

DATED

1st APRIL 2016

**DRAFT BASELINE AGREEMENT FOR THE
PROVISION OF STANDARD SERVICES**

**THE LONDON BOROUGH OF SOUTHWARK
(the "Council")**



- and -

**LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT COMPANY
(the "BID Company")**



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Baseline Agreement for Provision of Standard Services

THIS DEED is made the -----day of ----- 2015.

BETWEEN

(1) THE LONDON BOROUGH OF SOUTHWARK of 160 Tooley Street, London, SE1 2QH 1 (The Council); and

AND

(2) LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT COMPANY (“the BID Company”) registered as a company limited by guarantee in England with company number 5664987, and whose registered office is at 6 Hay’s Lane, London Bridge, London.

Background and Recitals

1.1 The BID Company has been established by the business community, as a joint undertaking with the local authority, to act as a Company Limited by Guarantee to deliver the objectives of the BID Business Plan and Proposals, and so as to improve the economic, social and environmental well-being of the BID area, as defined by the map in Schedule 1. The BID Company is solely responsible for the management and operation of the BID.

1.2 The local authority and the BID Company share a common aim for the BID area which is to establish London Bridge as a world-class business district and visitor destination that offers businesses, workers, visitors, tourists and residents a better managed and cared for trading environment, which is cleaner, greener and safer, and also more friendly, attractive, connected and socially responsible.

1.3 The Council is the local authority for the purposes of the Local Government Act 2003 and is providing the Standard Services and Statutory Functions within the BID Area. These are also referred to as the Baseline Services, and are set out in Schedule 2. The Council provides these services from within its own normal budgets and intends to continue to do so for the duration of the BID and this Agreement, subject to the provisions of Section 5 of this Agreement.

1.4 The purpose of this Agreement is to set out for the avoidance of doubt the Standard Services provided by the Council within the BID Area.

It is agreed as follows:-

2. Definitions

“Agreement”	means this Agreement and all of its Schedules
“Baseline Services”	has the same meaning as “Standard Services”
“Ballot Result Date”	means the date upon which a successful ballot result has been declared in favour of putting in place the BID Arrangements.
"BID"	is a Business Improvement District, and has the meaning given in the BID Regulations.
“BID Area”	means that area within which the BID operates as edged red on the plan attached to this Agreement in (Schedule 1)
“BID Arrangements”	are the detailed proposals for the BID, and has the meaning given by section 41 of the Local Government Act 2003.
"BID Levy"	means the charge levied and collected within the BID area pursuant to the Regulations.
"BID Levy Payers"	means the non-domestic rate payers liable for paying the BID Levy as shown in the BID Proposal and Business Plan.
"BID Term"	means 1 st April 2016 to 31 st March 2021
“Complementary Services”	means those services secured or procured by the BID Company from the Council or other third party provider in addition to the Standard Services, and also to any improvements to the Council’s Standard Services secured during the BID Term.
"Complementary Service Provider"	means the provider of the Complementary BID Services.
“Effective Date”	Means the date when this Agreement was signed by the parties

“Financial Year”	means the financial year for the BID Company which runs from 1 st April to 31 st March.
"Operating Agreement"	means the agreement entered into between the Council and the BID Company, which sets out the procedures for the collection, monitoring and enforcement of the BID Levy.
“Performance Notice”	means a notice served by the BID Company on the Council which: (i) identifies the Standard Service to which the notice relates; (ii) states how the Standard Service is not being provided in accordance with this Agreement; and (iii) requests that the Council liaise directly with the provider or contractor responsible for carrying out the Standard Service for the purposes of securing compliance with this Agreement.
“Proposals”	means the plan voted for by the BID Levy Payers in a ballot which sets out the objectives of the BID and identifies the various projects which will be undertaken using funds raised by the BID Levy and/or Voluntary Contributions to achieve those objectives; ‘Renewal Proposals’ has the same meaning save that ‘ballot’ shall be replaced with ‘renewal ballot’ ; and ‘Alteration Proposals’ has the same meaning save that ‘ballot’ shall be replaced with ‘alteration ballot’.
“Protocols”	means the informal procedures to be agreed by the Council and the BID Company the purpose of which is to assist in the provision of the Standard Services.
“Regulations”	means the Business Improvement Districts (England) Regulations 2004 and such amendments to those regulations which may be made by the Secretary of State pursuant to Section 48 of the Local Government Act 2003
“Services Review Panel”	means the panel whose members consist of representatives from the BID Company and the Council.
"Standard Services"	means the existing services provided by the Council within the BID Area as set out in Schedule 2.
Statutory Services	Means the services the Council undertakes within the BID area pursuant to their statutory roles as highway, planning and licensing authority.

"Voluntary Contribution(s)"	means any contributions or funds paid or made available to the BID Company which do not form part of the BID Levy.
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3. Statutory Authorities

3.1 This Agreement is made pursuant to Part IV of the Local Government Act 2003 and Section 111 of the Local Government Act 1972 and all other enabling powers.

