

DATED

2018

**BASELINE AGREEMENT
[RELATING TO BUSINESS IMPROVEMENT DISTRICT (BID)
ARRANGEMENTS FOR ACTON]**

THE COUNCIL OF THE LONDON BOROUGH OF EALING

-AND-

ACTON BUSINESS IMPROVEMENT DISTRICT (BID) Company Limited

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- SCHEDULE 1 – Baseline Activity and Additional Activity Specification

ARTICLES OF AGREEMENT

THIS AGREEMENT is made on the date of commencement on the 1 day of October 2018

Between

- (1) **THE COUNCIL OF THE LONDON BOROUGH OF EALING** of Town Hall, New Broadway, Ealing W5 2BY ("the Council"); and
- (2) ACTON BID...

(hereinafter individually referred to as "Party" and collectively as the "Parties".)

Recitals

- A The Council and the BID Company have entered into an Operating Agreement dated the same as this agreement to confirm arrangements by which the BID Levy shall be collected by the Council and the general arrangements as to the relationship to be established between the Council and the BID Company for the duration of the BID Term.
- B By clause 4 of the Operating Agreement the parties agreed to enter into the Baseline Agreement (the "**Agreement**").
- C The purpose of the Agreement is to:
 - i) specify the services in the BID area which the Council is responsible for providing in the BID area ("**Baseline Activity**") together with any additional services proposed to be added to the Baseline Activity ("**Additional Activity**");
 - ii) set out such other arrangements as the Parties wish to agree in relation to the delivery and monitoring of the Baseline Activity and Additional Activity.

THE COUNCIL AND THE CONTRACTOR HEREBY AGREE as follows: -

1. This Agreement herein governs the overall relationship between the Parties with regard to the matters set out in the Agreement and the Parties agree to perform their obligations set out herein in accordance with the Agreement.

IN WITNESS whereof the Parties have in accordance with their respective constitutions signed this Agreement the day and year first before-written

**FOR AND ON BEHALF OF
THE COUNCIL OF THE
LONDON BOROUGH OF EALING**

..... (signature)
Authorised Officer

.....(name in print)

.....(Official Title)

**FOR AND ON BEHALF OF
THE COUNCIL OF THE
LONDON BOROUGH OF EALING**

..... (signature)
Authorised Officer

.....(name in print)

.....(Official Title)

FOR AND ON BEHALF OF

DIRECTOR	Signature
Name IN CAPITALS	

DIRECTOR / COMPANY SECRETARY	Signature
Name IN CAPITALS	

1. DEFINITIONS AND INTERPRETATION

1.1 Definitions

“Additional Activity” means the services specified as Additional Activity in Schedule 1;

“Agreement” means the Articles of Agreement above, the terms set out below and the Schedules herein below;

“Baseline Activity” means the services specified as Baseline Activity in Schedule 1;

“Council’s Guidelines” shall include relevant rules, procedures, guidelines, policies, codes of practice and standards of the Council;

“Force Majeure” means:

- a) war, civil war, conflict or terrorist attack arising within and affecting the United Kingdom;
- b) nuclear, chemical or biological contamination of the Supplier’s property arising from any of the events at (a) above;
- c) riot, flood or earthquake;
- d) pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds; or
- e) any circumstances beyond the reasonable control of the Council.

“Legislation” shall include all Acts of Parliament and statutory regulations, instruments or orders, court decisions or judgements having the force of law and codes of practice issued there under and all applicable European Community legislation, as any of the same may be amended or interpreted from time to time;

“Service(s)” means collectively or individually, in whole or in part the services specified in Schedule 1 as Baseline Activity and Additional Activity which may be varied from time to time during the BID Term as set out in Clause 9 below;

“Service Contract(s)” means any contracts which the Council has entered into with third party contractors for the supply of services which include the Services specified herein.

1.2 Interpretations

Save where the context requires otherwise all defined terms in this Agreement shall have the same meaning as set out in the Operating Agreement.

The headings appearing in this Agreement are for ease of reference only and shall not affect the construction of this Agreement.

