

2024

BID LEVY OPERATING AGREEMENT

Between

The London Borough of Richmond Upon Thames

- and -

Discover Twickenham BID Ltd

DRAFT

Agreement

This Agreement is made the day of March 2024 BETWEEN

- (1) The London Borough of Richmond Upon Thames (LB Richmond)
Civic Centre, 44 York St, Twickenham, TW1 3BZ
- (2) Discover Twickenham BID Ltd (the BID Company)
16 West Barnes Lane, London, England, SW20 0BU

Recitals

- A The LB Richmond is the billing authority for the purposes of the Local Government Act 2003 and is responsible for collecting the BID Levy and administering the BID Revenue Account which shall be used towards the operation of the BID within the area of the Local Authority and the funding of the BID Arrangements.
- B The BID Company is responsible for the operation of the BID and for using the BID Levy for the purposes of achieving the BID Arrangements.
- C Both parties wish to confirm the arrangements by which the BID Levy shall be collected together with general arrangements as to the relationship to be established between the LB Richmond and the BID Company Ltd for the duration of the BID.
- D The purpose of this Agreement is to:
- establish the procedure for setting the BID Levy;
 - confirm the basis upon which the LB Richmond will be responsible for collecting the BID Levy;
 - set out the enforcement mechanisms for collection of the BID Levy;
 - set out the procedures for accounting and transference of the BID Levy;
 - provide for the monitoring and review of the collection of the BID Levy;
 - confirm the manner in which the LB Richmond expenses incurred in collecting the BID Levy shall be paid by the BID Company.

1 Statutory Authorities

This Agreement is made pursuant to Section 2 and Part IV of the Local Government Act 2003 and Section 111 of the Local Government Act 1972 and all other enabling powers.

The London Borough of Richmond upon Thames (LB Richmond) of Civic Centre, 44 York St., Twickenham, TW1 3BZ

2 Commencement

This Agreement shall take effect on the Commencement Date and in any event shall determine and cease to be of any further effect in the event that:

- the BID Term expires save where the Discover Twickenham BID Ltd secures approval of BID Proposal in a renewal ballot or Alteration Proposal in an alteration ballot or Proposal in a re-ballot in which event this Agreement shall

be reviewed/amended for the next BID Term set out in the BID Proposal, Alteration Proposal or the Proposal set out in the re-ballot provided, in relation to Renewal Proposal and Alteration Proposal the Council consents to such continuation;

- LB Richmond exercises its discretion to terminate the BID Arrangements in exercise of powers under regulation 18 of the Regulations.

3 Legislative Requirements

The billing, collection, enforcement and general administration of the Business Improvement District shall be in accordance with The Business Improvement Districts (England) Regulations 2004 (as amended). (The regulations).

4 The BID Revenue Account

LB Richmond shall keep a BID Revenue Account in accordance with regulations and accounting codes of practice in force at the time and provide written confirmation to the Discover Twickenham BID Ltd of the same as required.

Discover Twickenham BID Ltd shall provide LB Richmond with details of its bank account into which the BID Levy shall be transferred from the BID Revenue Account and any other details which the LB Richmond may reasonably require.

On the last Working Day of each quarter, during the BID Term, the Council shall inform the BID Company of the total amount of BID Levy monies collected by the Council during the previous quarter and clearly name the BID Levy Payers from which such BID Levy monies have been received.

The Council will pay the BID Levy in 5 instalments equal to:

- i. Start of month 1 – 25% of debt invoiced / to be invoiced
- ii. Start of month 4 – 25% of invoiced debt
- iii. Start of month 7 – 25% of invoiced debt or a lesser amount taking into account all of the collected levies
- iv. Start of month 10 – Any further balance collected
- v. Month 12 – Any further balance collected less any repayments to BID Levy Payers

Upon presentation of the BID Company's invoice the Council will pay the invoiced amount into the BID Company's bank account by electronic bank transfer (BACS) within twenty-eight (28) days.

The invoice referred to above shall clearly set out the BID Levy monies and any VAT at the relevant rate.

The BID Company shall inform the Council immediately if its VAT status changes and shall ensure that VAT is correctly treated on subsequent invoices.

If necessary, LB Richmond will pay to the BID Company or receive from it the balance of monies having taken account of the quarterly on account payments and the balance on the BID Revenue Account at the year end.

If, at the end of the 5-year BID term, Discover Twickenham BID Ltd is not renewed, then the final payment is to be made by the final day of its term. Thereafter, any monies collected should be retained in the BID Revenue Account.

