

Crawley Borough Council – Business Improvement District

Baseline Service Document – Arboricultural Service

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Activity	Arboricultural Services
Head of Service (Document sign off)	Kate Wilson
Contact	George Frame Arboriculture Officer
Date	05/09/2022
Review	As required
Renewal Date	TBA

Overview of Service

The service includes the organisation and provision of an Arboricultural Service to the Crawley Borough Council owned trees in The Manor Royal Business District. A full tree survey is currently underway.

We provide reactive tree services provision within The Manor Royal Business District five days per week, consisting of inspections and remedial tree surgery where required. Service requests, complaints and compliments are reported through the Council's Contact Centre or web-site '[tell us about a problem](#)' page. Our contact Centre is open Monday to Friday from 8.30am to 5pm on 01293 438000. Service requests are responded to within 10 working days. The Arboricultural Service provides an all year round 24 hour emergency call out service for dangerous trees. This service is accessible via the Council's Emergency out of hours telephone number (01293 438000).

The Service aims to maintain a healthy and visually attractive tree stock throughout The Manor Royal Business District. 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, in the case of planning applications BS5837 – 2012, and to BS8548 – 2014 standards for planting.

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Number of staff

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

Performance Measures

We aim to provide advice within 10 working days or sooner if 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 adhere to all Council policies relating to customer care. Tree surgery works are provided by a CBC appointed contractor and adhere to their own policies and procedures but are ultimately responsible to Crawley Borough Council when working on our behalf.

Budgetary Process

We are currently conducting a full tree survey within the town and budgets will be allocated accordingly once the survey is complete.

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 allocated disproportionately or unfairly to the BID area.

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I, the undersigned agree that the contents above reflect the service which is provided to The Manor Royal Business District today. We are committed to providing a continuous service with similar service levels to the BID Area during the period of the BID (5 years). Any changes made to the service during the period of the BID will be in response to external influences and will be discussed with the BID Company.

Date

14/09/2022

Signed



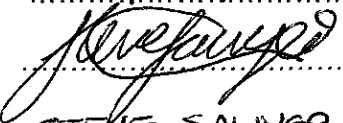
Name
(Capital letters)

DARREN STANDING

Date

20/09/2022

Signed



Name
(Capital letters)

STEVE SAWYER
EXECUTIVE DIRECTOR
MANOR ROYAL BID

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