4. The BID Company's Obligations

4.1 The BID Company agrees that it will provide the Council with any information the Council may reasonably require in relation to the carrying out of the Complementary BID Services.

4.2 In the event that the BID Company intends to change the BID Complementary Services the BID Company shall serve notice on the Council for the purposes of arranging a meeting of the Services Review Panel and at such a meeting the BID Company shall consult with the Council in respect of the intended change to the Complementary Services.

5. The Council's Obligations

5.1 The Council:

5.1.1 will provide the Standard Services within the BID Area at its own cost for the duration of the BID Term;

5.1.2 will not use the BID Levy at any time to either fund or procure the Standard Services;

5.1.3 may provide different Standard Services, delayed Standard Services or no Standard Services in the event that it is not reasonably practicable to provide the Standard Services by reason of the following:

- (I) Adverse weather conditions in the BID Area;
- (II) An excessive number of pedestrians in the BID Area which would impede or inhibit the carrying out of the Standard Services;
- (III) Restrictions by the Police as to the persons and/or number of persons permitted access in the BID Area;
- (IV) A traffic accident or major spillage in the BID Area;
- (V) Marches, parades, film and theatre premieres, festivals and visits by VIPs in or affecting the BID Area where such activities directly impede or inhibit the Standard Services from being provided;
- (VI) Any other reason in the BID Area or affecting the BID Area beyond the control of the Council

- 5.2 provided always that the Council shall first and, if possible, provide the BID Company with reasonable notice in the event that the Council intends to provide different Standard Services, delayed Standard Services or no Standard Services as a result of any of the reasons mentioned in this clause and the Council shall, if possible, endeavour to recommence the Standard Service as soon as reasonably practicable to the same standard as it was immediately before the change.
- 5.3 In the event that the Council intends to change the Standard Services significantly and permanently the Council shall consult with the BID Company no less than 6 weeks prior to that change, if possible, and such notice shall include:
- (a) a description of the part or parts of the Standard Services the Council intends to change;
 - (b) a detailed explanation of why the Council intends to change such Standard Services;
 - (c) the date on which the Council intends to change the Standard Services; and
 - (c) how it intends to consult the recipients of these Services on the changes proposed
- 5.4 Upon receipt of a Performance Notice from the BID Company, to carry out a review of the performance and the carrying out of the Standard Services by the contractor or provider of the Standard Services and to use its best endeavours to secure the improvement of the Standard Services from such contractor or provider and to consult with the BID Company on the action plan arising from such review to secure such improvements, if possible, and keep the BID Company informed of the Council's actions and progress in carrying out the action plan.

6. Licence

6.1 The Council hereby grants a licence to the BID Company, its agents or Complementary Services Provider to enter onto, into or upon any land within the Council's ownership or the highway in the BID Area for the purposes of the BID Company, its agents or Complementary Services Provider carrying out any function or service required or secured (or any ancillary function) reasonably necessary for the operation of the BID provided that the Council shall be permitted to withdraw such licence in the event that in its reasonable opinion the BID Company, its agents or Complementary Service Provider consistently act in such a manner which either contravenes usual health and safety requirements, commits a serious contravention of health and safety requirements, seriously damages Council property, severely prejudices the manner in which the Council can carry out its usual public services or where, in the Council's reasonable opinion, it is necessary to withdraw such licence in order to safeguard the health and safety of persons in or around the BID Area or part of the BID Area.

7. Monitoring and Review

7.1 The parties shall set up the Services Review Panel within 30 days from the date of this Agreement, the purpose of which shall be to:

- 7.1.1 review and monitor the carrying out of the Standard Services;
 - 7.1.2 where appropriate, review and monitor the carrying out of the Complementary BID Services and make such recommendations to the BID Company as are appropriate;
 - 7.1.3 review any Performance Notices served by the BID Company and steps which should be taken to secure the proper carrying out of the Standard Services and to make recommendations to the Council including recommendations for an improvement in performance in the carrying out of the Standard Services and recommendations for the carrying out of the Standard Services in a manner that facilitates the carrying out of Complementary Services, and to identify the need for any alteration to the Standard Services.
- 7.2 Within 30 days of this Agreement, the parties shall agree the dates when there will be meetings of the Services Review Panel and there shall be at least two such meetings in each Financial Year (throughout the duration of the BID Term) and on all other occasions further meetings of the Services Review Panel shall be arranged by the service of written notice by either party on the other, such notice to be provided no less than 28 (twenty-eight) days prior to the date of the proposed meeting (or less if otherwise agreed or in cases of emergency) and provided further that such meetings can be dispensed with altogether upon the written agreement of the parties.

8. Termination

8.1 The Council may terminate this Agreement:

- 8.1.1 in the same circumstances in which it may terminate the BID Arrangements under Regulation 18 of the BID Regulations;
- 8.1.2 in the event that the BID Company commits a serious and irremediable breach of this Agreement;
- 8.1.3 in the event that the Council terminates the Operating Agreement.

