

## BASELINE SERVICE AGREEMENT

**Baseline Activity: Toilet Cleaning, Street Sweeping, Litterbin Emptying (Barnstaple town centre)**

**Responsible Authority: North Devon Council**

**Head of Service: Martin Coles**

**Services Manager: Simon Green**

<b>Current level of service provided</b>	<p>1 mechanical sweeper Hako + operator (2 hours a day 7 days per week)</p> <p>1 man + broom and butt (7 hours per day 7 days per week) sweeping and litterbin emptying.</p> <p>1 mechanical sweeper Scarab + driver + sidesman (1hour per day Sat &amp; Sunday)</p> <p>Cattle Market toilets cleaned 3 times per day and inspected periodically by supervisor.</p>
<b>Specification</b>	<p>Toilet cleaning Street sweeping Litterbin emptying Litterpicking</p>
<b>Existing value of contract / service</b>	<i>TBC</i>
<b>Performance Measure</b>	An employee is responsible for the monitoring of street cleanliness to a national standard (NI195)
<b>Non-compliance procedure</b>	<p>Toilet cleaning charge-hand monitors areas and when required steps taken to address non-cleaning and lack of care.</p> <p>Service Manager also checks on an ad-hoc basis and feeds back to staff concerned.</p>
<b>Future level of service provision</b>	There will be no changes to service provision over the next three years. We will operate as now. If there are expansions, then they will be incorporated within our regimes.
<b>Other relevant information</b>	No plans to reduce or increase service levels
<b>Proposed BID additional activity</b>	None
<b>Cost of BID additional activity</b>	N/a