

BASELINE SERVICE AGREEMENT

Baseline Activity: HIGHWAYS MANAGEMENT (Area North)

Responsible Authority: Devon County Council

Head of Service: Joe Deasy

<p>Current level of service provided including aim of service, number of staff, equipment and frequency of service provision</p>	<ul style="list-style-type: none"> • Ensure highway network is fit for purpose including undertaking a system of continuous inspection to monitor condition, record defects and initiate remedial action. • One Highways Supt covers parish of Barnstaple full time. • Highway Term Contractor available as required. • Approve activities within highway – eg scaffold and skip permits, banners, road closures, utility works etc.
<p>Specification</p>	<ul style="list-style-type: none"> • Safety defect repairs within timeframes dependent on road/footway category. • Highway Works specification for all repairs • Street works undertaken to Traffic Management Act 2004
<p>Existing value of contract / service</p>	<ul style="list-style-type: none"> • Value of highway maintenance £9m across 4,000km of network. • Assuming Barnstaple Town Centre include 10km of roads/footpath = £22,500 per annum • Value of highway improvement works £8m across network = £20,000 per annum
<p>Performance measure</p>	<p>Service measured by:</p> <ul style="list-style-type: none"> • Regular supervision of repairs • Response to customer enquiries • Contractor’s performance indicators
<p>Non compliance procedure</p>	<ul style="list-style-type: none"> • Contractor may be required to re-do • Corrective actions with contractors / staff
<p>Future level of service provision</p>	<p>Additional areas that are not covered in current level of service:</p> <ul style="list-style-type: none"> • Bus shelter cleaning £1K per annum • Graffiti removal £0.5K per annum • Sign Cleaning £1K per annum • Street furniture painting £1K per annum • Cycle network promotion £0.3K per annum • Freight management promotion £0.3K per annum • Additional cycle stands £0.5K per annum

	<ul style="list-style-type: none"> • Additional cleaning / weeding £2K per annum • Additional gully cleansing £1K per annum • Improved lighting £1K per annum • Minor enhancement schemes £5K per annum • Additional grass cutting on main approaches to town centre £2k
Other relevant information	No plans to increase or reduce on current level of service
Proposed BID additional activity	Additional street signage and Town Welcome Maps
Cost of additional BID activity	TBC after consultation and published in final BID Business Plan – likely to be in region of £90,000 over five years