

## Appendix 2 Baseline Services Agreement

### Schedule 1 - The Standard Services provided by Leeds City Council

#### 1.0 HIGHWAYS MANAGEMENT

*PART 1 - Statutory Services. The activities below allow the Council to meet its statutory obligations on standards of Highway management in the BID area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in paragraph 4.1.2 of the baseline agreement.*

- 1.1 Service Standards: to provide an inspection and repair regime in accordance with the current Highway Infrastructure Asset Management Plan available at

<https://www.leeds.gov.uk/docs/Highways%20Infrastructure%20Asset%20Management%20Plan%202016-2021.pdf>

Winter Service; to provide a winter service regime in accordance with the current Winter Service Plan available at

<https://www.leeds.gov.uk/docs/Winter%20Service%20Plan%202018-19.pdf>

- 1.3 Street Lighting; where street lighting is provided the council has a statutory duty of care to maintain it. This duty of care does not imply any duty on the Highway Authority to keep the public lighting lit. However, an authority responsible for the maintenance of public lighting should be able to demonstrate that they have systems in place to maintain the public lighting equipment in a safe condition. The council will arrange for inspections of the lighting equipment on a regular basis and will respond to reports of potentially hazardous defects within **one hour** and routine defects that are within the control of street lighting within **4 days**. Faults with power supplies will be reported to and repaired by the electricity supplying authority who must work to the national 'Guaranteed Standards of Performance' (GSOP's).
- 1.4 Network Management – The Traffic Management Act 2004 places a duty on local traffic authorities to manage the road network to secure the expeditious movement of traffic. The New Roads and Street Works Act 1991 places a duty on local highway authorities to co-ordinate all works and events on the highway network. The Highways Act 1980 places a duty on local highway authorities to protect the public's rights for the use and enjoyment of highways. To ensure these duties are carried out the Network Management section employs a number of tools to help manage the different works and events in the city centre. These include:
- A permit scheme for utility and local authority road works  
Inspections of 10% of utility works to ensure they are undertaken safely, with minimum disruption and reinstated correctly
  - Monitoring of utility work durations and issue of overstay charges where appropriate  
The issue of fixed penalty notices to utility companies where works are not correctly notified

- The issuing of licences for builders skips, scaffolding, hoarding and cranes and associated inspection, monitoring and enforcement
- Co-ordination of works programmes and events to ensure the most efficient allocation of road space•

**PART 2 – STANDARD BUT NON-STATUTORY SERVICES**

*The activities are currently provided by the Council as standard services, but are non-statutory services. These activities will be subject to the outcomes of the comprehensive spending review and ongoing budgeting review and setting process of Leeds City Council. Any proposed changes to these standard services will be undertaken in consultation with the business community as set out in paragraph 4.1.3 of the baseline agreement.*

- 1.5 Roads and footways maintenance; The council has a statutory duty to maintain roads and footways however within certain areas of the district we may decide to use enhanced or more aesthetic materials to do so over and above the minimum requirement to merely maintain.
- 1.6 Street Lighting; There is no requirement on local authorities in the UK to provide public lighting, The Highways Act 1980 empowers a Highway Authority to provide lighting for any highway or proposed highway for which they are, or will be, the Highway Authority. The council does not have a statutory duty to provide street lighting but it will do so where a need is established.

## **2.0 CLEANSING SERVICE**

*PART 1 - Statutory Services. The activities below allow the Council to meet its statutory obligations on standards of Highway management in the BID area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in paragraph 4.1.2 of the baseline agreement.*

Leeds City Council provides a street cleansing service with regard to its statutory duty under the Environmental Protection Act 1990. In this, the Authority has a general duty to keep land and roads clear of litter and refuse. This is not prescriptive legislation however and it includes permissive powers for which the Authority has some discretion. As an example, there is no specific statutory requirement to provide litter bins, but in not doing so, the statutory duty of keeping land free of litter etc would be that much more difficult. The following shows the approach of the Authority to general compliance, which will be modified according to emerging issues and changing need.

### **2.1 Litter bin emptying.**

This work is carried out seven days a week, with a start time intended to clear bins before the arrival of the main pedestrian commuter traffic. This continues throughout the day as required so that no bin is too full as to be unable to be used. A variety of litter bins types are provided with the majority accommodating the deposit of both litter and cigarette ends.

### **2.2 Removal of street litter.**

Litter picking commences early in the day at a time intended to clear litter deposited over-night. This is a seven day a week activity with staff deployed on set routes designed according to littering patterns (days of the week and time of day). The work is undertaken by individuals using street carts with basic cleaning

equipment and is supplemented by a walk-behind mechanical sweeper. This approach to litter picking ends after the main daytime pedestrian traffic has left the city centre. Overnight, litter removal is continued, but via drive-on pavement sweepers and road sweepers. The removal of litter is therefore continual 24hrs a day by a variety of means.

### 2.3 Cleansing of the broader streetscape.

Stickers, posters and other items deposited on street furniture etc are removed during the daytime by the staff in and amongst their litter picking duties. Items presenting possible biological hazards such as body fluids, faeces and needles etc are given high priority for removal.

### 2.4 Street washing & graffiti removal.

This work is undertaken seven days in every fortnight, which includes weekend working. Basic street washing and graffiti removal is supplemented by responding to spillages and staining reported or observed by staff. In certain high priority areas of the city centre, this work will extend to the removal of chewing gum and traffic residues, but this is not undertaken routinely across the city centre and is very limited in coverage.