Where reference is made to a “clause”, ”schedule”, or “part”, such reference (unless the context requires otherwise) is a reference to a clause, schedule, or part of this Agreement.

References to the Council include any successors to its functions as local authority

References to statutes, bye laws, regulations, orders, delegated legislation shall include any such instrument re-enacting or made pursuant to the same power.

2 Statutory Authorities

2.1 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.

3 Commencement

3.1 This Agreement shall take effect from **1 October 2018** (unless the Parties agree in writing an alternative commencement date) and shall continue for the BID Term for so long as the Operating Agreement is in effect. If the Operating Agreement is terminated prior to the expiry of the BID Term in accordance with clause 11 of the Operating Agreement then this Agreement shall automatically terminate.

4. Performance of the Services

4.1 The Council shall be responsible for delivering or procuring the delivery of the Services at its own cost for the duration of the term.

4.2 The Council will endeavour to ensure that the Services are performed: (i) in accordance with any Service Contracts, (ii) as required to comply with the Council Guidelines and (ii) in compliance with Legislation.

4.3 The Council shall not be liable to the BID Company for the acts or defaults of its contractors, employees and agents in relation to the delivery of the Services.

- 4.4 The Parties are committed to working together in a spirit of partnership to support the BID Arrangements which have been set up in order to promote the amenity, vitality, viability and accessibility of Acton and address challenges of mutual interest where no single organisation has the capacity or to tackle them.
- 4.5 The Parties agree to work together in good faith and in a spirit of mutual trust and confidence.
- 4.6 The Parties agree to not use the BID levy at any time to either fund or procure the Services.

5. No Agency

- 5.1 Nothing in this Agreement shall be construed as establishing or implying any agency, legal partnership or joint venture between the Council and the BID Company.
- 5.2 Neither of the Parties nor their personnel shall in any circumstances hold themselves out as being authorised to enter into any contract on behalf of the other Party or in any other way to bind the other Party to the performance, variation, release or discharge of any obligation.

6. Authorised Officer and BID Representative

- 6.1 The identity of the Authorised Officer shall be notified to the BID Company by the Council. The Authorised Officer is authorised by the Council to receive any notices served in accordance with this Agreement and shall be the principal contact person for the BID Company to liaise with in relation to any issues, complaints or queries which the BID Company may wish to bring to the attention of the Council in relation to the operation of this Agreement and the delivery of the Services. From time to time, the Authorised Officer may appoint one or more Council personnel to act in his place, whether generally or for specified purposes or periods. The Authorised Officer shall notify the BID Company in writing of any such appointment he makes.
- 6.2 The identity of the BID Representative shall be notified to the Council by the BID Company. The BID Representative is authorised by the BID Company to receive any notices served in accordance with this Agreement and shall be the principal contact person for the Council to liaise with in relation to any issues, complaints or queries which the Council may have in relation to operation of this Agreement.

7. Monitoring and Reviews

- 7.1 The Parties shall nominate two representatives each to form a monitoring and review group within 28 days from the date of commencement which will convene a review meeting every six months during the BID Term on such dates as the members of the monitoring and review group shall agree.
- 7.2 The purpose of the review meeting will be to address any matters which members of the monitoring and review group may propose relating to the performance of the Services and the operation of this Agreement.
- 7.3 In advance of each review meeting, the BID Company shall prepare a monitoring report that addresses the level of Services against a number of criteria, such criteria to be agreed between the Parties at the first review meeting.

8 Payment for Services

- 8.1 The Council shall in respect of each of the Services (if applicable) submit one invoice annually to the BID Company for the payment of any sums which may be due in respect of each of the Services (as applicable) delivered in the Financial Year in which the invoice is submitted.
- 8.2 The BID Company shall pay the said invoices within twenty-eight (28) days from the date of receipt. In the event that the BID Company fails to pay the said invoices within the prescribed period of time the Council shall be permitted to recover the invoiced costs directly from the BID Revenue Account.