LB Richmond will charge Discover Twickenham BID Ltd £11,000 in respect of an annual administration charge. In addition, any relevant summons/court costs not recovered for the year will be charged separately. These amounts shall be payable on receipt of an invoice from LB Richmond which will be issued in month 7.

All sums will be subject to Value Added Tax (VAT) where applicable under VAT legislation and regulations in force at the time.

5 Collecting the BID Levy

COUNCIL PROCEDURE FOR ENFORCING PAYMENT OF THE BID LEVY

The BID Levy shall be payable on the Single Instalment Due Date as set out in the Demand Notice in each year throughout the BID Term by BID Levy Payers. The BID Levy shall be collected in one instalment from each BID Levy Payer in each Financial Year by the Council, however, with agreement from the BID Company, the Council may recommend the setting up of further instalments if it considers that this is warranted by the BID Levy Payer's circumstances.

If the BID Levy is not paid on the Single Instalment Due Date, the Council shall send a Reminder Notice to the relevant BID Levy Payer which shall:

- identify the sum payable;
- provide a further seven (7) days for such BID Levy Payer to make payment of the BID Levy; and
- confirm that the Council may make an application to the Magistrates Court for a Liability Order to recover the unpaid sum (together with interest and costs).

If after a further seven (7) days from the date of the Reminder Notice the outstanding sum of the BID Levy has not been paid by the relevant BID Levy Payer, the Council shall at its discretion decide whether to make an application to the Magistrates Court for a Liability Order to recover the outstanding sum of the BID Levy as is permitted by the Regulations.

The Council will charge the BID Levy Payer for any costs associated with having to make an application to the Magistrates Court.

If this outstanding amount is still not paid by the BID Levy Payer, then the Council reserves the right to pass the matter to its Enforcement Officers and a bailiff will be permitted to recover the costs.

The Council shall recover its costs, reasonably incurred, in making such an application, from the BID Levy Payer in accordance with the Non Domestic Rating (Collection and Enforcement) (Local Lists) Regulations 1989 (as amended)..

The BID Company will produce an information leaflet which explains the BID Levy and its activities for the year and such information leaflet will be served on the BID Levy Payer at the same time as the Demand Notice. The BID Company shall deliver leaflets equal to the number of hereditaments the BID area covers, plus 10% to cover spoils and new properties to the Business Rates Team at LB Richmond, Civic Centre, and 44 York St, Twickenham, TW1 3BZ no later than fourteen (14) days before the

despatch of annual levy invoices Single Instalment Due Date in each year of the BID term (date to be advised each year to the BID Company by the Council).

6 Enforcement Mechanisms In The Event That The Council Fails to Enforce Collection of the BID Levy

In the event that LB Richmond fails to enforce payment of the BID Levy against a BID Levy payer, the Discover Twickenham BID Ltd shall be entitled to serve an Enforcement Notice on the LB Richmond requesting that:

- LB Richmond takes appropriate enforcement action.
- If LB Richmond fails to provide written confirmation of the action it is taking in relation to the Enforcement Notice within 21 days of the issue of that Notice the Discover Twickenham BID Ltd shall be entitled to serve an Appeal Notice on the Director of Finance of the LB Richmond and such notice shall:
 - detail the Sum Unpaid;
 - confirm that LB Richmond has failed to use the enforcement mechanisms available to it under this Agreement to recover the sum unpaid; and
 - include written notice requesting that a meeting with the Discover Twickenham BID Ltd takes place in order to achieve a solution and/or agree a strategy to recover the sum unpaid.

7 Accounting Procedures and Monitoring

LB Richmond shall maintain a list of those BID Levy Payers who have paid the BID Levy and those BID Levy Payers who have not paid and shall make the list available to the Discover Twickenham BID Ltd.

LB Richmond shall provide the BID Company with such information as may be agreed between them and this can include:

- the amount of the BID Levy for each BID Levy Payer;
- the amount of the BID Levy collected for each BID Levy Payer;
- details of BID Levy Payers who have not paid the BID Levy;
- details of Reminder Notices issued;
- details of Liability Orders made or applied for;
- details of payment agreement made, if any, between the LB Richmond and BID Levy Payers.
- ❖ on a monthly basis during the first three months of a Financial Year and thereafter on a quarterly basis throughout the remaining duration of a Financial Year for the duration of the BID term.