### 2.5 Drainage / Street gullies.

The road gullies and road surface drainage systems are serviced and cleaned to ensure the free drainage of rain water off pavements and roads. This activity is undertaken largely during the night and does include a responsive service to deal with flooded areas following heavy rain.

### 2.6 Enforcement.

Enforcement officers work mainly during Mon- Fri, with reduced cover over the weekends. Enforcement work is carried out both formally & informally and involves both individual visitors to the city and city centre businesses. The issues controlled through this regulatory service include handing out of fliers, littering, waste storage, fouling, graffiti, domestic and commercial waste issues, and other health ( property drainage etc ) and certain other highways issues.

#### **PART 2 – STANDARD BUT NON-STATUTORY SERVICES**

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The Authority undertakes a range of services which are not statutorily required, but which further the aim of a clean streetscape in Leeds city centre. These include patrolling the city centre to identify environmental contraventions such as illegal placement of banners, washing of litter bins and street furniture and responding to reports of problems with pests and vermin.

## 3.0 CITY CENTRE MANAGEMENT

*PART 1 - Statutory Services. The activities below allow the Council to meet its statutory obligations on standards of Highway management in the BID area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in*

paragraph 4.1.2 of the baseline agreement.

NONE.

**PART 2 – STANDARD BUT NON-STATUTORY SERVICES**

*The activities are currently provided by the Council as standard services, but are non-statutory services. These activities will be subject to the outcomes of the comprehensive spending review and ongoing budgeting review and setting process of Leeds City Council. Any proposed changes to these standard services will be undertaken in consultation with the business community as set out in paragraph 4.1.3 of the baseline agreement.*

City centre management performs a critical function that supports the economic development of the city centre. The diverse role incorporates a dual function of an operational role as well as strategic direction for the development of the city centre to support creation of jobs, growth of the city centre economy and provide support to sectors and stakeholders. Our 3 pillars of operation are:

1. Place making
2. Curation
3. Collaboration and Connected

**3.1 CITY CENTRE LIAISON OFFICERS.**

Managed by Safer Leeds under Community Safety

Update priorities to focus on ASB/Street based issues as part of the new Street Support Team

The city centre liaison officer team consists of 3 liaison officers and 1 senior liaison officer, operating 7 days a week on a rota basis. They provide a high profile uniformed presence in the city centre delivering a variety of services. Their roles and responsibilities include:

- A friendly face, welcoming new visitors to the city centre;
- Providing directions, advice and assistance and general guidance;
- Improving the public's perceptions of Leeds and of the City Council.
- Business-Friendly - Responding to a wide range of issues that businesses have to do with all aspects of managing the city centre;
- Welcoming new businesses to the city;
- Providing information to businesses via letters/newsletters and delivery of key business information and communication to various city centre stakeholders.
- Assist and oversee promotional activity in the promotional spaces by supporting set up and disbanding of promotions;
- Monitor the city centre's 80 street cafes which are licensed to trade on the public highway.
- Monitoring and reporting of environmental issues in the city centre to appropriate services for resolution;
- City centre patrol within a unitary boundary definition of the city centre;
- Reassurance and confidence on perception of safety as a uniformed service;

- Work in collaboration with West Yorkshire Police, BACIL, BIG ISSUE; Tourist Attraction locations; British Waterways; Paramedics; a wide range of Council services relating to management of the city centre environment;
  - Enforcement of Fixed Penalty Notices for littering specifically;
  - Monitoring of begging, homelessness, Anti-Social Behaviour, Busking – ‘keeping the small issues small’
- 3.2 It is a reasonable approach for the liaison officer service to collaborate with all uniformed services on the street and to be joined up. They will therefore work collaboratively with any BID uniformed service such as rangers and ambassadors, to support a quality environment in the city centre. It will also enable the avoidance of duplication.
- 3.3 Public realm strategy, maintenance and refurbishment - devise the appropriate strategy for development of capital schemes for the city centre’s public realm and subject to funding, implement such strategies; maintain existing public realm in the city centre and liaise with city council colleagues and partners to ensure the city centre schemes are kept to a high standard, subject to funding; work in collaboration with partners in the private sector to raise funding for appropriate schemes.
- 3.4 Street Café licensing - appraise, administer and recommend the issuance of Street café licenses to businesses to enable addition of street cafés to the public highway and monitor and regulate the operation of street cafe licenses;
- 3.5 Promotional space management - Administer, manage and control city centre promotional spaces with the objective of animating the city centre by providing a high quality city centre experience.
- 3.6 City centre economy. - Work in partnership with sectors and key stakeholders who contribute to the economic development of the city centre to enable economic growth and job creation.
- 3.7 Key Performance Indicators - monitor the performance of the city centre working with colleagues and the Association of Town and City Centre Management. (ATCM)
- 3.8 Legible Leeds – Walk It Programme. Deliver the ongoing programme to install city centre pedestrian signage.
- 4.0. Events & Promotions**
- 4.1 Events Team – manage an events team to deliver key events in the city resulting in effective communication, planning, implementation and co-ordination of major events in the city.
- 4.2 Events Programme - Organise and work with various partners and key stakeholders to deliver a dynamic and varied programme of events in the city. The objective is the promotion, marketing, and communication of the city’s strengths and offer to encourage visits and animate the city. This is

accomplished by working collaboratively with partners. Subject to funding, run sector based events to bring increased footfall and economic spend to the city centre.

