

SERVICE LEVEL AGREEMENT (SLA) FOR THE REMOVAL OF DISCARDED CHEWING GUM FROM THE HIGHWAY 2016 - 2021

This Service Level Agreement (SLA) between the City and County of Swansea Directorate of Place, (CCS) and Swansea Business Improvement District (BID) outlines the terms of reference for the removal of discarded chewing gum from the adopted highway within the City Centre Core Area.

- This agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders or until funding for the project has been removed Purpose & Principles
- The purpose of the agreement is to ensure the goals and objectives of both parties are delivered in an effective and cohesive manner.
- The common objective of the Agreement is to provide an extra resource over and above the existing agreed baseline service provision that works towards Swansea city centre being a cleaner and more welcoming environment for businesses and visitors.
- Both partners will ensure that their aims and activities are consistent with and compliment both the priorities of the CCS, Neighbourhood Area Working and the BID Action Plan with specific regard to the removal of chewing gum.
- Both partners must ensure that monitoring and evaluation of the agreed proposals are established using either performance indicators or other agreed techniques.

Overall Aims

- To enhance the cleanliness and perception of cleanliness of the city centre, by providing an efficient and effective mechanism for the removal of discarded chewing gum from the adopted highway within the City Centre Core.
- To react to the Keep Wales Tidy report into the cleanliness of the City Centre, which highlighted gum as one of the main issues.

Goals & Objectives

- To provide a maintenance schedule for the removal of chewing gum from the highway following an intensive programme of chewing gum removal.
- This was a joint venture between the City & County of Swansea and Swansea BID.
- To prioritise and coordinate the works within the City Centre.
- To ensure that both the City & County of Swansea and Swansea BID are getting effective value for money.

Roles & Responsibilities

- CCS in a joint venture with Swansea BID currently employs the services of Revitalise Cleaning Services.
- Direct supervision will be undertaken by the appropriate Manager/ Supervisor working for CCS. The strategic management will be jointly undertaken by a representative of the BID and the appropriate CCS Manager.
- CCS will be responsible for the approval of Method Statements, H&S and Temporary traffic management.
- Joint briefings will be undertaken by the CSS Manager and the BID Manager. Meetings to be arranged as required by BID. Priorities and progress reports will be discussed at this briefing.
- The appointed contractor will develop good relationships where possible with the City Centre businesses, BID directors and employees, by maintaining high visibility and ensuring professionalism when making personal contact.

- BID will be responsible for providing High Visibility vests with the BID logo and designs for publicity for use within the city centre
- The City & County of Swansea and Swansea BID will be responsible for the administration of the scheme including press releases
- Swansea BID will be responsible for the administration of the contract and payment of the contractor.
- Where amendments or alterations to the agreed programme are made, The Manager wishing to make the change will email to the other party to agree these
- Removal of chewing from private property must be paid for by the owner of the property

Resources

- The City & County of Swansea and BID will provide funding, to the sum of £20,000 per annum, split £10,000 from BID and £10,000 from CCS.
- Invoices will be issued monthly to BID by the appointed contractor.
- BID will issue a yearly invoice to CCS in February/March
- The appointed contractor will provide all the necessary equipment, PPE, and resources.
- Both partners will maintain the right to terminate the agreement with three months written notice.
- Term of Agreement The term of agreement will be from 1/8/16 to 31/07/21 with yearly evaluation by both parties.