

City of York Council Baseline Agreements

The appended Council baseline agreements cover:

- Street Cleaning
- Streetlighting
- Highways Maintenance
- Parking Services

Baseline Agreements: 2026-2031*

In-house baseline agreements are subject to annual review and agreement by CYC following approval of the Council's annual budget.

No external contracting is required.

The purpose of this baseline agreement is to set out, for the avoidance of doubt, the **STANDARD SERVICES** provided by the Council within the BID area and to set the benchmark criteria against which the provisions of additional services will be assessed.

Services provided by the BID levy are *complementary* to these baseline services.

Service	Street Cleansing
Baseline activity	Street cleansing of the City Centre
Service specification	<p>Tasks undertaken include</p> <ul style="list-style-type: none"> • cleaning town centres, including footstreets at least once a day • cleaning other roads daily, weekly, or monthly, based on need • undertaking litter picking and mechanical pavement and road sweeping

	<ul style="list-style-type: none"> • arranging removal of accumulated rubbish from land we own • emptying litter bins and dog bins <p>The service cannot attend issues on private land or unadopted roads.</p>			
Statutory or discretionary	Statutory			
Timing of activity	<p>Crews work between 7.30 a.m. and 2.30 p.m., Monday to Friday. Street cleaning problems reported outside of these times are received by the Council the next working day.</p> <p>When a street cleaning problem is reported, action depends on the type of problem:</p> <ul style="list-style-type: none"> • urgent street cleaning problems such as face masks, discarded needles or broken glass, are cleared within 2 working hours of a report being received • normal street cleaning problems are cleared within 3 working days of a problem being received 			
Staffing and equipment	<p>2X Small mechanical sweeper 1 X Small Electric Utility Vehicle (Goupil) Various hand- held manual equipment 1 x Supervisor 2 x Foreperson 10 x City Centre Cleansing Operatives</p>			
Key performance measures	Measure	2021/22	2022/23	2023/24
	CSPEC6– Graffiti: Number of issues reported (all land types)	452	856	550
	SLA02 – % of urgent street cleaning	53.5%	46.1%	55.2%

	cases completed in 2 hours			
	SLA04 - % of standard street cleaning cases completed in 3 days	67.7%	65.2%	52.6%
	YCC227 – Street cleaning; number of issues reported	2,150	2,307	2,214
Non-compliance procedure	No contract, but cost of service provision is approximately £500,000, subject to change with each annual budget allocation.			

Service	Street lighting
Baseline activity	Provision/ maintenance of street lighting within the City of York council boundary, including all streetlights, illuminated signs, bollards, and floodlighting
Service specification	<p>The street lighting service is unique within York, as both installation and maintenance of all street lighting assets are undertaken by City of York Council's internal Street Lighting Team with additional contracted resource on larger projects.</p> <ul style="list-style-type: none"> • Citywide maintenance of street lighting and illuminated signs, floodlighting and bollards. • Cyclical maintenance on routine lamp changes/maintenance. • Any alterations to existing installations are undertaken including column relocations and conversion of lights to newer more energy efficient technologies. • New lighting installations for Council highway schemes. • A design and install service for developers is offered by city of York councils street lighting team as regards any new developments/works including section 38/278 schemes. • A Street lighting design service is available through City of York council if developers require design only. • Electrical testing is carried out by the team on repairs or minor works. On routine cyclical maintenance contractors are sometimes brought in to undertake dependant on internal workloads. Structural testing on steel/concrete lighting columns is undertaken on a rolling

	<p>annual program by a CYC preferred specialist contractor.</p> <ul style="list-style-type: none"> • 24-hour Emergency call out facility is in place to cover any out of hours dangerous situations arising. • Festive light installations for local Traders' Associations or Parishes 			
Statutory or discretionary?	Under Section 97 of the Highways Act 1980, it is not mandatory for authorities to install street lighting, but once installed on adopted highways there is a responsibility for maintenance.			
Timing of activity	The maintenance service operates 7 days a week, 24 hours a day, and includes a CRM web based system for public reporting of street lighting issues/faults for fault reporting and an email reporting capability linked to the City of York Council website			
Staffing and equipment	<p>Staff</p> <p>8 X FTE: including Highways Services Manager, Street Lighting/Blacksmiths Site Agent, Street Lighting/Blacksmiths Project Engineer, Street Lighting Technician , 2 x Electricians, 2 x Street Lighting Operatives 1 x Electrician Apprentice</p> <p>The management and project staff also undertake work for other services such as blacksmiths/drainage/Graffiti & Ancient monuments teams</p> <p>Equipment:</p> <p>2 x 14.5 metre MEWPS (cherry pickers) 1 x SL rig 18 Tonne</p>			
Key performance measures	Measure	2021/22	2022/23	2023/24
	CES61 – Number of issues reported	2493	2829	2061
	CES63 – % of issues resolved	85%	54%	54%