## **5.0 COMMUNITY SAFETY**

***PART 1 - Statutory Services.** The activities below allow the Council to meet its statutory obligations on standards of Highway management in the BID area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in paragraph 4.1.2 of the baseline agreement.*

- 5.1 Our statutory approach - Leeds City Council funds a City Centre Community Safety Co-ordinator (3 days a week). This role covers coordinating; supporting and driving partnerships and relationships that work to address community safety and crime and disorder issues in Leeds city centre, both on a strategic level and through partnership working on the ground, so that the city centre is a welcoming and safe environment for all residents; workers and visitors. The role leads or plays an essential contribution to the following:
  - 5.1 City Centre Community Safety Partnership (strategic): organise; co-ordinate and drive progress on community safety issues; brief Chairs; manage partnerships; deliver actions.
  - 5.2 6 Weekly Tasking (operational) :Enables efficient partnership tasking relating to city centre current and emerging issues, plus improved networking and exchange of information.

## Street Cleansing activities over 24 hrs, Leeds city centre at November 2015

### Midnight to Noon, daily

#### Work activity

00:00	00:30	01:00	01:30	02:00	02:30	03:00	03:30	04:00	04:30	05:00	05:30	06:00	06:30	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
00:30	01:00	01:30	02:00	02:30	03:00	03:30	04:00	04:30	05:00	05:30	06:00	06:30	07:00	07:30	08:00	08:30	09:00	09:30	10:00	10:30	11:00	11:30	12:00
Sweep	Sweep	Sweep	Sweep	Sweep	Sweep	Lunch	Lunch	Sweep	Sweep	Sweep	Sweep	?	?	?	?	?	?	?	?	?	?	?	?

**1 Road Sweeper & 2 Pavement Sweepers**

**Chargehand (oversees operations & fills in**

**Litterbin Emptying (excl precinct area)**

**Litterbin Emptying (precinct)**

**General Washing of Pavements, Bins and Some Graffiti**

**10 Litter Pickers on Foot**

**Green Machine**

### Noon to Midnight, daily

#### Work activity

12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30	22:00	22:30	23:00	23:30
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30	22:00	22:30	23:00	23:30	24:00
Lunch	Lunch	1 on duty	1 on duty	1 on duty	1 on duty	1 on duty	1 on duty	1 on duty	1 on duty	1 on duty	1 on duty	?	?	?	?	?	?	?	?	?	?	?	?

**1 Road Sweeper & 2 Pavement Sweepers**

**Chargehand (oversees operations & fills in**

	12:00 -	12:30 -	13:00 -	13:30 -	14:00 -	14:30 -	15:00 -	15:30 -	16:00 -	16:30 -	17:00 -	17:30 -	18:00 -	18:30 -	19:00 -	19:30 -	20:00 -	20:30 -	21:00 -	21:30 -	22:00 -	22:30 -	23:00 -	23:30 -
	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30	22:00	22:30	23:00	23:30	24:00
<b>Litterbin Emptying (excl precinct area)</b>	2 on duty 2 on lunch	4 on duty	4 on duty	4 on duty	15 min break and on duty	4 on duty	4 on duty	4 on duty	2 on lunch, 2 on duty	2 on lunch 2 finish @ 5	2 on duty	2 on duty	2 on duty	2 on duty	15 min break and on duty	2 on duty	2 on duty	2 on duty	Tip off, travel	Tip off, travel				
<b>Litterbin Emptying (precinct)</b>	Lunch	Lunch	1 on duty	1 on duty	1 on duty	1 on duty	Break and on duty	1 on duty	On duty	On duty	Tip, Travel	Tip, Travel												
<b>General Washing of Pavements, Bins and Some Graffiti</b>	Lunch	Lunch	2 on duty	2 on duty	Break and on duty	2 on duty	2 on duty	2 on duty	Travel/ Hand over															
<b>10 Litter Pickers on Foot</b>	Lunch	Lunch	8 on duty	8 on duty	8 on duty	8 on duty	8 on duty	Break and on duty	8 on duty	8 on duty	8 on duty	8 on duty												
<b>Green Machine</b>	Lunch	Lunch	1	1	1	1	1	1	1	1														

Washing done on a request basis – staff deployed to other duties when not washing

2 x SEAO's (Enforcement Officers) – Mon-Fri 37 hours across the City Centre



(A/B/C/D Grading is based on NI 195 Cleanliness Performance Indicator, published by DEFRA)

