

BASELINE SERVICE LEVEL AGREEMENT FOR THE CITY CENTRE CORE (1/8/21 – 31/7/26)

This document sets out the baseline service level for core area the City Centre of Swansea. This will only apply to areas of highway which are adopted or fall under the ownership of the Highways Section.
Street Cleansing

2.1 Street Cleansing Section 89 of the Environmental Protection Act 1990 places a duty on the Authority to ensure that the roads for which it is responsible so far as is practicable are kept clear of litter and refuse. This responsibility is limited to the hours of 6am to 8pm. The City Centre is in general given the highest priority and issues will be dealt with within 6 hours where resources allow. The baseline operation includes littering, fly tipping and reactive cleaning of spillages and the like.

2.1.2 Street Cleansing Periods City Centre Street Cleansing will be carried out 06:00 – 15:00 Mon- Fri. 06:00- 17:00 Sat –Sun. Resources will be available outside this period but at a reduced level. Street Litter Bins will be routinely emptied throughout the cleansing period as required

2.2 Highway Inspection and Maintenance the City Centre will be inspected to periods set out in the Authorities Safety Inspection Policy and will vary from monthly to annually depending on location.

2.2.2 Reactive Highway Safety Inspections A reactive highway inspection service will be provided for reported highway safety concerns via Highways Contact Centre. Response times will vary from 4hr to 28 days depending on the nature of the report, location and assessed risk in accordance with the safety inspection policy.

2.3 Graffiti Removal

2.3.1 Graffiti /Fly Posting on Council Owned or controlled Property Offensive or racist subject matter. Immediate removal or covering where resources allow All other – as resources allow.

2.3.2 Graffiti /Fly Posting on Private Property Subject to SLA agreement with BID.

2.4 Chewing Gum removal from adopted highway Paving Subject to SLA agreement with BID.

2.5 Street Lighting Maintenance and Inspection Street lighting defects should be reported to the Highways Call Centre and will be dealt with depending on an assessment of risk and allowable resources.

2.6 Surface Water Drainage

2.6.1 Highway surface water drainage gullies will be cleansed on a 3 year programme.

2.6.2 A reactive cleansing service will be provided for reported blockages or flooding incidents via the Highways Call Centre. Response times will vary depending on assessed risk.

2.8 Seasonal Leaf Removal

2.8.1 Leaf removal is undertaken as part of the street cleansing service but no separate undertaken will be carried out.

2.10. Removal of Fly Tipping

2.10.1 Reports of fly tipping within the BID area will be investigated and removed within 5 days however in areas of high footfall the issue will be given priority to ensure it is removed as soon as practicable.

2.11 Removal of Fly Posting This baseline sets out the basic service undertaken by the City and County to allow understanding and to assist BID in determining what constitutes standard practice and what services are above and beyond normal measure.