Meetings will take place between LB Richmond and the Discover Twickenham BID Ltd, as reasonably required by either party, but no less frequently than every 6 months, to update on all matters pertaining to the collection and spend of the levy.

Within 3 (three) months after the end of each Financial Year (for the duration of the BID Term) LB Richmond shall provide an Annual Report to the Discover Twickenham BID Ltd.

An Annual Report means a report to be prepared by the Council which details the following:

- (i) the Financial Accounts;
- (ii) the total amount of BID Levy collected during the relevant Financial Year;
- (iii) details of the success rate for the collection of the BID Levy;
- (iv) the total amount of the Deductions;
- (v) the Council's proposals (if any) to help improve its efficiency in the collection and enforcement of the BID Levy;
- (vi) details of those BID Levy Payers who have paid the BID Levy and those who have not paid the BID Levy and;
- (vii) the Council's proposals for Bad or Doubtful Debts;

Within 1 (one) month from the date of receipt of the Annual Report in each financial year (for the duration of the BID Term) the Discover Twickenham BID Ltd shall provide a BID Company Report to LB Richmond.

The BID Company's Annual Report means a report for each Financial Year to be prepared by the BID Company which details the following:

- (i) the total income and expenditure arising from the BID Levy;
- (ii) other income and expenditure of the BID Company not being part of the BID Levy;
- (iii) a statement of actual and pending surpluses and deficits; and
- (iv) the various initiatives and schemes upon which the BID Levy has been expended by the BID Company;

The BID Revenue Account will be subject to the normal internal & external audit arrangements of LB Richmond. LB Richmond will make available to the Discover Twickenham BID Ltd any information reasonably requested by the Discover Twickenham BID Ltd that it is able to do under any relevant legislation.

8 FREEDOM OF INFORMATION ACT

The BID Company acknowledges that the Council is subject to the requirements of the Freedom of Information Act 1988 (FOIA) and shall assist and cooperate with the Council (at the BID Company's expense) to enable the Council to comply with its disclosure requirements and the Council shall notify the BID Company of any such requests. In turn, the Council acknowledges that the BID Company is not subject to the requirements of the Freedom of Information Act 1988 (FOIA).

The Council may determine in its absolute discretion whether any information is exempt from disclosure in accordance with the provisions of FOIA or is to be disclosed

in response to a request for information, and for the avoidance of doubt where the Council has received a request under the FOIA and it has notified the BID Company of the request, in no event shall the BID Company respond directly to a request of information connected with such request to the Council unless expressly authorised to do so by the Council.

9 Confidentiality

Both LB Richmond and the Discover Twickenham BID Ltd shall comply with the requirements of the Data Protection Act 1998 (as amended), particularly in relations to clauses 6 and 7, and shall keep confidential and not divulge to any person

9.1 any information which has been exchanged about the BID Levy Payers or Contributors or about other third parties which has been obtained or received as a result of operating the BID

9.2 without the prior written consent of the other party any information (written or oral) concerning the business affairs of the other.

this obligation shall survive the termination or lapse of the BID Arrangements.

10 Notices

Any notice or other written communication to be served or given to or upon any party to this Agreement shall be sent to the address provided for above or such substitute address in England as may from time to time have been notified by that party upon 7 days written notice.

A notice may be served by;

- delivery to the Director of Finance at the address of LB Richmond specified above; or
- delivery to the Company Directors at the address of the Discover Twickenham BID Ltd specified above;
- registered or recorded delivery post to such addresses;
- electronic communication (provided that it is in legible form and is capable of being used for subsequent reference) to such addresses.

Any notice served shall be deemed to have been validly served or given at the time when in the ordinary course of business, it would have been received.

11 Contracts (Rights Of Third Parties)

The provisions of the Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

12 Arbitration

The following provisions shall apply in the event of a dispute:

- any dispute or difference of any kind whatsoever arising between the parties hereto out of or in connection with this Deed shall be referred to arbitration before a single arbitrator;
- the parties shall jointly appoint the arbitrator not later than 28 (twenty-eight) days after service of a request in writing by either party to do so and each party shall bear its own costs;
- If the parties are unable to agree within 28 (twenty-eight) days, the appointment of such arbitrator then such arbitrator (hereinafter referred to as “the Tribunal”) shall be appointed on the application of either party to the President for the time being of the Law Society;

In the event of a reference to arbitration the parties agree:

- to prosecute any such reference expeditiously; and
- to do all things or take all steps reasonably necessary in order to enable the Tribunal to deliver any award (interim, final or otherwise) as soon as reasonably practicable;
- that the award shall be in writing signed by the Tribunal and shall be finalised within 21 (twenty-one) days from the date of such award;
- the award shall be final and binding both on the parties and on any persons claiming through or under them.