Topic	Item	Platinum		Gold		Silver		Bronze	
		Input	Output	Input	Output	Input	Output	Input	Output
<b>Street Cleaning</b>	Street Litter Picking	Daily	Achieve Grade A between 0700-1800	Daily	Achieve Grade A between 0700-1800	Daily	Achieve Grade B+ between 0700-1800	Daily	Achieve Grade B+ between 0700-1800
	Street Washing (Pavements or pedestrianised surfaces)	On request		On request		On request		On request	
<b>Litter Bins</b>	Litter Bin Washing	Monthly		Monthly		Monthly		Bi-monthly	
	Litter Bin Emptying		Never more than 2/3 full		Never overflowing		Never overflowing		Never overflowing
	Litter Bin Repairs & Replacements		24 hour response to rectify defaults (or make safe)		24 hour response to rectify defaults (or make safe)		24 hour response to make safe. 7 days to repair defect		24 hour response to make safe. 7 days to repair defect
<b>Seating</b>	Seating – litter picks, sticker removal, spillage cleaning	Daily	Seating to be free from litter, stickers, spillages at all times between 9700 and 1800	Daily	Seating to be free from litter, stickers, spillages at all times between 9700 and 1800	Daily	Seating to be free from litter, stickers, spillages at all times between 9700 and 1800	Daily	Seating to be free from litter, stickers, spillages at all times between 9700 and 1800
	Seating - Washing	Monthly (with street washing, if appropriate)		Monthly (with street washing, if appropriate)		6 Monthly (with street washing, if appropriate)		12 Monthly (with street washing, if appropriate)	
<b>Street Furniture</b>	Bollards, lighting columns & other street furniture	Daily removal of stickers plus cleaning if required	Street furniture to be free from stickers and in a clean condition at all times between 0700 - 1800	Daily removal of stickers plus cleaning if required	Street furniture to be free from stickers and in a clean condition at all times between 0700 - 1800	Daily removal of stickers plus cleaning if required	Street furniture to be free from stickers and in a clean condition at all times between 0700 - 1800	Daily removal of stickers plus cleaning if required	Street furniture to be free from stickers and in a clean condition at all times between 0700 - 1800
<b>Graffiti</b>	Offensive Graffiti	Removed from all property within 24 hours		Removed from all property within 24 hours		Removed from all property within 24 hours		Removed from all property within 24 hours	
	General graffiti, flyposting, stickers	Removed from Council owned property within 7 days. Private property notified within 7 days		Removed from Council owned property within 7 days. Private property notified within 7 days		Removed from Council owned property within 7 days. Private property notified within 7 days		Removed from Council owned property within 7 days. Private property notified within 7 days	
<b>Staining</b>	Heavy staining, blood, vomit, grease, spillages	Removal within 1 hour		Removal within 1 hour		Removal within 1 hour		Removal within 1 hour	
<b>Gulleys &amp; Drainage</b>	Gully cleaning and removal of blockages	12 monthly clean on cycle	Gullies should be free from blockages. Where a blockage is found, it shall be removed within 24hrs.	12 monthly clean on cycle	Gullies should be free from blockages. Where a blockage is found, it shall be removed within 24hrs.	12 monthly clean on cycle	Gullies should be free from blockages. Where a blockage is found, it shall be removed within 48hrs.	12 monthly clean on cycle	Gullies should be free from blockages. Where a blockage is found, it shall be removed within 48hrs.

# Schedule 1 –

## The Standard Services Provided by the Council

### PART 1 – STATUTORY SERVICES

The activities below allow Leeds city Council to meet its statutory obligations on community safety in the area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in paragraph 4.1.2 of this agreement.

#### **1. CITY CENTRE MANAGEMENT**

None.

(Street Café License by delegate authority from the highways Authority – see schedule 2)

## **PART 2 – STANDARD BUT NON - STATUTORY SERVICES**

The activities are currently provided by Leeds City Council as standard services but are non-statutory services. Any proposed changes to these standard services will be undertaken in consultation with the business community as set out in paragraph 4.1.3 of this agreement.

### **2. CITY CENTRE MANAGEMENT**

#### **Our approach:**

City centre management performs a critical function that supports the economic development of the city centre. The diverse role incorporates a dual function of an operational role as well as strategic direction for the development of the city centre.

#### **2.1 Leeds City Centre Partnership Board (LCCPB)**

City centre management coordinate the activities of Leeds City Centre Partnership Board an overarching partnership of public and private sector stakeholders which leads on the determination of the strategic direction for the city centre as a basis for action by all partners. The board meets every other month and membership of the board is made up of representatives from:

- Leeds City Council (Councillors; City centre management, Arts and Events, markets); Leeds and Partners; Victoria Quarter (Hammerson); Metro (Combined Authority) Transport; Leeds Beckett university West Yorkshire Police; BAICL (Business Against Crime in Leeds); Leeds Food and Drink Association; Construction Leeds Ren'ew; Leeds FD Arena; Trinity Leeds; Leeds Print and Media; City centre residential property; Leeds Ventures / Independent sector; Leeds Hoteliers Association.

#### **2.2 City centre liaison team**

The city centre liaison officer team consists of 3 liaison officers and 1 senior liaison officer, operating 7 days a week on a rota basis. They provide a high-profile uniformed presence in the city centre delivering a variety of services. Their roles and responsibilities include:

##### Ambassadors for the city:

- A friendly face, welcoming new visitors to the city centre;
- Providing directions, advice and assistance;
- Improving the public's perceptions of Leeds and of the City Council

##### Business-Friendly:

- Responding to a wide range of issues that businesses have to do with all aspects of managing the city centre;
- Welcoming new businesses to the city;
- Providing information to businesses via letters/newsletters and delivery of key business information and communication to various city centre stakeholders.

##### Generation of Income:

- Assist and oversee promotional events in event spaces by supporting set up and disbanding of events;
- Monitor the city centres 80 street cafes which are licensed to trade on the public highway.

##### Quality of place – Environmental services

- Monitoring and reporting of environmental issues in the city centre to appropriate services for resolution;
- City centre patrol within the Unitary boundary definition of the city centre;
- Reassurance and confidence on perception of safety as a uniformed service;
- Work in collaboration with West Yorkshire Police, BACIL, BIG ISSUE; Tourist Attraction locations; British Waterways; paramedics; a wide range of Council services relating to management of the city centre environment;
- Enforcement of Fixed Penalty Notices for littering specifically;
- Monitoring of begging, homelessness, Anti-Social Behaviour, Busking – “keeping the small issues small”.

