

Team	Activity	Location	Frequency	Notes / Enhancement Opportunities
<b>Glass Works Zone - GW Team</b>				
	Cleaning	GW	Daily Mon - Sun	Norse - cover from 06:30- 20:30hrs 7 days a week. Peak resource at 6 cleaners on site.
	Landscaping	GW	As agreed SLA	BU6 Neighbourhood Services Team to provide to GW
	Pest Control	GW	SLA to be agreed	BU6 to set out service SLA to cover rodents, birds and insects
	Refuse Collection	GW	Tues & Fridays + ad-hoc if required	Residual, recycling and specialist waste services being provided by BU6 Commercial Waste and specialists 3rd party companies
	Heating & Ventilation	GW	FM service Schedule	BU4 / 3rd party provider
	Mechanical and Electrical	GW	FM service Schedule	BU4/ 3rd party provider
	Fire Protection Contract	GW	FM service Schedule	BU4/ 3rd party provider
	Lifts - Maintenance Contract	GW	FM service Schedule	12mth Defects Liability Period BU4/ 3rd party provider
	General Building Repairs	GW	FM service Schedule	12mth Defects Liability Period BU4/ 3rd party provider
	Adverse Weather materials	GW	Ad-hoc	Norse to provide resources / agreement to be reached on materials
	Lightening Protection	GW	FM service Schedule	BU4 / 3rd party provider
	Access Equipment Inspection	GW	FM service Schedule	BU4 / 3rd party provider
	Lamp Replacement	GW	Ad-hoc	BU4 with BU6 support
	Drains/Gutters cleaning	GW	Ad-hoc	BU4 to lead BU6 to support
	Signage Maintenance	GW	Ad-hoc	BU4
	Multi-storey car park decontamination	GW	Daily	BU4 / Norse / Doyle to provide cleaning and out of hours security BU6 Replenish Car parking machines / payment handling / enforcement.
	Christmas Decorations	GW	annually	BU4 / 3rd party provider
	CCTV	GW	Daily Mon-Sun	BU4 / 3rd party provider
<b>NS Town Centre Team</b>				
	Litter picking & emptying bins within TC Area. Excl. GW		Daily Mon - Sun	Cover currently from 6am-6pm Mon to Sun with a 4 days on 4 days off rota. No one on from 6pm to 6am. Revenue required for additional 3-person shift to cover to 11pm. Current bin stock outside of GW needs replacing, separate capital case required
	Clean bins	TC excl. GW	Weekly	Now 2 vacancies in team of 6. Additional resource will improve overall quality of current offer / or could redo job profile to provide Stone cleaning
	Clean behind cable boxes	hot spot locations	Daily	Supported by NS Environment demand management Service (EDMS) team
	Litter pick car parks	Ham's orchard, County Way	Daily Mon - Sun	Supported by NS EDMS team
	Deep clean car parks	& County Way as hot spots	Weekly (Tues)	Supported by NS EDMS team

	Weed removal	TC excl. GW	Ad-hoc	Supported by NS EDMS team
	Weed Kill application	TC excl. GW	Annual & spot treatment	Supported by NS EDMS team
	Clean tree guards	TC incl. GW	Ad-hoc	
	Clean out phone boxes	Market hill	Weekly (Mon)	Supported by NS EDMS team / Working with legal team to bring back in house
	Clean under benches, P	Pals Garden	Daily	Supported by NS EDMS team
	Wipe Benches - Cleanin	TC area Excl. GW	Weekly	
	Stone cleaning	TC excl. GW	TBD	Currently subjected on an ad-hoc basis. Propose to procure equipment and support with resources
<b><u>Graffiti Removal</u></b>				
Working Mon - Fri 8am - 4pm with emergency call out	Graffiti removal team	incl. GW/ borough wi	Ad-hoc	BU8 provided service
<b><u>NS -Specialist team</u></b>				
Working Mon-Fri 8am-4pm	Seasonal planting	, Churchfields, Becket	twice a year	As current arrangements
	Grass Cutting	ditto	SLA Frequency	Currently 18-day SLA
	Pruning	ditto	Ad-hoc	
	Bed Maintenance	ditto	Ad-hoc	
<b><u>Highways</u></b>				
Working Mon-Fri 8am-4pm	Street inspection	TC excl. GW	majority monthly some peripheral low use roads on 3mthly	Street Inspection process will be enhanced to pick up aesthetics of street furniture in the TC excl. GW Zone
Working Mon-Sun 8am-4pm	Street Sweeping	Eldon, Church, Marke	Daily Mon - Sun Except BH	
	Drainage clearance	TC excl. GW	ad-hoc	
	Gulley cleaning	TC excl. GW	Programmed	
	Street furniture mainte	TC excl. GW	As ordered	Subject to enhanced highway inspection as set out in cabinet paper
	Street Lamp replaceme	TC excl. GW	As ordered	
	Pot holes	TC excl. GW	As ordered	
	General resurfacing wo	TC excl. GW	As ordered	
	Paving maintenance an	TC incl. GW	As ordered	Extra-over funding will be required for GW Zone & Glass Works Public Realm elements
	Christmas decorations	TC incl. GW	As ordered	Additional funding will be required for both TC and GW element
<b><u>Car Parking Enforcement</u></b>				
Working Mon - Sat 8am - 4pm	Enforcement activities	TC incl. GW	Daily Mon - Sat	Additional temp officers to be appointed following Car parking strategy proposal
	Car parking daily maint	Street parking locati	Daily Mon - Sat	Replenish Car parking machines / payment handling / enforcement.
<b><u>Town Centre Wardens</u></b>				

Working Mon- Sat 8am - 4pm	Patrols to deal with low	TC incl. GW	Daily Mon - Sun	Current service offer does not include resources beyond 4pm and on Sunday. See report for additional resourcing request
	Manger - case manager	TC incl. GW	Daily Mon - Sun	
<b><u>Pest Control</u></b>	Vermin control	TC incl. GW	Ad-Hoc	BU6 Commercial Services
<b><u>Highway Network Coordination</u></b>				
Working Mon-Fri 8am- 4pm with emergency call out	Site Surveys for propos	TC incl. GW	Ad-hoc	
	Follow up surveys for c	TC incl. GW	Ad-hoc	
<b><u>Commissioned Services</u></b> local authority support	Litter enforcement , do	TC incl. GW	Mon - Sat 8am- 4pm	Limited provision in evening hours and on Sunday
<b><u>CCTV Remote monitoring</u></b>				
	Public space cctv monit	TC	24x7	