13 Miscellaneous

- For avoidance of doubt where any part of this agreement is incompatible with the Regulations or any other regulations which the Secretary of State may issue pursuant to Part IV of the Local Government Act 2003 then such part shall be struck out and the balance of this Agreement shall remain.
- The headings in this Agreement are for ease of reference only and shall not affect the construction of this Agreement.
- References to the Council include any successors to its functions as local authority.

Signed on behalf of London Borough of Richmond Upon Thames

Authorised Signatory and Official Title

.....
Signature

Date: 1 March 2024

Signed on behalf of Discover Twickenham BID Ltd

Authorised Signatory and Official Title

.....
Signature

Date:

Schedule 1 – Baseline Agreement

These baselines have been prepared in accordance with the BID regulations and outlines the current level of service provided by London Borough of Richmond Upon Thames across a number of service levels.

These baselines relate to the BID area outline in Schedule 2 of this Agreement.

1. Street Care

Responsible authority: London Borough of Richmond Upon Thames
Head of Service: Richard Hearle
Responsible Officer: Roland Copley – Inspection & Enforcement Manager

Specification	HW99 Contract
	<p>Conditions of Contract</p> <p>To Inspect and maintain the public highway under section 41 of the 1980 Highways Act</p> <p>The Inspection & Enforcement Officer (IEO) is required to maintain a computerised record for each road within the bid area on a regular basis and repair any such defects liable to cause a danger to all users of the public highway.</p> <p>The record of inspection shall include: -</p>

	<ul style="list-style-type: none"> • Date of inspection. • Location (road name) • Recorded details of actionable defects observed. • Works orders raised, job number, priority. • Rechargeable Orders raised • Name of the Inspector carrying out the inspection. • General condition of each element of the highway <p>In recording the findings, the records should indicate the inspectors name, the date, any actionable defects that have been observed and the job number of the works order raised to rectify the defect.</p> <ul style="list-style-type: none"> • Method of Inspection <p>All inspections shall be undertaken on foot at the agreed frequency.</p> <p>The IEO should undertake the inspection walking along each footway in turn and inspecting the carriageway from both footways. Designated pedestrian crossing points such as pelican crossings, zebra crossings and pedestrian refuges should be inspected to the same standard as the footway. The inspection would include A Boards, all iron works, guard rails, litter bins and the highway surface.</p> <ul style="list-style-type: none"> • Defects <p>Inspectors would take account of the fact that there may be some unevenness within the highway. There may be ridges, uneven surfaces and differences in levels, but such characteristics have to be accepted and cannot be automatically considered dangerous or not reasonably safe.</p> <p>At tree sites, the IEO's should use their experience and knowledge to assess any unevenness and use their own discretion in considering the likelihood of any difference in levels becoming actionable before the next inspection and act accordingly.</p> <ul style="list-style-type: none"> • All reported defects, other than those found on routine inspections, should be inspected within the agreed timescales and where actionable defects are observed, a priority works order should be raised in line with agreed frequency of the street.
	<ul style="list-style-type: none"> • Treatments <p>Defects in artificial stone paving (ASP) shall be repaired by taking up and relaying, or to take up and replace the ASP wherever possible.</p> <p>Replacing ASP with bituminous macadam shall be used in the following circumstances: -</p> <ul style="list-style-type: none"> • Where the ASP has obviously been damaged by persistent vehicle overriding and to replace the ASP would lead to further orders because it will be broken again. • At tree sites where the paving defects are obviously being caused by tree roots and the ASP cannot be safely re-laid.
	<p>Obstructions</p>

	<p>Anything obstructing the highway will be dealt with on a priority basis, any obstructions such as scaffolds or hoardings must be licensed, and the agreed terms and conditions abided by. Tables and chairs and street trading licenses would be dealt with by the appropriate section and monitored by the IEO.</p> <p>Fly-tips will be investigated and enforced.</p> <p>Overhanging vegetation would also be dealt with where it overhangs the public highway.</p>
Boundary Area	BID Area – Twickenham Town Centre