- 2.3 **Public realm strategy, maintenance and refurbishment.**
- Devise the appropriate strategy for development of capital schemes for the city centres public realm;
  - Subject to funding, implement such strategies;
  - Subject to funding – maintain existing public realm in the city centre and liaise with city council colleagues and partners to ensure the city centre schemes are kept to a high standard;
  - Work in in collaboration with partners in the private sector to raise funding for appropriate schemes.
- 2.4 **Street Café Licensing**
- Under delegation from the Highways authority, appraise, administer and recommend the issuance of Street café licenses to businesses to enable addition of street cafes to the public highway;
  - Monitor and regulate the operation of street café licenses;
  - Raise target income from the Council of £100,000 currently;
  - There are currently 80 such establishments under City centre managements role.
- 2.5 **Event Space management**
- Administer, manage and control 7 event spaces with the objective or raising income set by the Council of £120,000 currently, and to animate the city centre by providing a high-quality city centre experience.
  - Spaces are Briggate, Dortmund Square, Lands Lane, Albion Place, Albion Street, City Square and Bond Court.
- 2.6 **Client service role sector support and Partnerships**
- Support sectors and key stakeholders who contribute to the economic development of the city centre by facilitating communication forums such as Top 12 retail group Christmas planning group and other ad hoc groups put together by CCM to enable partnership working.
- 2.7 **Community safety and night-time economy**
- This is covered under a separate baseline schedule.
- 2.8 **Footfall Monitoring**
- Produce, analyse and disseminate footfall information relating to the number of visitors to the city centre.
- 2.9 **Legible Leeds – Walk It Programme**
- Deliver the ongoing programme to install city centre pedestrian signage.
- 2.10 **Promotion, Marketing, Events, Communication**
- Working collaboratively with partners and subject to funding, run sector-based events to bring increased footfall and economic spend to the city centre, These are Leeds Food and Drink Festival and Leeds Christmas Programme.
- 2.11 **Town and District Centres**
- Support towns and Districts with expertise in managing the high street in outlying towns and district sand support to independent businesses in and out of the city centre.

### **Personnel**

The City centre team are a multi-disciplinary team and form part of the Economic Development service in City Development.

The team consists of;

- 1 X Head of Service – City Centre Management
- 1 X Economic Development Programme Leader
- 1 X Economic Development Manager
- 1 X Senior Economic Development Officer

1 X Assistant Economic Development Officer  
2 X Economic Development assistant

Uniformed Service by City Centre Management  
1 X Senior Liaison Officer  
3 X Liaison Officers

# Schedule 1 –

## The Standard Services Provided by the Council

### PART 1 – STATUTORY SERVICES

The activities below allow Leeds City Council to meet its statutory obligations on standards of cleanliness in the area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in paragraph 4.1.2 of this agreement.

#### **1. CLEANSING SERVICES**

##### **Our statutory approach:**

Leeds City Council provides a **24-hour** street cleansing service within the City Centre of Leeds with regards to its statutory duty in accordance with the Environmental Protection Act 1990. Most other authorities do not provide such a comprehensive 24 hour service but it has been accepted by our Authority due to the size, accessibility and thriving night time economy within our city, this provides a very comprehensive street cleansing service. The main service is split between a combination of mechanical sweeping and manual sweeping and includes litterbin emptying.

##### **1.1 Litter bin emptying**

Starts at 06:00hrs each day and continues until **22:00hrs**, 7 days a week. We have approximately 450 litter bins within the City Centre with built in ashtray for cigarette litter. Each litterbin holds approximately 80 litres of waste and we aim to empty litterbins as often as required. On average we empty litterbins at least twice each day but much more in high usage areas but recent changes and the introduction of the “Leeds Charter” has allowed us to improve this service generally. (please see Par 2 below).

##### **1.2 Manual litter collection and sweeping**

Staff start at **06:00hrs** each day and continue until **18:00hrs**, 7 days a week. **8 staff** operate on a pre-determined route. These staff are employed and provided with street orderly carts equipped with brushes, shovels, litter pickers and loiter collection bags. This service delivers on the “hole streetscape” after re-training our staff and now removes fly posting, stickers or anything that detracts the environment. (please see Part 2).

##### **1.3 Mechanical sweeping**

Starts at **22:00hrs** each night and continues until **08:30hrs** the next day to afford an overlap in manual and mechanical sweepers. We employ two pavement sweepers and one LGV Road sweeper. The two pavement sweepers operate within the confines of the “hole City” and the city centre is split into two equal areas, this ensure as many streets as possible are fully cleansed each night. Unfortunately, some areas require more service than others such as around fast food outlets and nightclubs or during events and are thus multiply cleaned. The Road sweeper attempts to sweep each street at least once each night and may need to return to pre swept areas especially outside nightclubs and food outlets.

##### **1.4 Street Washing**

We employ a wash / graffiti team of **2** staff working alternate 3 and 4 days each week working from **06:00hrs** until **16:30hrs** each day.