8.2 The BID Company may terminate this Agreement:

- 8.2.1 in the same circumstances in which it may terminate the BID arrangements under Regulation 18 of the BID Regulations

9. Joint Obligations

The parties agree:

- 9.1.1 for the purposes only of monitoring the Standard Services and the Complementary Services to review and take account of any representations or recommendations made to them by the Services Review Panel and take such action as may be appropriate;
- 9.1.2 to agree appropriate Protocols as may be required in order to assist the carrying out or provision of the Standard Services (and thereafter to review them annually);
- 9.1.3 to operate the Standard Services in accordance with such agreed Protocols.
- 9.1.4 Each party to this Agreement will make provision for its own insurances and liabilities.

10. **Confidentiality**

- 10.1 The parties 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 about other third parties which it shall have obtained or received as a result of operating the BID and this obligation shall survive the termination or lapse of the provision of the BID.

11. **Notices**

- 11.1 Any notice or other written communication to be served or given to or upon any party to this Deed 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 upon 14 days' notice in writing.
- 11.2 A Notice may be served by:
 - 11.2.1 delivery to the Council's Director of Environment at 160 Tooley Street, London, SE1 2QH
 - 11.2.2 delivery to the Company Secretary at the address of the BID Company specified above;
 - 11.2.3 registered or recorded delivery post to such addresses

11.2.4 electronic communication (provided that it is in legible form and is capable of being used for subsequent reference) to such addresses;

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

12. Miscellaneous

12.1 For the avoidance of doubt where any part of this Agreement is incompatible with the Regulations or any other regulations which the First 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.

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

12.3 Where reference is made to a clause, part or recital such reference (unless the context requires otherwise) is a reference to a clause, part, plan, or recital attached to this deed.

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

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

13 Exercise of the Council's Powers

13.1 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, byelaws, statutory instruments, orders and regulations in the exercise of its functions as a local authority.

14. Contracts (Rights of Third Parties)

14.1 The provisions of the Contracts (Rights of Third Parties) Act 1999 shall not apply to this Agreement.

15. Arbitration

15.1 The following provisions shall apply in the event of a dispute:

15.1.1 any dispute or difference of any kind whatsoever arising between the parties hereto out of or in connection with this Agreement shall be first referred to an agreed mediator, and thereafter to arbitration before a single arbitrator;

15.1.2 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;

15.1.3 if the parties are unable to agree within 28 (twenty eight) days as to the appointment of an 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;

15.2 in the event of a reference to arbitration the parties agree:

15.2.1 to prosecute any such reference expeditiously; and

15.2.2 to do all things or take all steps reasonably necessary in order to enable the Tribunal to deliver any award (interim, final or otherwise) as soon as reasonably practicable;

15.2.3 the award shall be in writing signed by the Tribunal;

15.2.4 the award shall be final and binding both on the parties and on any persons claiming through or under them.

16. Modification of the Agreement

16.1 This Agreement may not be modified, supplemented or amended or default hereunder waived except upon the execution and delivery of a written agreement signed by the authorised representative of each party.

16.2 Neither of the Parties shall assign, sub-contract or transfer any of their respective rights or obligations under this Agreement to a third party, without the prior written consent of the other Party.

THE COMMON SEAL of the LONDON BOROUGH OF SOUTHWARK was hereunto)
Affixed by Order:)