2. Street Cleansing Activities – Nov 2018 - Baseline Activity

Number of staff and Equipment	<p>Continuous street cleaning 1 x F.T.E. hand beat sweeper Monday – Friday 6.30 – 16.00 Saturday and Sunday 6.30 – 15.00</p> <p>Daily street cleaning 2.5 x F.T.E. hand beat sweepers Monday – Friday 6.30 – 16.30 Saturday and Sunday 2 x F.T.E. hand beat sweeper 6.30 – 15.00</p> <p>1 x Mechanical Broom The Continuous & Daily areas are both swept by mechanical broom daily.</p> <p>Fortnight street cleaning 1 x F.T.E. hand beat sweeper Monday – Friday 6.30 – 16.00 Saturday and Sunday No Service</p> <p>Graffiti removal service Monday – Friday on call responsive service</p> <p>Weed control Sub contracted by main contractor 3 x a year</p> <p>Gully cleansing Monday - Friday Gully cleaned every 2 years & on call for blockages</p> <p>Rugby & Events Additional and specific resource supplied for match/event days.</p>
Specification (BID Area)	<p>Continuous Sweep: Church Lane Church Street Katharine Road Kew Road</p>

	<p>King Street London Road (York St – Whitton Rd) Richmond Road (York St – Sion Rd) The Embankment Water Lane York Street</p> <p>Daily Sweep: Arragon Road Bell Lane inc. Footpath Church Passage Flood Lane Garfield Road Wharf Lane Wharf Lane Service Road</p>
Performance Measures	Minimum B standard (NI 195). Area monitored by council officer and contract supervisor
Non-Compliance procedure	As per contract requirements
Existing value	LBRuT total contract £ 2.5m/annum cost of above N/A
Proposed Bid additional activities that the BID will carry out as required and directed by the BID Board.	<p>Monday – Friday</p> <ul style="list-style-type: none"> ⤴ Extend daily area to continuous and fortnightly to daily cleaning Extra 3 x F.T.E. sweepers (6.30 – 16.00) Cost £ 1,722.83/ week ⤴ Dedicated CX 200 mech. Sweeper with driver for the area Cost £ 3,875.19/ month ⤴ Dedicated ride on pavement mech. Sweeper with driver. Cost - £ 663.22/ week ⤴ Dedicated graffiti/pavement washing team (2 x F.T.E.) – panel van with on board power washer. Cost - £ 493.00/ Day ⤴ Dedicated Van with the driver for the area fly tip removal and ad hoc cleaning Cost - £799.10/ week <p>Saturday Continuous cleaning</p> <ul style="list-style-type: none"> ⤴ 1 x F.T.E. 6.30 – 15.00 Cost £ 181.76/ day ⤴ 1 x F.T.E. 14.00 – 22.00 Cost £ 181.76/ day <p>Sunday Continuous cleaning</p> <ul style="list-style-type: none"> ⤴ 1 x F.T.E. 6.30 – 15.00 Cost £ 236.03/ day ⤴ 1 x F.T.E. 14.00 – 22.00 Cost £ 236.03/ day <p>Saturday Daily cleaning</p> <ul style="list-style-type: none"> ⤴ 1 x F.T.E. + van 6.30 – 15.00 Cost £ 312.23/ day <p>Sunday</p>

	<p>Daily cleaning ▲ 1 x F.T.E. + van 6.30 -15.00 Cost £ 369.98/ day</p> <p>Blossom, leafing and winter season One off payment for 2 x F.T.E.+ Caged van for 8 weeks Cost £ 11,589.66</p> <p>Monday – Friday Extend cleaning time:</p> <p>▲ Summer 16.00 – 22.00 Cost £ 339.27/ week</p> <p>▲ Winter 16.00 – 19.00 Cost £ 217.05/ week</p>
Cost of additional activity.	TBD based on options above

All prices include costs of fuel, materials, tools, O/Head & profit. Excludes annual indexation and other contract costs.

3. Highway Maintenance (Planned).

Head of Service – Dave Cochrane.

Responsible Officer – Steve Spinks.