They will work Monday, Tuesday Saturday and Sunday on week one and alternate onto a Wednesday, Thursday and Friday shift pattern on their second week. The team provide basic street washing and graffiti removal services in the city as well as attending to spillages

and staining problems on a regular basis. This team have been employed washing our Platinum area (Briggate) within the shopping district and their task would typically be to wash and remove chewing gum, stains and traffic grease residue. The outcome is fantastic and looks like the area has been newly laid, but this is extremely time consuming and can often take a number of weeks to deep lean this pedestrian area. If we were to wash nothing other than the shopping district, they would be permanently employed in this area and we would not have any facility to remove graffiti or clean streets in other areas of the city centre, so this resource has to be carefully managed and work balanced. We accept that we simply cannot wash areas as often as we would like within our current budget.

**1.5 Enforcement**

We employ 2 senior enforcement officers working 5 days each week with a responsibility for half of the City Centre each. Their task is to carry out regular patrols and ensure that environmental legislation and regulations are being followed by waste producers. We also tackle highways enforcement, graffiti, fly posting free printed material distribution as well as other important health matters including noise, vermin and nuisance. The staff are employed carrying out firm but fair enforcement only when education has clearly failed. We pride ourselves on being proactive with regards to this function and have issued high numbers of legal notices and fixed penalties and have had the need to prosecute a number of individuals over the last 10 years. Fines in court have exceeded £20,000 on occasion in the magistrate courts for premises within the shopping area when the authority have clearly evidenced and demonstrated the waste producer has clearly failed their duty of care and they have ignored advice and previous warnings.

**1.6 Drainage / Street gullies**

We employ two gully emptying vehicles within the city cleansing and enforcement team with the responsibility of maintaining the authority's street gullies and drainage system. This is to ensure road safety and prevent flooding. The City Centre gullies which are very difficult to maintain in a busy 24-hour city centre are serviced at least twice each year. This is over and above what we provide in the rest of the authority other than in pre-determined problem areas with a greater risk of flood. Standard slotted street gullies are the most common system we service but we also service locked and bolted fixed drainage channels in the shopping district as well as tiled and invisible drainage systems. AKO channels are very time consuming to clean out and the channels that run both sides of Briggate from the Headrow to Boar Lane must be manually unlocked and dug out prior to them being jetted and these alone can take up to a week to properly service. Given the high impact of this work we try where possible to service shop frontage drainage outside normal shopping hours.

**1.7 Sharps / Needles / Body Fluids**

The city cleansing and enforcement team, provide a rapid response service to matters that need dealing with quickly. Some of these are offensive or cause hazard and nuisance to others such as fouling. The team share this responsibility and act quickly with whatever resource is nearest to attend. The team prides itself on its response times and attitude towards unsightly and often dangerous substances or items.

**1.8 Supervision & Monitoring**

Dedicated experienced officers are employed over 7 days to manage the street cleansing service within the City Centre and have the responsibility to deliver the service at all times. Complaints are rare and compliments are frequent within the city centre due to the "can do" attitude and high standards of the team. Striking the right balance as to where the service is and needs to be often impacts on the pressures of service delivery. Busy public events and the night-time economy often affect our service delivery and we pride ourselves on our responses to these issues. Following recent high profile City Centre events such as the Queens visit to Leeds, the opening of the Trinity Shopping Centre Leeds and the First Direct Arena, we have responded by ensuring they have received the correct levels of service to ensure a successful opening or visit. The recent Tour de France Grande Departee in July 2014 was one of our most successful events and took months of planning and the City was flooded by literally thousands and thousands of spectators on the day however the City Centre was returned to normal (clean) by Sunday morning (the day after).

## **PART 2 –STANDARD BUT NON-STATUTORY SERVICES**

**The activities ARE CURRENTLY PROVIDED BY Leeds City Council as standard services but are non-statutory services. These activities will be subject to the outcomes of the ongoing budgeting review and setting process of Leeds City Council. Any proposed changes to these standard services will be undertaken in consultation with the business community as set out in paragraph 4.1.3 of this agreement.**

### **2. CLEANSING SERVICES**

#### **2.1 The Leeds Charter**

We have recently introduced more effective ways of working following a lengthy consultation process with City Centre stakeholders. The Leeds business community were an important part of this process. The Leeds Charter helps us to clean more often and more effectively in areas where required and provide a lesser service in less demanding areas. We based the Charter on a model previously tested by other authorities which divides the City Centre into Platinum, Gold, Silver and Bronze service areas. Platinum areas were defined by the type of district, number of premises, public use and footfall. By retaining our street cleansing team, we mapped the whole of the City by measuring, walking, assessing and consulting with stakeholder in those areas and agreed the standard we were to achieve.

#### **2.2 Briggate and surrounding areas**

Briggate and surrounding area has been determined as a platinum area and the rest of the shopping area is mainly Gold standard. This allows us to service litterbins in this district up to 12 times a day and provide a much more detailed cleaning service. Rather than simply remove litter, staff in these areas also look at the wider “Streetscape” and are tasked to wipe clean the external surfaces of litterbins, remove stickers from street furniture as well as carrying out tasks they would not have been previously been asked to perform. They have fantastic ambassador abilities and often go far beyond what is expected of standard de-littering staff. Recovering lost and stolen items and attempting to return them to the rightful owners as well as assisting people to access various location in the City are some of the skills employed and demonstrated by our staff.