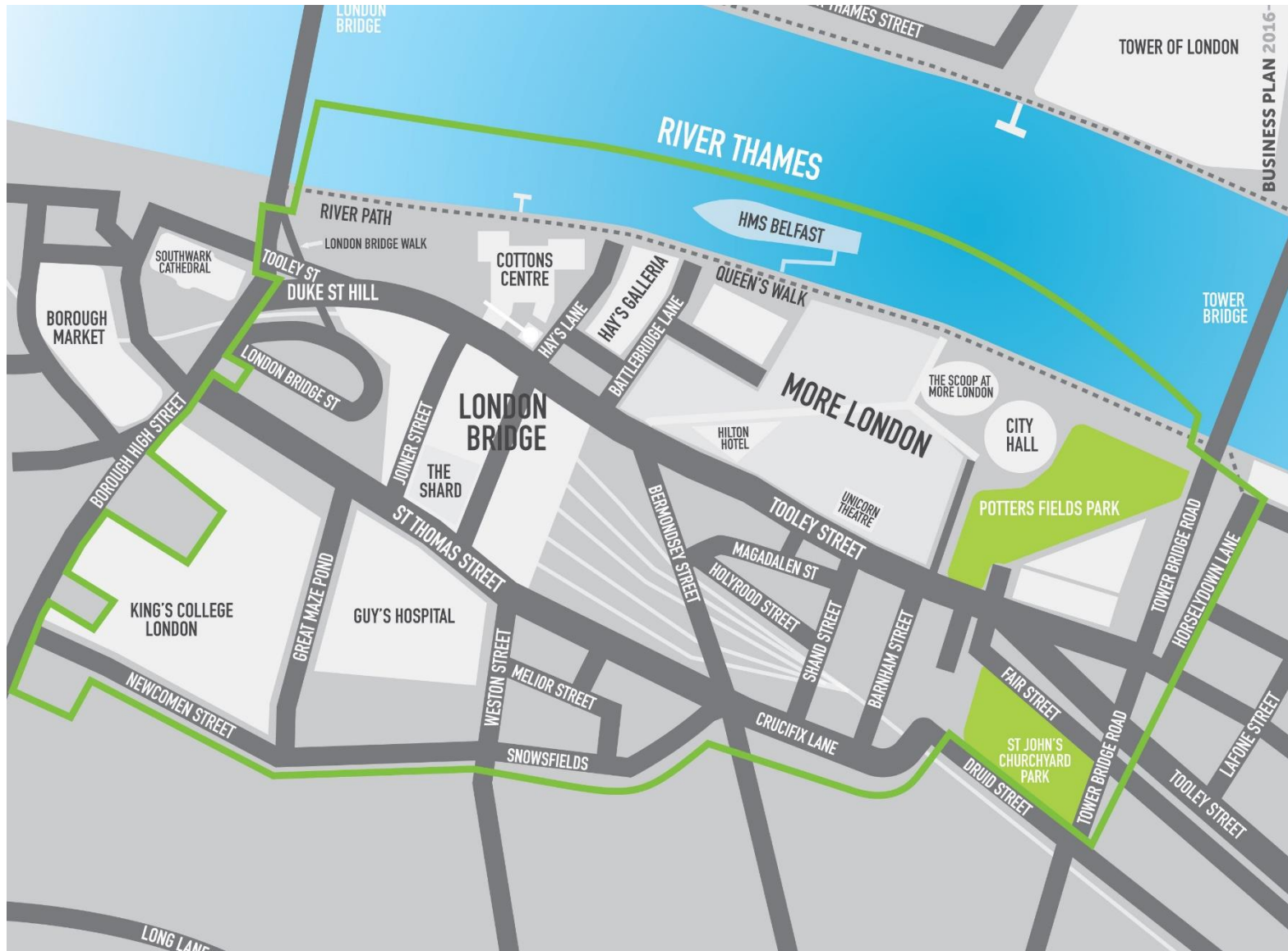
Signed by
Director of Environment and Leisure
on behalf of London Borough of Southwark

Dated

Signed by
Director, on behalf of
LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT COMPANY
("The BID Company")

Dated

SCHEDULE 1 – The Map of the BID Area



SCHEDULE 2 – Standard Services

LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT

Cleaning

EXISTING SOUTHWARK COUNCIL BASELINE SERVICES April 2015	PROPOSED ADDITIONAL BID SERVICE April 2016 – March 2021
<p>Southwark Council’s Cleansing Service offers a 24 hours a day, 364 days a year service covering street sweeping, waste collection and graffiti removal.</p> <p>Overall Cleanliness Standards There are four standards of cleanliness set out in the Government Code of Practice (A, B, C & D), where Grade A is no observable litter or refuse, and Grade D is a heavily littered street with significant accumulations of rubbish. The appropriate Council response time for removing litter depends on which Category Zone a particular street or public space is in. Most, but not all, of the BID area is Zone 1 or 2.</p> <p>The appropriate response time in a Zone 1 Street/Space, if it falls below Grade A Standard, is that it must be restored to Grade A within six hours maximum, or if after 8pm then by 8am the following day. The appropriate response time for a Zone 2 Street/Space, if it falls below Grade A Standard, is that it must be restored to Grade A within 12 hours maximum. If the Standard of Cleanliness within Zone 1 or 2 falls to Grade D, then it must be restored to Grade A within 1 hour and 3 hours respectively. That is, the worse the problem, the quicker the response has to be.</p> <p>All Streets in the BID area are categorised as Zone 1 or 2 except for two small streets just to the north of Tooley Street. There are 7 streets categorised as Zone 1 Plus, a Southwark category which reflects that</p>	<p>The London Bridge BID will provide additional responsive cleansing services in the BID area, and will work with the Council to improve & expand its existing baseline and mainstream service provision over the 5-year period.</p> <p>Overall Cleanliness Standards The BID Company will make the business case for the whole BID area to be designated as Priority Zone 1 or 2 for cleansing purposes, and for the Council’s special Zone 1 Plus status to apply to four further streets.</p>

the streets are swept constantly throughout every day (see list of Cleansing Zones attached)

Manual Cleaning

A standard Footway & Carriageway Cleaning service is provided in the borough, with daily litter picking carried out in all roads. This is supported by a fortnightly manual sweeping regime.

Mechanical Street Sweeping/Washing

The Council does not carry out mechanical street sweeping/washing of the footways and public spaces in the BID area.

Power-washing and Steam Cleaning

Power-washing, disinfecting, and removal of grease/stains from footways and bins is only provided in exceptional circumstances, where there are reports of severe spillage and fouling. The standard response time for the service is 24 hours, except where it involves toxic and clinical waste, or dog faeces, which is usually removed within one hour.

Manual Sweeping

The BID Company will make the business case for the Council to increase sweeping to a minimum of 4 times a day in the main streets/spaces at certain times of the year, to better reflect seasonal demands (especially over the summer) and the increasing levels of evening activities in the area.