9 Variation of Services

- 9.1 The Parties may agree to add to Services, reduce Services or to alter the provision of the Services in any other way, provided that any such variation:
- (i) is agreed between the Parties in writing including any costs to be paid in relation to the Service as varied in accordance with Clause 8;
 - (ii) does not conflict with the Council's obligations under any Service Contract;
 - (iii) does not result in any alteration to the BID Arrangements including but not limited to the BID Levy.
- 9.2 The Council may propose a variation to any part of the Services on the basis that it is necessary or desirable having regard to the Council's

Guidelines, Legislation or factors relating to any Service Contracts and provided that it would not alter any part of the BID Arrangements (including but not limited to the BID Levy) and would not be detrimental to the BID Company or the BID Levy Payers, for example, cancellation of a town centre street cleaning contract. Any such variation proposed by the Council shall not be implemented without prior consultation with the BID Company.

- 9.3 The Council may withdraw or suspend a Service or part thereof if:
- (i) a Force Majeure Event occurs which prevents the delivery of the Service;
 - (ii) a Service Contract is terminated which prevents the delivery of the Service.
- 9.4 The Council shall give the BID Company no less than six weeks prior notice of any withdrawal or suspension of the Service in the circumstances specified in Clause 9.3 above wherever it is possible to give prior notice. In the event that it is not possible to give prior notice, the Council shall notify the BID Company of the withdrawal or suspension of the Service as soon as practicably possible and shall consult with the BID Company on arrangements for reinstating the Service or varying the provision of the Service in any way.

10. Dispute Resolution

- 10.1 The following provisions shall apply in the event of a dispute:
- 10.2 Any dispute or difference of any kind whatsoever arising between the Parties hereto, out of or in connection with this Agreement shall be referred to arbitration before a single arbitrator, if the dispute cannot be resolved by agreement between the Parties.
- 10.3 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.
- 10.4 If the Parties are unable to agree within 28 (twenty-eight) days as to 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.
- 10.5 In the event of a reference to arbitration the Parties agree that the arbitration shall proceed in accordance with and subject to the provisions of the Arbitration Act 1996 (unless the Parties agree an alternative arbitration procedure).

- 10.6 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.
- 10.7 The award shall be final and binding both on the Parties and on any persons claiming through or under them.

11. Confidentiality

- 11.1 Both the Council and the BID Company agree to keep confidential and not to divulge to any person without the prior written consent of the other party all information (written or oral) concerning the business affairs of the other nor any information which has been exchanged about the BID Levy Payers or Contributors or about other third parties which it shall have obtained or received as a result of operating the BID nor any information which either of the Parties discloses to the other Party on the basis that the information is kept confidential. This obligation shall survive the termination or lapse of the BID Arrangements.

12. Contracts (Rights of Third Parties)

- 12.1 Nothing in the Contracts (Rights of Third Parties) Act 1999 shall operate to give any third party the right to enforce any term of this Contract.

13 Law of Contract

- 13.1 This Agreement shall be governed and construed according to the laws of England and Wales and, subject to clause 10, the Parties acknowledge and submit to the exclusive jurisdiction of the Courts of England and Wales.

14 Notices

- 14.1 Any notice or other written communication to be served or given to or upon any Party to this Agreement to the other shall be in writing and 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.
- 14.2 A Notice may be served by on the Council's Representative or the BID Representative by:
- registered or recorded delivery post; or

- Electronic Communication (provided that it is in legible form and is capable of being used for subsequent reference)

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

15 Miscellaneous

15.1 For the 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.

15.2 Nothing contained in this Agreement or implied in it shall prejudice or affect the rights discretions powers duties and obligations of the Council under all statutes bye-laws statutory instruments orders and regulations in the exercise of its functions as a local authority.

15.3 If any provision of this Agreement shall become or shall be declared by any Court of competent jurisdiction to be invalid or unenforceable in any way, such invalidity or unenforceability shall in no way impair or affect any other provision, all of which shall remain in full force and effect.

15.4 Wherever under this Agreement any sum of money shall be recoverable from or payable by the BID Company to the Council, the same may be deducted from any sum then due or which at any time thereafter may become due to the BID Company under this Agreement or may be recoverable from the BID Company as a debt.