#### **2.3 Litterbins**

Over 200 litterbins have recently been manufacturer refurbished including recoating and re-painting. New litterbins have also been procured to exacting standards in keeping with feedback from stakeholders and what the staff prefer for the ease of use and service. Ongoing trials with other litterbin providers are ongoing and we are currently evaluating the use of a solar powered compaction litterbin which may influence our approach going forward, if successful.

#### **2.4 Recent Initiatives**

The service has recently introduced a mechanical walk behind sweeper to quickly respond to problem areas and cover greater distances than traditional manual de-littering. We have also recently taken delivery of an all electric litterbin emptying vehicle which due to its compact size, the locations we operate it in and the flexibility of operating within the precinct areas when other “normal” vehicles are not allowed access has resulted in improved service and obviously due to it being fully electrically powered reduced the carbon footprint and is a welcome addition to our service.



## **PART 2 –STANDARD BUT NON-STATUTORY SERVICES**

**The activities ARE CURRENTLY PROVIDED BY Leeds City Council as standard services but are non-statutory services. These activities will be subject to the outcomes of the comprehensive spending review and ongoing budgeting review and setting process of Leeds City Council. Any proposed changes to these standard services will be undertaken in consultation with the business community as set out in paragraph 4.1.3 of this agreement.**

### **2. EVENTS & PROMOTIONS**

#### **2.1 Introduction**

Although not a statutory service provided by the council, outdoor public events and cultural activities have proved an increasingly important factor for local authorities in not only attracting tourism and enhancing Leeds as a visitor destination but also in promoting urban regeneration and improving the economic, social and environmental wellbeing of the city.

#### **2.2 Venues / Spaces**

Leeds boasts a number of accessible city centre open public spaces capable of accommodating various sized events and promotional activities including Millennium Square, Victoria Gardens, Briggate, Albion Street, Albion Place, Lands Lane, City Square and Dortmund Square.

Millennium Square is the city's award winning outdoor multipurpose entertainment venue which, since its opening in 2000 has undoubtedly incited greater community involvement and cultural diversity throughout the city. Millennium Square is located in the heart of the city within the civic quarter and is surrounded by some of the city's most influential and iconic buildings including: Leeds Civic Hall, Leeds Town Hall, Leeds City Museum, Leeds General Infirmary and the Carriageworks Theatre / Electric Press development. The square is just a short walk away from Leeds city train and bus stations and has a variety of nearby street and secure car parking options. Millennium Square is also home to the Leeds Big Screen which is managed and operated by the council.

Key venues / buildings within the city that are own and / or managed by Leeds City Council that also regularly host events, exhibitions and activities include; Leeds Town Hall Leeds Central Library, Leeds Art Gallery, Leeds City Museum and the Carriageworks Theatre.

#### **2.3 Events Team**

Leeds City Council boasts one of the biggest and most experienced singular local authority events units in the UK. A well-rehearsed multi-agency approach in consultation with the emergency services (west Yorkshire Police, West Yorkshire Fire, Yorkshire Ambulance) together with key internal departments (including Building Control, Licensing, Environmental Health, Highways and Urban Traffic Control) and other specialist external agencies (including contracted health & safety consultants) ensure effective communication, planning, implementation and coordination for all major events taking place across the city.

#### **2.4 Annual Events Programme**

Leeds City Council currently organise and work with various partners and key stakeholders to deliver a dynamic and varied annual programme of events in the city including: Ice Cube outdoor temporary ice rink and winter attractions (Jan/Feb), St Patricks Day Parade (March), Vaisakhi Celebrations (April), Live at Leeds, Leeds Half Marathon (May), Leeds Food Festival / Yorkshire Food & Drink Show Skyride (June), World Cup / European Championships Football Tournament screening (bi-annual), Leeds 10K (July), Leeds Pride, City Beach August), Light Night (October), Remembrance Sunday, Leeds Lights Switch-On, Abbey Dash 10K (November), Christkindelmarkt – German Christmas Market (December)

Other key annual events / city highlights organised by Leeds City Council which takes place within Leeds Town Hall include; Leeds International Concert Season (October – April) Leeds International Beer Fest (September) and Leeds International Film Festival (November).

# Schedule 1 –

## The Standard Services Provided by the Council

### PART 1 – STATUTORY SERVICES

The activities below allow Leeds City Council to meet its statutory obligations on standards of xxxx in the area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in paragraph 4.1.2 of this agreement.

#### **3. Service name: Highway Asset Management**

**Our statutory approach:**

**1.1 Service Standards;** to provide an inspection and repair regime in accordance with the current Highway Infrastructure Asset Management Plan available at <https://www.leeds.gov.uk/docs/Highways%20Infrastructure%20Asset%20Management%20Plan%202016-2021.pdf>

**1.2 Winter Service;** to provide a winter service regime in accordance with the current Winter Service Plan available at <https://www.leeds.gov.uk/docs/Winter%20Service%20Plan%202018-19.pdf>

**1.3 Street Lighting;** Where street lighting is provided the council has a statutory duty of care to maintain. This duty of care does not imply any duty on the Highway Authority to keep the public lighting lit. However, an authority responsible for the maintenance of public lighting should be able to demonstrate that they have systems in place to maintain the public lighting equipment in a safe condition. The council will arrange for inspections of the lighting equipment on a regular basis and will respond to reports of potentially hazardous defects within one hour and routine defects that are within the control of street lighting within 4 days. Faults with power supplies will be reported to and repaired by the electricity supplying authority who must work to the national 'Guaranteed Standards of Performance' (GSOP's).