The BID Company will make the business case for, and assist the Council in, extending the manual sweeping to include more "litter picking", particularly from enclosed spaces, tree pits, planting beds and from behind utility boxes.

Mechanical Street Sweeping

The BID Company will make the business case for the Council to provide a mechanical street sweeping/washing service for the busiest footways/spaces on an "as needed" basis.

Power-washing and Steam Cleaning

The BID Company will make the business case for the Council to increase its use of power-washing, de-greasing and disinfecting, particularly those footways and public spaces in the busiest and most intensively used areas, such as subways, on stairs, under bridges, in "hard to reach" places, and those areas most subject to urination.

We provide a street cleaning service that is an additional 50% on top of what the Council provides, including deep cleaning and gum removal: every year we undertake approximately 10 weeks' worth of deep pavement cleaning and gum removal. We will continue and enhance this service to keep on top of construction dust as the station is rebuilt.

General Cleaning of Bins and Street Furniture

The general washing down and cleaning of street furniture is not carried out on a regular basis, and is usually only provided once per year.

Gum Removal

A gum removal service is not currently provided.

Spot Cleansing

A rapid response “spot cleansing” service is only provided in very exceptional circumstances – for example, where there is toxic or chemical waste reported.

Graffiti and Fly-Posting Removal

All graffiti and fly-posting which is on the footway, and on other Council land and property, is removed within 24 hours of it being reported, or within 12 hours if offensive. High-profile and offensive graffiti is removed from private property, subject to the owners consent, in exceptional circumstances. The existing Community Wardens service provides an immediate removal service for posters fixed to street furniture with plastic ties.

Graffiti Cleaning Kits

Graffiti Cleaning kits are provided to volunteer Street Leaders, but at present there are none in use in the BID area.

Applying Anti-Graffiti Coatings

There is no Council programme for applying anti-graffiti or anti-poster coatings to buildings, structures and street furniture (note: Transport for London do have a programme for applying rubber stipple paint to sign columns and some utility boxes).

General Cleaning of Bins and Street Furniture

N/A

Gum Removal

N/A

Spot Cleansing

The BID Company will provide a 1-hour emergency response for very urgent cleansing of pavements, and collection of litter/rubbish, from outside business premises, between the hours of 7.00am and 9.00pm.

Graffiti & Fly-Posting Removal

The BID Company will provide a graffiti and fly-posting removal service for high-profile and offensive graffiti on privately-owned buildings and land, which is visible from public areas, subject to the owners consent.

Graffiti Cleaning Kits

N/A

Applying Anti-Graffiti Coatings

N/A

Litter Bins

The Council has recently installed extra new litter bins in the BID area, and there are now approximately 220 Council bins in total (on streets, and in parks and public spaces).

Litter Collection

The Council empties all litter bins at least once a day, and in busier areas two or three times a day. Bins are emptied by the street cleaner, and bags collected by a pick-up van (normally within 2 hours).

Trade Waste Storage and Collection

The Council does not provide a separate commercial waste collection service.

Dumped Rubbish and Abandoned Vehicles

The Council removes all dumped rubbish within 24 hours of it being reported, and abandoned vehicles within 48 hours subject to a DVLA check.

Events and Festivals

The Council will make special arrangements for litter collection and rubbish removal associated with festivals and events, including a requirement where appropriate that the organisers make their own arrangements and re-instate the area covered to the same level of cleanliness as before the event.

Enforcement & Prosecutions

The Council has powers to issue Fixed Penalty Notices (FPNs) of £50 for minor acts of littering, including dumped rubbish, fly-posting and dog fouling.

Litter Bins

N/A

Litter Collection

N/A

Trade Waste Storage and Collection

N/A

Dumped Rubbish and Abandoned Vehicles

The BID Company will assist the Council in collecting evidence to prosecute anyone responsible for fly-tipping, dumped rubbish and abandoned cars (also see enforcements and prosecutions below).

Events and Festivals

During special events and festivals the BID services and activities will be adapted accordingly, in liaison with the Council

Enforcement & Prosecutions

The BID Company will assist the Council in advising businesses of their responsibilities and “duty of care” for keeping the streets, footpaths and public spaces clean and free of litter.

The Council also has the power to serve a graffiti removal or cleansing notice to require any responsible person, business or other public agency, to keep their land/property clear of graffiti, litter and refuse.

It also has powers to prosecute those people and companies who cause more serious graffiti and littering offences, with maximum fines of up to £1,000 and the imposition of Anti-Social Behaviour Orders (ASBOs) where appropriate.

Inspections and Monitoring

The Council provides a regular weekly inspection service to monitor the state of the streets, footways and public spaces, currently supplemented by the daily Community Warden patrols who report any problems into the Council's "Confirm" Service Request system

Inspections and Monitoring

The BID company will continue to provide a weekly visual audit of on street issues reported to Southwark Council, TfL and landlords in the area, and follow-up to ensure issues are resolved.

LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT [CHECK STREETS]
Southwark Council Cleansing Zones by Street : 2015

Street Name	Detail	Cleansing Zone
Abbots Lane		Private
Barnham Street		Zone 1 Plus
Battlebridge Lane		Zone 1 Plus
Bermondsey Street	North of railway viaduct only	Zone 1
Braidwood Street		
Bridge yard		
Brunswick Court		Zone 1
Bursar Street	North of Junction with Crucifix Lane	Zone 3
Cottons Lane		
Counter Street		Zone 3
Crucifix Lane	West of Tower Bridge Road only	Zone 2
Druid Street		Zone 2
Duchess Walk		
Duke Street Hill		Zone 1
English Grounds		Private
Fair Street		Zone 1 Plus
Fenning Street		Zone 2
Gibbons Rent	South of River only	Zone 3
Great Maze Pond		
Great Yard		Zone 2
Guy's Hospital Courtyard		
Hays Galleria		Private
Hay's Gap		
Hays Lane		Zone 1
Holyrood Street		Zone 2
Joiner Street		
King's Head yard		

London Bridge		Corporation of London
London Bridge Street		Zone 2
London Bridge Walk		Corporation of London
Magdalen Street		Zone 2
Melior Place		Zone 2
Melior Street		Zone 2
Middle Yard		Private
More London Place		Private
More London Riverside	West of Tower Bridge Road	Private
Morgan's Lane		Private
Newcomen Street		
Potters Fields		Private
Queen Elizabeth Street		Zone 2
Queens Head Yard		
Queens Walk	Only east of Weston Street	Private
Railway Approach		Zone 1
St Thomas Street		Zone 2
Shand Street	West of Tower Bridge Road only	Zone 1 Plus
Shipwright Yard	South of River only	Zone 1 Plus
Snowsfields		Zone 2
Stainer Street	North of railway viaduct only	Zone 1
Station Approach		Zone 1
St Thomas Street		
Talbot Yard		
Tooley Street		Zone 1 Plus
Tower bridge	North of Snowsfields only	Corporation of London
Tower Bridge Road		Zone 1 Plus
Unicorn Passage		Private
Vine Lane		Zone 2
Vinegar Yard		Zone 2
Weavers Lane		Zone 2
Weston Street		Zone 2

Street Cleaning Categories/Zones

Zone One Plus	Streets litter picked constantly throughout the day, usually three times each day, every day of the week between 5am and 6pm
Zone One	Streets litter picked daily between 5am and 6pm
Zone Two	Streets litter picked daily between 5am and 6pm
Zone Three	Streets litter picked on alternate days between 5am and 6pm

LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT

Safe and Secure

EXISTING SOUTHWARK COUNCIL BASELINE SERVICES April 2015	PROPOSED ADDITIONAL BID SERVICE April 2016 – March 2021
<p>Southwark Council supports the police in providing a range of services to tackle anti-social behaviour, nuisance and disorder problems which can impact on business.</p> <p>Policing and Reassurance The council Community Warden Service delivers a visible, uniformed presence which works closely with, and supplements, the activities of the police and police community support officers. The Wardens provide a visual deterrent to criminals and a reassuring presence for residents, workers and tourists. Although focussed on the five town centre areas of Elephant & Castle, Camberwell, Peckham, East Bermondsey/Canada Water and Lordship Lane, there is also a</p>	<p>The BID Company will assist the Council and Police in helping the business community to report crime and suspicious behaviour, and will provide additional targeted policing resources to both plan for, and respond to, criminal activity.</p> <p>Policing and Reassurance The BID Company will continue to make the business case that the BID area should be viewed as a priority area for extra patrols, for reassurance and crime prevention, and for tackling enviro-crimes. The BID Company will assist the Council and the Police in liaising with the business community on crime prevention initiatives, and in promoting public safety for local employees and visitors.</p>

response team that can move to key hotspots and areas of greatest visitor activity and movement.

The Wardens observe and report incidents of criminal activity and anti-social (disorderly/threatening) behaviour to the police, the PCSOs and other agencies, and provide witness statements where appropriate. This also includes collecting evidence and preparing reports to instigate enforcement action against the perpetrators of enviro-crimes and safety hazards, such as dumped rubbish and illegal street trading.

The Council and the Safer Southwark Partnership also support other local initiatives, such as strategies for tackling rough sleeping and the co-ordination of the recent “Don’t Give” anti-begging campaign, and these are enforced through the serving of Anti-Social Behaviour Orders (ASBOs).

Business Watch

There is no Business Watch scheme currently operating in the BID area, and no Council CCTV cameras.

Resilience and Continuity Planning

The Council, Police and Chamber of Commerce provide information and advice to businesses on what to do in the event of a major incident or emergency.

The BID Company will be funding extra police foot patrols in the main streets, parks and public spaces, and crime hotspots, particularly in the evenings. An additional 2000 hours of patrols per year will be purchased, and this will further deter crime and anti-social behaviour, and provide a safer environment for employees leaving their places of work late at night, and for visitors enjoying the many leisure activities in the area.