SCHEDULE 1 – BASELINE ACTIVITY AND ADDITIONAL ACTIVITY SPECIFICATION

PARKS AND TREES

The Council will maintain the public owned parks, open spaces, trees and planted areas in Acton.

The Council aspires to maintain the ethos of the Green Flag Standards whose measured criteria relate to:

1. A welcoming place
2. Clean and well maintained
3. Conservation and heritage considerations
4. Healthy, safe and secure
5. Sustainability matters
6. Community Involvement
7. Effective Management

The services will be largely provided under the Council's grounds maintenance contract and will include:

- Grass cutting

All general grass areas are cut on a regular basis maintaining a height between 30mm and 90mm. During growth season this requires a cut roughly every 14 to 20 days.

These works include mowing and/or strimming around immovable objects such as bins, posts & seats, cutting right up to the edges of shrub beds, path edges, hedges, walls and gullies.

Grass clippings will not be collected after cutting, but will be blown from hard surfaces.

- Litter and rubbish clearance

Cleansing Operations are carried out in accordance with a summer and winter programme. The 'Summer Programme' is the period between March and October inclusive; and the 'Winter Programme' is the period of the year excluding the Summer Period.

The specification for litter collections require the contractor to visit and remove all manageable items of litter from wherever they occur within the site boundary, as laid out in DEFRA's code of practice on litter and refuse 1990.

- Shrub maintenance

Beds are contracted to be visited monthly in order to maintain them in a neat, tidy and attractive condition, ensuring shrubs are in a healthy state and do not present problems of nuisance and danger to those who come into contact with them.

- Hard surface maintenance

Paths, playgrounds, car parks, and other hard or semi-loose surfaces are required to be maintained in a safe, clean manner throughout the year and are weeded regularly.

- Playground inspection and maintenance

Regular inspections (minimum once per week) are required on all play areas throughout site to ensure all play equipment therein are maintained in a safe, clean, usable condition as per the ROSPA guidelines.

Play area safety surfaces are to be maintained in a safe and durable condition and these works are to be implemented at such times and at such intervals which shall reduce to a minimum the inconvenience to users.

Trees in the public realm are inspected as follows:

- Street trees – every 3 years
- Parks and open spaces trees – as and when required on a risk basis

Works to trees are carried out as and when required following inspection. Where trees are removed the Council commits to replace this within 12 months albeit this may not be in the exact same location.

HIGHWAYS AND STREET LIGHTING

Highways defects

1. Highway inspections & Intervention levels

All public highways are inspected by Council's highway inspectors at the following intervals:-

Principal and Secondary roads – monthly
Residential and Link roads – quarterly
Isolated footpaths – bi-yearly

During inspections, if identified defects are **greater than 25mm in depth**, the highway inspector will raise works orders to the contractor to carry out remedial works – a list of these defects is shown below. These works will be attended to by the contractor within 5 working days where the defect will be ‘made safe’ as a minimum, followed by a permanent repair within 30 working days. If the identified defect is deemed to pose an immediate danger to the public, the highway inspector will raise an ‘emergency works order’ and the defect will be attended to within 3 hours.

- Raised paving slabs
- Trip hazards in the footways
- Pot-holes in carriageways
- Dislodged/damaged road signage
- Dislodged/missing kerb stones

If road signage is identified as missing, replacement signs will be affixed within 30 working days. If road markings such as yellow lines, give way markings, CPZ marking etc. require refreshing/renewal, these will be carried out within 30 working days.

2. Response times for Highway-related CRM’s (Inc. response times)

All highway-related CRMs will be designated under ‘Standard’ response protocols, unless the following conditions/scenarios are reported, in which case, the status defaults to ‘Emergency’ response’:-

1	Road closure request following a Road Traffic Accident (RTA).
2	Road or footway collapse.
3	Request for assistance from the Emergency services.
4	Large potholes greater than 50mm in depth on the public highway.
5	A missing inspection cover/manhole cover/gulley grating on the public highway.
6	Fallen item lying on the public highway, causing a danger to motorists/pedestrians on the public highway, such as a fallen tree, branches, traffic barriers etc.
7	Dislodged paving slab or kerbstone.
8	Diesel/Oil spillage on the public highway.
9	Blocked gullies/drains causing major flooding on the public highway where there is a risk of damage to property.