Contracts	<p>Highway Maintenance Civils Contract – Contractor F.M.Conway Ltd. Road Marking Contract – Contractor - F.M.Conway Ltd. Carriageway Resurfacing Contract – Contractor – F.M Conway Ltd.</p> <p>All contractors awarded following competitive tendering process.</p>
Specification for statutory services and /or standard routine services	To carryout Planned Highway Maintenance repairs /highway construction works, Carriageway Resurfacing and Road Marking recovery/new installations, in accordance with the above mentioned contracts.
Performance Measures and any relevant industry standards	I.C.E Conditions of Contract. Contract Specifications. New Roads & Street Works Act 1991. Standard Specification for Roads & Bridges. Standard Method of Measurement. L.B.R.U.T Design Guide Policy. UKPMS Ch6 (DVI). Highways Act 1980. Safety at Street Works & Road Works (COP).
Non - Compliance Procedure	<p>Daily inspection of works for non-compliance/poor performance and quality.</p> <p>Failure to comply results with works being carried again at contractors expense. Non-compliance with the N.R.S.W.Act results in shadow Fixed Penalty Notices.</p> <p>Performance Bond £50000. held on each of the three contracts.</p>
Existing Value of Contract/Service	<p>Civils Contract – £2,300,000 p.a (approx).</p> <p>Road Markings - £100,000 p.a (approx).</p> <p>Carriageway Resurfacing - £1,200,000 p.a (approx).</p>

	These contracts are borough wide. It is not possible to accurately apply the contract costs to the Twickenham BID area alone.
Boundary Area	Restricted to within the boundaries of L.B.R.U.T.
BID area	Twickenham town area.
Proposed BIDs Additional Activity	No additional activity currently planned.
Cost of BIDs Additional Activity	N/A

4. Parks and Open Spaces Baseline

Responsible Authority: London Borough of Richmond
Head of Service: Yvonne Feehan (Parks Service Manager)

Service Provided, Number of Staff & Equipment	<p>Parks & Open Spaces in the BID area: York House Gardens Champions Wharf Diamond Jubilee Gardens Holly Road Garden of Rest Garfield Road Open Space Twickenham Green Twickenham Rough Twickenham Embankment</p> <p>In Bloom Activity Hanging Baskets, Troughs and Barrier Boxes</p> <p>The Parks Team has a council employed client team, and a framework of contracts consisting of 7 LOTs to provide specialist services. These lots are: - <i>Amenity Landscapes, Arboriculture, Play, Wardening, Park locking, Events and Exterior Planting</i></p> <p>In addition to the framework the cleansing of parks and open spaces is covered under the Street cleansing contract. Conservation Contract and OPM contracts are outside the Parks Framework.</p>
Specification	Each Lot within the Framework of Contracts has its own specification, but all are outcome based i.e. we expect all of the Lots to provide a very high-quality service.
Performance Measure	Each Lot has its own series of KPI's which are self-monitored by the contractors as well as the client team.
Existing Value of Contract/Service	The Framework of Contracts has a total value of £2.6M
Boundary Area	Twickenham BID area

5. Parking Operations (Parking Services)

Responsible authority: London Borough of Richmond Upon Thames
 Head of Service: Jim Marshall
 Responsible Officer: Jim Marshall

Will complete when map is digitally available	<p>11 Parking Enforcement within TTC Bid Area</p> <p>Civil Enforcement Officers CCTV Enforcement of bus lane and moving traffic contraventions</p>
Specification	<p>Title of Contract</p> <p>Parking Enforcement Services</p> <p>Tendered within EU procurement rules.</p> <p>Enforcement is undertaken by Civil Enforcement Officers employed by the contractor. This is done physically on-street by Officers and via CCTV.</p> <p>An enforcement line is also provided so that enforcement can be requested for a particular issue.</p> <p>For the TTC bid area enforcement must take place at least once a day.</p>
Performance Measures	<p>Contract performance indicators are agreed with the contractor.</p> <ul style="list-style-type: none"> • Parking Bay Suspensions • Number of visits to key areas • Complaints • Deployed CEO hours • CEO PCN errors • Maintenance of pay and display machines • Signs and lines inspections • CEO activity • CCTV deployed hours • Variance from planned daily deployed hours for CEOs
Existing Value of Contract/Service	<p>The tendered value of the contract now stands at £1.19m per annum for the Borough.</p> <p>It is not possible to accurately apply the contract cost to the TTC BID area.</p>
Boundary Area	<p>BID Area – Twickenham Town Centre</p>