This additional BID-funded police service will also tackle problems associated with rough sleepers and aggressive beggars, particularly in the area around London Bridge Station.

Publish the quarterly crime stats for London Bridge on our website – currently these are only shared at PubwatchSE1 meetings.

Resilience and Continuity Planning

Through the Security Forum we work to improve links between businesses, the Metropolitan Police and local authority, to reduce crime in the area, and to help make workers, visitors and residents feel safe - day and night.

Pubwatch SE1: bi-monthly meetings between Team London Bridge, Better Bankside, the Police and the area’s pubs & bars to discuss issues of concern to the licensed trade.

Warning and informing: This warning-and-informing service provided by Vocal is sponsored by Team London Bridge, Better Bankside and the London Bridge Quarter. The system alerts the security managers of commercial estates and large businesses to travel disruption and security threats.

Roll out DISC – a software system to allow London Bridge’s bars and pubs to share security-related information between themselves efficiently, effectively and securely.

<p>Lighting The Council are responsible for about 380 lighting fixtures in the BID area, including lighting columns, beacons and spotlights at pedestrian crossings, lit bollards and lit traffic lights.</p> <p>(Note: Transport for London are responsible for lighting on London's Main Road Network, including Tooley Street and St. Thomas Street)</p> <p>Lighting on Council roads and in Parks is inspected every 10 working days, and most faulty lamps are replaced within 24 hours of report. Other electrical connection and supply problems take longer to fix. There is currently no planned renewal or investment programme for street lighting in the BID area.</p>	<p>Lighting The BID Company will consider providing grants or match funding towards the cost of upgrading lighting of public areas, particularly in crime hotspots, railway tunnels, alleys and subways. The Council and local businesses will be asked to put forward specific ideas for investment, and funding will be subject to an agreed repairs & maintenance plan to provide improved lighting conditions.</p>
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LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT

Greening

<p>EXISTING SOUTHWARK COUNCIL BASELINE SERVICES April 2015</p>	<p>PROPOSED ADDITIONAL BID SERVICE April 2016 – March 2021</p>
<p>The Council provides a basic repair and maintenance programme for its public realm (streets and parks) assets.</p> <p>Footways and Street Furniture The repair of footways and street furniture is carried out as a responsive service, and works are prioritised according to the severity of the hazard to public health and safety. There is generally no planned maintenance programme for cosmetic work (eg painting) and</p>	<p>The London Bridge BID will assist the Council in managing public realm assets to better meet business needs.</p> <p>Footways and Street Furniture The BID Company will make the business case for, and assist the Council and TfL in, removing all unnecessary street clutter-</p>

design improvements, and these are usually only made when funding from local developments, as part of a Planning Agreement, becomes available.

The Council is responsible for its own roads and parks, but Transport for London are responsible for the main strategic roads. Both organisations have “inspection teams” reporting faults, problems and issues into a call centre for priority assessment and response. The Council’s Community Wardens Team supplements the basic inspection regimes, providing a daily inspection service over and above the 10-day cycle of the basic, but more detailed, highway condition surveys.

The Council (and TfL) are responsible for ensuring that utility companies and their contractors repair and re-instate all footway materials and street furniture that is removed to gain access to underground utilities.

Trees and Landscaping

Tree pruning and weed removal on footways and in Parks is carried out annually, and seasonal planting and hanging baskets are provided in four different locations in the BID area.

New tree planting and landscaping is usually only provided as part of the Council’s capital programme or in association with new developments, through the Section 106 planning agreement/obligation process.

The BID Company will assist the Council and other statutory agencies to implement a stricter enforcement and prosecution regime against utility contractors who do not re-instate footways to their previous condition with the correct materials.

Trees and Landscaping

Our aim is to make London Bridge a pleasant, healthy place to work and visit, and one of the main ways we can do this is by bringing a bit of greenery to our streets. Much of the maintenance of our greening projects is conducted by St Mungo’s Broadway ‘Putting Down Roots’ - an initiative which provides horticultural skills and employment to London’s homeless community.

Continue and expand the 60 hanging baskets and 60 planters in the area.

Continue to showcase the area’s greening projects in the London In Bloom and RHS Britain in Bloom competitions.

Continue to green neglected public spaces such as Gibbon’s Rent and Melior Street.

Work with landlords and tenants to develop green walls and green roofs.