Emergency – 3 hours (for a ‘make safe’ repair or permanent repair)

Standard – 5 working days (for a ‘make safe’ repair or permanent repair)

If a ‘make safe’ repair is carried out on first attendance, permanent repairs will be carried out by the highway contractor within 30 working days of the ‘make safe’ repair.

Road gullies (Highway drainage)

Road gullies are inspected during routine highway inspections that are carried out by the Council’s highway inspectors. Works orders are raised by the inspectors for gullies that are identified as ‘blocked’, and these are attended to within the following response times:-

Blocked gully or gullies causing immediate major flooding on the public highway that is deemed to be a health and safety issue to adjacent residential properties	3 hours
Blocked gully or gullies not causing an immediate danger or major flooding incident	5 working days

The response times in the above table will apply to all gully-related CRM enquiries received by the call centre.

Street Lighting Faults

All lamp columns, illuminated bollards and illuminated signage are inspected by the Council’s street lighting contractor monthly, and defects identified are attended to within the following response times:-

Minor Lamp column outage (e.g. lamp/bulb change)	7 working days
Major Lamp column outage (e.g. lantern/ballast change)	20 working days
Complete lamp column replacement	30 working days
Underground electrical cable fault	30 working days
Knocked down lamp column (emergency attendance to ‘make safe’ and disconnect underground electric supply).	3 hour

The response times in the above table will apply to all street-lighting CRM enquiries received by the call centre.

Out of hours – Highway and street lighting defects/faults

Between the hours of 5pm & 8am Monday to Friday, all weekend and all day on public bank holiday days, all CRM enquiries are handled by the Council's appointed out-of-hours highways officer. He/she will determine what works may be required on site during these times and will instruct /coordinate the appropriate Council's contractor or contractors to attend site to 'make safe' the situation. If action is required by any of the council's Highways contractors, they will be instructed immediately and will be on site **within 2 hours** to deal with the emergency.

SAFER COMMUNITIES

The Safer Communities Team is responsible for addressing community safety concerns within the borough and providing a consistent and responsive service to residents who report anti-social behaviour. The team also has the statutory duty of tackling anti-social behaviour involving or affecting council tenants and leaseholders. The team try to adopt wherever possible a problem-solving approach to issues that are reported and will also provide support and co-ordination to other teams and agencies in responding to reports of anti-social behaviour among their clients.

Regulatory Services

The commercial side of regulatory services conducts both proactive and reactive inspections of businesses following a risk based approach in line with legislation and a guidance that governs this work. The role of the service is work to ensure businesses are compliant in Food Safety, Health and Safety, Licensing and Trading Standards. Serious or persistent non-compliance will be dealt with through enforcement.

Premises licensed under the Licensing Act 2003 are published online providing a transparent approach. Food businesses are rated under the Food Hygiene Rating System (FHRS) businesses rated 2 or below are deemed to non-compliant with food law. If a business wants to gain a better rating then the service does offer unannounced re-ratings that are chargeable. All ratings can be found online, again providing an open approach and a competitive market.

The Food Safety Team has one primary authority agreement in place, but is looking to take on further partnerships across other areas of regulation.

Public Space CCTV

There are **19** public space CCTV cameras in the Acton BID area(**see table TBC once area is confirmed**), which are monitored and recorded in the Councils 24/7 control room. These cameras are available to Police Dispatch at Hendon centre for incident management as well as a direct police radio link within the control centre.

Ealing CCTV work closely with other Council departments and set tasking to tackle ASB and crime using the CCTV cameras.

Camera checks are carried out by operator staff every day. This would generally include recording, picture, movement and the servers. The term contractor for Ealing Council is TYCO integrated systems ltd.

If a camera is reported faulty it would be checked by an engineer in line with LBE SLA's, typically most town centre camera faults would be visited within 24hrs and replaced or repaired within 48hrs. This may be longer depending on service demand at the time or if there are other factors from third parties.