6. CCTV

Baseline Activity**Head of Service**

CCTV

Tony Carter

Number of Staff & Equipment	Total of 84 on street cameras on the borough of which 14 are in the BID area. 41 MSCP Cameras (16 Paradise Road, 25 Arragon Road) Of which 25 are in the BID area CCTV monitored on a reactive basis by Careline staff
Specification	Monitoring will be carried out by dedicated CCTV operators with a Joint Control Centre (JCC) combining live monitoring of MPS radio system for both Richmond and Wandsworth Metropolitan Police Service. The JCC also operates a dedicated Police CCTV review room which is used 24/7 by the Police. .
Performance Measure	Number of incidents reported/detected Number of police attendances to incidents Number of arrests Provision of adequate staffing & proper observation
Non - Compliance Procedure	TBD
Existing Value of Contract/Service	
Boundary Area	BID area as defined on attached map
Proposed BIDs Additional Activity	
Cost - Additional Activity	

7 Tourism and Town Centre Support Activities**Baseline Activity****Head of Service: Steve Diamond****TOURISM AND TOWN CENTRE SUPPORT ACTIVITIES**

Number of Staff & Equipment	High Streets and Local Growth Team Includes Visit Richmond , town centre coordination, liaison and funding activites support: Number of Staff – 2.0
Specification	Providing support and guidance on Twickenham-specific events and activity, complementing the specialist service-specific support.

	<p>Support and liaison for the Twickenham BID Board, including attendance at meetings and facilitation of links with council officers, Members and Council departments/contractors.</p> <p>Town Centres/Xmas Funding opportunities may be available to the BID, subject to development of the Council’s funding programmes and availability of resources.</p> <p>Current tourism-focussed activity that relates to Twickenham BID area:</p> <ul style="list-style-type: none"> ▪ Promote and work alongside local hotels and attractions ▪ Produce and distribute the VisitRichmond Guide, including Twickenham content where appropriate ▪ Produce and distribute a Borough wide “What’s On” guide including Twickenham content where appropriate ▪ Populate and maintain www.visitrichmond.co.uk, including Twickenham content where appropriate ▪ Populate and maintain VisitRichmond, twitter and facebook, featuring BID and town centre items on request
Performance Measure	<p>Level of communication and engagement with the BID Manager and Board</p> <p>Satisfaction with support provided expressed by BID</p> <p>Growth in reach of promotional channels</p>
Non - Compliance Procedure	<p>Initially through informal communication channels, between the Head of High Streets and Local Growth and BID Manager/Chair, in liaison with Cabinet Member. BID Board and Senior Officers may be engaged in issues if necessary.</p>
Existing Value of Contract/Service	<p>Boroughwide service – net cost approx £100K NET.</p>
Boundary Area	<p>The service covers the Borough however events listed above are within the BID area</p>
Proposed BIDs Additional Activity	<p>No additional work anticipated as the BID company will effectively provide the additional delivery for the Town Centre.</p>
Cost of BIDs Additional Activity	

8 Street Lighting

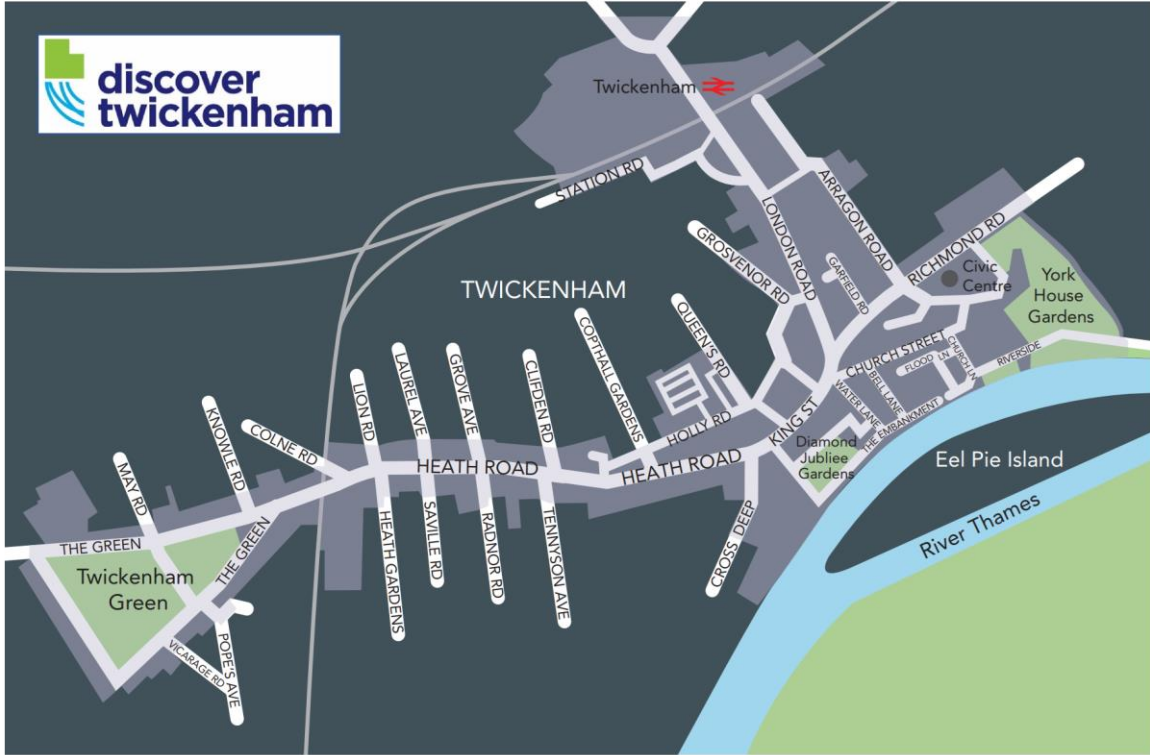
Responsible authority: London Borough of Richmond Upon Thames
 Head of Service: Dave Cochrane
 Responsible Officer: Andrew Porter - Street Lighting Engineer

