

# Crawley Borough Council – Business Improvement District

## Baseline Service Document – Grounds Maintenance

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<b>Activity</b>	<b>Grounds Maintenance – Manor Royal</b>
<b>Head of Service</b> (document sign off)	<b>Kate Wilson</b>
<b>Contact</b>	<b>Darren Standing – Patch Manager</b>
<b>Other Contacts</b>	<b>Karen Rham - Neighbourhood Services Manager</b>
<b>Date</b>	<b>05/09/2022</b>
<b>Review</b>	<b>As required</b>
<b>Renewal Date</b>	<b>TBA</b>

### Overview of Service

The service includes the organisation and provision of a comprehensive Grounds Maintenance Service.

- Litter picking CBC and WSCC owned land
- Grass cutting CBC and WSCC owned verges
- Hedge cutting of CBC owned shrubs and hedges

### Number of staff & equipment

The Manor Royal District is maintained by staff covering all aspects of Street Scene Services which include Street Cleansing operating Monday – Thursday 7am – 3 Pm and Friday 7am – 2:30pm.

Appropriate professional equipment is deployed.

- Ride on mowers
- Pedestrian mower
- Strimmers
- Vehicles
- Knapsack weed sprayers
- Mechanical blowers
- Hedge cutters and pruners
- Various hand tools.

### Specification

# **Crawley Borough Council – Business Improvement District**

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The Grass Cutting service consists of mowing and strimming of grassed areas typically 5 times per annum between March and October. The operation is dependent on favourable ground and weather conditions.

N.B. all grass verges are owned by West Sussex County Council and cut by the Borough Council on an agency basis.

Bunded Grass areas are cut 4 times per annum (Manor Royal, Metcalf way, County Oak Way and Crawters Brook.)

Tree lifting and pruning is undertaken during the winter to allow efficient ride on cutting access for the following season.

Hedge cutting on CBC owned shrubs and hedges will take place 1 – 2 times per annum. 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 dealt with where possible within 10 working days.

Urgent matters occurring outside of these hours can be reported via the Council's out of hours service on 01293 438000.

### **Non Compliance Procedure**

Complaints are passed to the Patch Manager who will investigate and respond within 10 working days.

The Grounds Maintenance staff are employed directly by Crawley Borough Council and therefore adhere to all Council policies and procedures, including those relating to customer care.

### **Existing Value of Contract Service**

Whilst detailed information is not collected for distinct areas, the existing budget is allocated across the Town proportionately.

### **Budgetary Process**

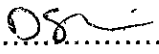
The level of service provided will be dependent upon the availability of funds through the Council's annual budgeting process. Should there be any reduction in service levels, these will not be applied disproportionately or unfairly to the BID area.

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.

# Crawley Borough Council – Business Improvement District

## Baseline Service Document – Grounds Maintenance

Date... 14/09/2022 .....

Signed...  .....

Name ... DARREN STANDING .....

(Capital letters)

Date... 20/9/2022 .....

Signed...  .....

Name ... STEVE SAWYER .....

(Capital letters)

EXECUTIVE DIRECTOR  
MANOR ROYAL BID