The CCTV control room also supports the StoreNet retail radio scheme, which extends throughout the Acton BID area by subscription. Responses to this will be prompt assuming that no other incidents are being managed at that time.

The CCTV staffing levels are 1- 2 members of staff on 24 hr rota with a 3 operating on occasion during events and periods of high demand. The team is supported with a CCTV officer and CCTV Manager (Monday-Friday, 9am-5pm). CCTV officer will attend partnership meetings where possible with Acton BID.

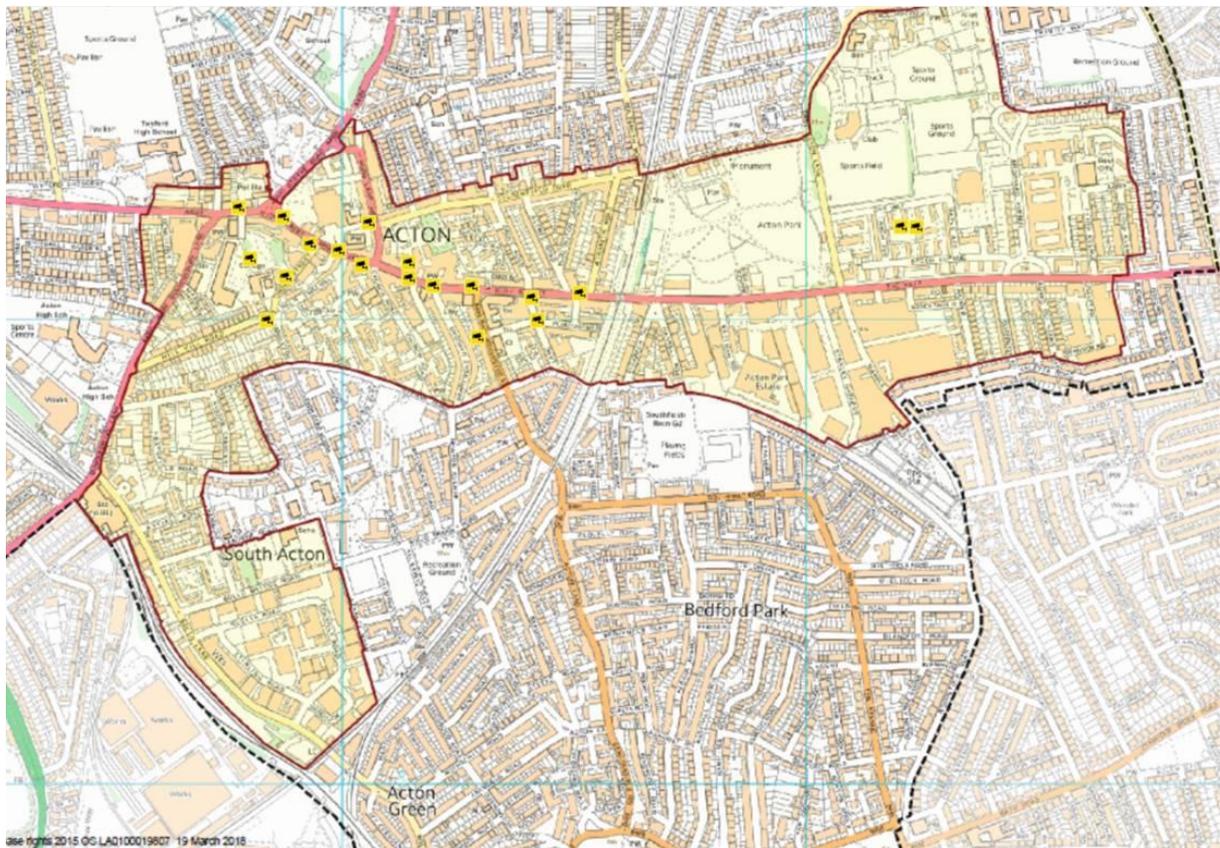
Any issues or queries can be addressed to cctv@ealing.gov.uk