#### **2. Network Management**

**2.1 Network Management –** The traffic Management Act 2004 places a duty on local traffic authorities to manage the road network to secure the expeditious movement of traffic. The New Roads and Street Works Act 1991 places a duty on local highway authorities to co-ordinate all works and events on the highway network. The Highways Act 1980 places a duty on local highway authorities to protect the public's rights for the use and enjoyment of highways. To ensure these duties are carried out the Network Management section employs a number of tools to help manage the different works and events in the city centre. These include;

- A permit scheme for utility and local authority road works
- Inspections of 10% of utility works to ensure they are undertaken safely, with minimum disruption and reinstated correctly
- Monitoring of utility work durations and issue of overstay charges where appropriate
- The issue of fixed penalty notices to utility companies where works are not correctly notified
- The issuing of licences for builders skips, scaffolding, hoarding and cranes and associated inspection, monitoring and enforcement
- Co-ordination of works programmes and events to ensure the most efficient allocation of road space.

4.

## **PART 2 – STANDARD BUT NON- STATUTORY SERVICES**

The activities are currently provided by the Council as standard services, but are non-statutory services. These activities will be subject to the outcomes of the comprehensive spending review and ongoing budgeting review and setting process of Leeds City Council. Any proposed changes to these standard services will be undertaken in consultation with the business community as set out in paragraph 4.1.3 of this agreement.

### **2. Service name: Highway Asset Management**

**2.1 Roads and footways maintenance;** The council has a statutory duty to maintain roads and footways however within certain areas of the district we may decide to use enhanced or more aesthetic materials to do so over and above the minimum requirement to merely maintain.

**2.2 Street Lighting;** There is no requirement on local authorities in the UK to provide public lighting, The Highways Act 1980 empowers a Highway Authority to provide lighting for any highway or proposed highway for which they are, or will be, the Highway Authority. The council does not have a statutory duty to provide street lighting, but it will so do where a need is established.

# **Schedule 1 –** **The Standard Services provided by the Council**

## **PART 1 – STATUTORY SERVICES**

The activities below allow Leeds City Council to meet its statutory obligations on community safety in the area. Any proposed changes to the methods by which those standards are met will be undertaken in consultation with the business community as set out in paragraph 4.1.2 of this agreement

### **1. COMMUNITY SAFETY**

**None.**

## **PART 2 – STANDARD BUT NON-STATUTORY SERVICES**

The activities are currently provided by Leeds City Council as standard services, but are non-statutory services. Any proposed changes to these standard services will be undertaken in consultation with the business community as set out in paragraph 4.1.3 of this agreement.

### **2. COMMUNITY SAFETY**

#### **Our statutory approach:**

Leeds City Council funds a **City Centre Community Safety Co-ordinator** (3 days a week). This role covers:

coordinating; supporting and driving partnerships and relationships that work to address community safety and crime and disorder issues in Leeds city centre, both on a strategic level and through partnership working on the ground, so that the city centre is a welcoming and safe environment for all residents; workers and visitors.

#### **2.1 Key groups and work areas:**

The role leads or plays an essential contribution to the following:

**2.2 City Centre Community Safety Partnership (strategic):** organise; co-ordinate and drive progress on community safety issue; brief Chairs; manage partnerships; deliver actions.

**2.3 6 Weekly Tasking (operational):** Enables efficient partnership tasking relating to city centre current and emerging issues, plus improved networking and exchange of information.

**2.4 BACIL (Business Against Crime in Leeds) –** crime reduction partnership addresses crime in both day and night-time economy. Run by a board of management of businesses, West Yorkshire police and Leeds City Council. Street washing.

**2.5 Evening Economy Strategy and Action Plan:** Drive agreed partner actions to manage the evening economy.

**2.6 City Centre Pubwatch –** engagement of licensees to address discuss and share information concerning all licensing related matters and encourage good practice and responsible management. Appropriate forum to address alcohol related anti-social behaviour and violent crime.

**2.7 Licensing Enforcement Group –** meets monthly to agree actions relating to problematic premises which are on agencies radar/City NPT Licensing matrix, plus identifies those premises which will be targeted for joint/multi-agency licensing visits, or any other action deemed appropriate.

**2.8 City Centre Youth Partnership –** addresses any city centre crime and disorder issues specific to young people and works to ensure the city centre is a safe and welcoming destination for young people to visit.

**2.9 Student Safety Partnership –** Led by Leeds University monthly meeting of key partners to drive actions which address student related crime and disorder issues.

**2.10 Begging & Street Users Anti-social Behaviour Delivery Group –** Ensures key agencies working in partnership effectively in relation to city centre street users; to keep abreast of emerging issues.

**2.11 Water Safety Group –** Enables a coordinated approach and partnership working to reduce the risks of the Leeds waterfront.

- 2.12 Street Angels – Club Angels:** Team of volunteers who patrol city centre on weekend nights looking out for and assisting vulnerable people.
- 2.13 Day to day enquiries:** respond to internal and external partners, city centre businesses, residents etc re city centre crime; disorder and anti-social behaviour issues.
- 2.14 Taxi Marshalls –** Raises partnership funds to have been deployed in Leeds city centre on the run up to and including Christmas and New Year since 2005 – highly successful and welcomed by all, but securing funding ongoing problem.

*Signed*

----- Date -----

Chief Officer, Leeds City Council

*Signed*

----- Date -----

Chief Executive, LeedsBID