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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 an Arboricultural Service to approximately 3000 trees mainly situated in the Crawters Brook area of Manor Royal.

Five day per week reactive provision of tree services within Manor Royal consisting of inspections and remedial tree surgery where required. The Arboricultural Service provides an all year round 24 hour emergency call out service for dangerous trees. This service is accessible via the Councils out of hours Duty Officer

The Service aims to maintain a healthy and visually attractive tree stock throughout Manor Royal. A database of tree stock and condition is in the process of being compiled.

All arboricultural work is carried out strictly in accordance with the Crawley Borough Council Tree Policy and to BS3998 -2010 standards and in the case of planning applications BS5837 - 2012.

## **Number of staff**

Staffing levels will vary dependant on need throughout the year.  
An in-house team of 2 and an external contractor provide tree surgery services.

## **Performance Measures**

We aim to provide advice within 10 working days unless workload dictates or the situation requires a more urgent response.

## **Non Compliance Procedure**

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

The Tree Inspection staff are employed directly by Crawley Borough Council and therefore adhere to all Council policies relating to customer care. Tree surgery works are provided by outside contractor and adhere to their own policies and procedures but are ultimately responsible to Crawley Borough Council while on Borough business

### **Budgetary Process**

Manor Royal has 3000 trees which approximately represent 1% of total tree stock owned by the Borough Council. 1% of budget equates approximately to £1800.

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.