Acton CCTV camera locations

PTZ	High St / Alfred Rd
PTZ	High Street / Acton Ln
PTZ	Acton Ln / Salisbury St
PTZ	High St / Winchester St
PTZ	High Street / Berrymead Gdns

PTZ	High St Opp Oldham Terrace
static	High St Opp Oldham Terrace Static
PTZ	High Street / Church Rd
PTZ	High Street / Mill Hill Gr
PTZ	Market Place Opposite Churchfield Rd
PTZ	High St j/w Crown St
PTZ	Crown Street outside No.34
PTZ	Langley Drive / Mill Hill Rd
PTZ	Woodlands Park
PTZ	High Street / Steyne Rd
PTZ	High Street Op Woodlands Ave
PTZ	Vale Estate
Static	Vale Estate

Map of CCTV cameras



Response Team

The Councils Noise and Nuisance Response Team investigate complaints of statutory nuisance and construction noise. Response Officers are available at the following times:

Monday to Thursday – 9am to 2am next day

Friday – 9am to 5am next day

Saturday – 12 Noon – 5am next day

Sunday – 2pm to 11pm

Crime reduction & Anti-Social Behaviour

The Safer Communities Cluster team work with colleagues across the Safer Ealing Partnership to reduce crime, the fear of crime and anti-social behaviour. Adopting a partnership approach to problem solving the teams work to make Ealing Safer.

Safer Neighbourhood Team

The Acton BID area is covered by 4 SNT teams (Acton Central, South Acton, East Acton and Southfield) which all consist of 1 Sergeant, 2 PC and 1 PCSO and are overseen by an Inspector for the Acton Cluster.

The priorities are set at ward level differ per ward but can be found on SNT ward pages online.

CAR PARKING

There is one car park in Acton: Salisbury Street Car Park, Acton W3 8NW (adjacent to the swimming baths).

This car park has 62 spaces. It offers both phone and cash parking facilities. The car park is cleaned and inspected for defects on a weekly basis.

On Street parking

The streets within the BID currently offer 65 pay and display only spaces and 80 shared use spaces (where pay and display or a permit is permitted). There are also 8 car club and 29 disabled bay spaces (though most of these are associated with residents not generic shopping amenities).

CLEANSING AND MAINTENANCE

Council owned and maintained public highways across the borough are cleaned on a regular schedule, normally on the same day each week.

Street cleansing:

- occurs weekly on public roads and footpaths
- occurs in residential streets the day after waste collection (including Saturday)
- occurs daily (from 6am-8pm) on heavy pedestrian usage areas (eg town centres)
- can be affected/suspended in extreme weather conditions such as flooding/snowfall when emergency provisions take effect
- includes the removal of all flytips (0-3 cubic metres in size) on the scheduled cleansing day
- includes leaves being removed as part of the standard street cleansing. Bags containing leaves are put to one side for recycling.
- Slippery leaves, likely to cause an accident, should be reported as an emergency highway clearance.

Street cleansing problems should be reported to the council through the Grimebusters service - 24-hour, 7 days a week for reporting cases of flytipping, graffiti and emergency cleansing

The council will aim to take action within 1 working day.

The map below shows the street cleaning categories by frequency for Acton streets. The roads are scheduled to be cleansed on the days advertised at the frequencies stated, e.g;

Zone one (continuous 7 days per week from 8am to 9pm)

1 x Daily, cleanse once every day

1 x Weekly, once per week on the same day as waste collection. **1x fortnightly.**

1x three-weekly.

All litterbins are emptied at least once every day, in Zone one areas more often

All neighbourhood recycling sites are swept around daily

Inspectors randomly inspect around 25% of all cleansing operations carried out by the contractors throughout the borough.

Acton High Street, King Street and Market Place are classed as a Zone One for street cleansing purposes meaning that the contractor is contracted to maintain cleanliness between the hours of 08.00 and 20.00 seven days per week. If Council monitoring officers become aware of the area falling below "Grade A" then the contractor has up to two hours to restore the area to the required standard between those hours.

Service standards are subject to change at short notice.