<p>Will complete when map is digitally available</p>	<p>12 Street Lighting Assets within Richmond BID Area</p> <p>Street lighting – Illuminated Traffic Signs – Illuminated Bollards Non-illuminated bollards School crossing flashers Zebra Beacons</p>
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	Assets available to view on MapAll via link http://gislink/mapall/
Specification	<p>Title of Contract</p> <p>LBRuT Street Lighting Maintenance Services Tendered within EU procurement rules.</p> <p>Maintenance is completed in accordance with the specification and conditions of contract for ICE Term Version.</p> <ul style="list-style-type: none"> • Service Provider London Borough of Richmond Upon Thames DLO 1st September 2018 <p>Maintenance policy defined with the terms and conditions of the term contract.</p> <p>Routine and cyclic maintenance of all illuminated street furniture and the non-routine and installation and replacement of new, life expired or damaged assets. (the contract excludes traffic lights and Bus Shelters)</p> <p>Routine maintenance includes planned lamp replacements, cleaning electrical and structural testing, street light faults attendance and making safe of damaged street lighting and regular night time inspections.</p> <p>Non-routine maintenance includes replacement of damaged and life expired street lights, installation of new and replacement street lights.</p> <p>Specification of the contract includes: Emergency attendance to road traffic accidents and vandalism, door off, etc. within 2hrs.</p> <p>All faults are repaired within a target period of 5 working days.</p> <p>Lanterns are replaced in 20 working days.</p> <p>Concrete columns are replaced as part of a replacement programme.</p> <p>Aging columns are structurally assessed as part an annual risk assessment.</p> <p>Lanterns are cleaned at every routine visit and bi annually</p> <p>Columns are structurally inspected bi annually alternately to cleaning</p> <p>Street lighting lamp changes are completed between 2 and 5-year intervals depending on lamp type.</p> <p>Bollards are cleaned monthly in winter bi monthly in summer lamp changed annually where required</p> <p>Traffic signs are cleaned and lamp change annually.</p>

	<p>Subway walk ways are cleaned and lamp changed annually.</p> <p>Zebra beacons (all LED) are cleaned annually.</p> <p>All street lighting assets are electrically tested every 6 years, as programmed.</p> <p>Structural testing sample sites up to 600 per annum.</p> <p>All street lights inspected for correct operation two weekly summer time 4 weekly winter time.</p>
Performance Measures	<p>Night time inspection:</p> <p>1st May to the 30th September = every 4 weeks 1st October to the 30th April = every 2 weeks</p> <p>Emergency Response = 2 hours</p> <p>Days taken to repair a street light fault -5 days - measured monthly</p> <p>Average number of street lighting faults completed on time - target 90% - measured monthly</p> <p>98% of street lights operating correctly - measured monthly</p> <p>Time taken by DNO (UKPN) to repair a fault - target 16 days measured quarterly</p>
Existing Value of Contract/Service	<p>The tendered value of the SLMSC is £477,000 for the Borough. It is not possible to accurately apply the contract costs to the Twickenham BID area.</p>
Boundary Area	<p>BID Area – whole borough</p>

Schedule 2 – Map of BID area



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