	within target time			
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Service	Highways Maintenance
Baseline activity	Maintenance and repair of the highways network whilst minimising disruption on the transport network and protecting infrastructure
Service specification	<p>The highway maintenance service covers a wide range of activities. It is delivered by a number of in-house teams, working in conjunction with external service providers. The Highway Maintenance Service teams are responsible for the maintenance and repairs of the highway assets.</p> <p>We provide advice and support to across the council on proposed works including the adoption of highway as well as the construction works by others on the highway and play a strategic role in making sure it is to the highest of standards and includes whole life costs.</p> <p>The team provide forward programmes for both carriageway and footway schemes utilising high definition images of the highway and subsequent site investigations. From the survey data we return the annual valuation of all highways and assets complying with the requirements of Whole Government Accounting including calculating depreciation and replacement costs.</p> <p>In addition to the large scale works the teams undertake thousands of small scale repairs annually, these are allocated to our teams comprising of Blacksmiths, Drainage Highways, Ancient Monuments and Street Lighting and graffiti removal.</p> <p>These works identified above are raised by the highways inspectors, and repaired by the highways maintenance teams.</p> <p>The Street Lighting programme includes replacing the lamp heads with new more energy efficient LED lanterns, and structurally testing columns and an annual basis, As a result of tests and inspections we have a risk based approach to managing these structural assets and a programme for replacements.</p>
Statutory or discretionary?	Statutory
Timing of activity	This is an 07:30 - 17:30 activity with an out of normal working hours emergency response service

<ul style="list-style-type: none"> • Staffing and equipment 	<ul style="list-style-type: none"> • 34 FTE • 4 Supervisors • (9) 18 ton hook lift vehicles • (2) 12 ton fixed body vehicles • (4) 3.5 Pick Up Vehicle 			
Key performance measures	Measure	2021/22	2022/23	2023/24
	CES05 - % of principal roads where maintenance should be considered (local recording)	11%	Not collected	10.58%
	% of principal roads where maintenance should be considered (Scanner NI 130-01)	Not collected	Not collected	2%
	Benchmark National data (Scanner Dft comparison)	4%	4%	4%
	CES06 - % of non-principal roads where maintenance should be considered (local recording)	23%	Not collected	25.38%
	% of non-principal roads where maintenance should be considered (Scanner NI 130-02)	Not collected	Not collected	4%
	Benchmark National data (Scanner Dft comparison)	6%	6%	7%
Non-compliance procedure	Basic maintenance is supported with three 180 excavators with planer attachments			

Service	Parking Services
Baseline activity	Parking Services for York
Service specification	<ul style="list-style-type: none"> • Parking enforcement • Maintenance of all Council-owned car parks • Parking permits • (N.B. Parking Services is the lead department and supervises the administration of this, which is based within Customer Services and Business Support) • Penalty Charge Notice (PCN) appeals and representations • Abandoned vehicles
Statutory or discretionary?	Statutory
Timing of activity	<ul style="list-style-type: none"> • All non-enforcement work is within standard office hours • All enforcement work is done year round with two shift patterns per day, seven days per week • In addition to this we have one part time technician who works within normal office hours.
Staffing and equipment	<p>X 22 Civil Enforcement Officers and Assistant Supervisors</p> <p>X 1 Parking Enforcement Manager</p> <p>X 1 Representation Officer</p> <p>X 5+ Parking Business Support staff supervised by Representation Officer but based within Business support</p> <p>X 1 Technician</p> <p>X 4 vans</p> <p>Customer Services provide a staffed parking desk in West Offices covered by one officer and numerous</p>

	<p>Customer Services Representatives who are the first point of contact by phone dealing with customer permits, abandoned vehicle reports and PCNs amongst other parking related business and questions.</p> <p>All functions are supported by various hardware systems, mainly for the enforcement service</p>
Non-compliance procedure	<p>Council Traffic Regulation Orders, Council policy, operating under numerous Traffic and Highway legislation but mainly the Traffic Management Act 2004, led by the Department for Transport.</p>