	In partnership with Network Rail and Southwark Council we will develop a masterplan for the London Bridge 'Low Line': a green, linear pedestrian/cycle route running adjacent to the railway arches between London Bridge station and Tower Bridge Road.
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LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT

Marketing and Promotion

EXISTING SOUTHWARK COUNCIL BASELINE SERVICES April 2015	PROPOSED ADDITIONAL BID SERVICE April 2016 – March 2021
<p>The Council supports the promotion of events, venues and leisure activities across the borough, including those in the BID area.</p> <p>Marketing and Promotion The Council's Communications Team promotes attractions and events across Southwark, including those in the north of the borough, via the council's website www.southwark.gov.uk and the council's magazine, Southwark Life</p>	<p>We want to ensure that both visitors and local employees get the most out of their time in London Bridge. We therefore undertake a significant amount of area promotion – highlighting the area's significant amount of entertainment on offer: cultural attractions, bars, restaurants and events. We are also keen to promote the activities of our businesses.</p> <p>Marketing and Promotion The BID Company will fund a Place Marketing and Communications Manager who will promote local services, attractions and events through "what's on" leaflets, map guides, brochures, websites and special promotions with other agencies, including Visit London. We will also continue to run the Infobike scheme during the extended summer months.</p>

Visitor Signs

The Council works with other Council Departments and agencies to improve signage for tourists and visitors. However there is currently no dedicated Council budget for installing, repairing, amending updating and replacing directional and node signs in the BID area, although one-off funds are sometimes provided through Section 106 Planning Agreements.

London Bridge Identity Project: in 2013 we undertook a comprehensive place branding project which brought together major stakeholders in the area to better understand and strengthen London Bridge's identity. The outcome was an area brand that positions London Bridge as "a globally significant, historic and vibrant place of modern commerce, enterprise and creativity." This brand essence, with its accompanying values and logo will help streamline the marketing initiatives of various organisations and better promote the area as a whole.

The London Bridge Marketing Group for marketing professionals meets quarterly to share experiences and learn of new initiatives, developments and events that are relevant to the operation of their particular business or visitor attraction.

London Bridge BID will investigate greater integration of technology in marketing initiatives, for example ibeacons.

We will work with private landlords, Network Rail, Southwark Council and TfL to improve signage and wayfinding.

Increase the number of footfall counters in operation and provide the resulting data free of charge to our members.

Develop the area as an arts, culture and heritage area.

Develop partnership with and promote the educational and medical sectors.

LONDON BRIDGE BUSINESS IMPROVEMENT DISTRICT

Planning

EXISTING SOUTHWARK COUNCIL BASELINE SERVICES April 2015	PROPOSED ADDITIONAL BID SERVICE April 2016 – March 2021
<p>Future planning policy documents There are a number of documents that are used to set out Southwark’s strategy for development and to make decisions on planning applications (collectively these are known as the Development Plan). These are:</p> <p>The London Plan (2011) Sets out London-wide policies</p> <p>Southwark Core Strategy (2011) Sets out the overall vision for development in the borough and strategic policies that will help us achieve it</p> <p>The Southwark Plan (saved policies) Contains more detailed, technical policies that support the strategic policies of the core strategy</p> <p>The New Southwark Plan (To be completed by Southwark Council)</p>	<p>Part of the aim of the London Bridge BID is to be the voice of our member businesses and to champion business interests on issues such as major planning applications, planning policy and transport provision. Good working relationships with landlords, Network Rail and statutory organisations such as Southwark Council, TfL and the Greater London Authority allow us to do this effectively</p> <p>London Bridge Plan: as part of our commitment to act on behalf of businesses and stakeholders in the area we are currently working alongside Southwark Council to write the ‘London Bridge Plan’ – the planning policy document for the London Bridge area that will sit within the Borough’s updated New Southwark Plan. The public realm in London Bridge is a major area of concern amongst stakeholders with many expressing a desire for an overhaul of the major thoroughfares – namely Tooley Street and St Thomas Street.</p> <p>Continue to lobby for more high quality retail in the area with particular reference to the new station and adjoining railway arches.</p> <p>London Bridge Planning Application Consultations: when plans are submitted for major planning applications we consult with our members to gather their feedback and respond on their behalf as one cohesive business voice.</p> <p>Protection of Office Space: within the London Central Activities Zone (CAZ) (of which London Bridge is a part) there is currently an exemption to the permitted development right which allows the conversion of office to residential space without having to apply for a change of use. There is</p>

Area Action Plans

Area Action Plans (AAP) can provide specific policies and further detail to shape development in certain parts of the borough. This could include guidance for individual sites. We have Area Action Plans for places in the borough where there will be significant regeneration or development, such as Aylesbury, Canada Water and Peckham and Nunhead.

Supplementary Planning Documents

Supplementary Planning Documents (SPD) cannot set new policy, however they can provide detailed technical guidance on particular areas or themes where this would help to deliver our strategic policies. For example, Sustainable Design & Construction or Residential Design Standards.

The National Planning Policy Framework

In March 2012, a review of national planning guidance was completed and a new streamlined National Planning Policy Framework (NPPF) was launched. All new and existing planning policies must be in general conformity with the guidance in the NPPF.

The council has carried out a thorough review of all of our existing planning guidance to check whether it is consistent with the NPPF. The outcome is that we consider the vast majority of our policies to be in general conformity with the NPPF. The resulting report setting this out can be viewed [here](#).

Where there are impacts for individual policy documents, these are set out on their respective pages.

however a government proposal to lift this exemption which could pave the way for London Bridge's office supply – one that is already constrained and experiencing rapidly rising rents – to be converted to residential units. Team London Bridge, alongside other BIDs in the capital, is currently campaigning to keep the exemption in place; a decision that would undeniably benefit our businesses.