of staff & equipment**

Typical average per cut would be 6 Ride-on operators and 6 strimming operatives.

Appropriate professional grass cutting and strimming equipment is employed

## **Specification**

The Grass Cutting service consists of mowing and strimming of grassed areas (65,000 sqm) typically 7 times per annum between March and October. The operation is dependant on favourable ground and weather conditions. Grass areas are litter picked monthly by the Street Cleansing Team (see Street Cleansing Specification). Grass cutting staff check for obstructions and litter before cutting.

*N.B. all grass verges are owned by West Sussex County Council*

6 ride-on mower operators and 6 strimming staff = 24 hours per cut

Bunded grass areas are cut 4 times per annum (Manor Royal, Metcalf Way, County Oak Way and Crawlers Brook)

2 staff = 8 hours per cut

Tree lifting and pruning is undertaken during the winter to allow efficient ride on cutting access for the following season.

Grass issues, complaints and compliments are reported through the Councils Contact Centre or web-site 'report a problem' page. The service operates 7.15am to 3.15pm Monday to Friday. Any service requests are dealt with where possible within 2 working days.

The Council does have an emergency out of hours telephone number. The Duty Officer can instruct contractors to rectify any service issues outside of office hours.

### **Performance Measure**

The Grass Cutting operation is monitored via a work schedule and quality assurance inspections are undertaken by the Assistant Manager- Streetscene after each completed cut.

### **Non Compliance Procedure**

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

The Grass Cutting 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 = £9450

### **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.