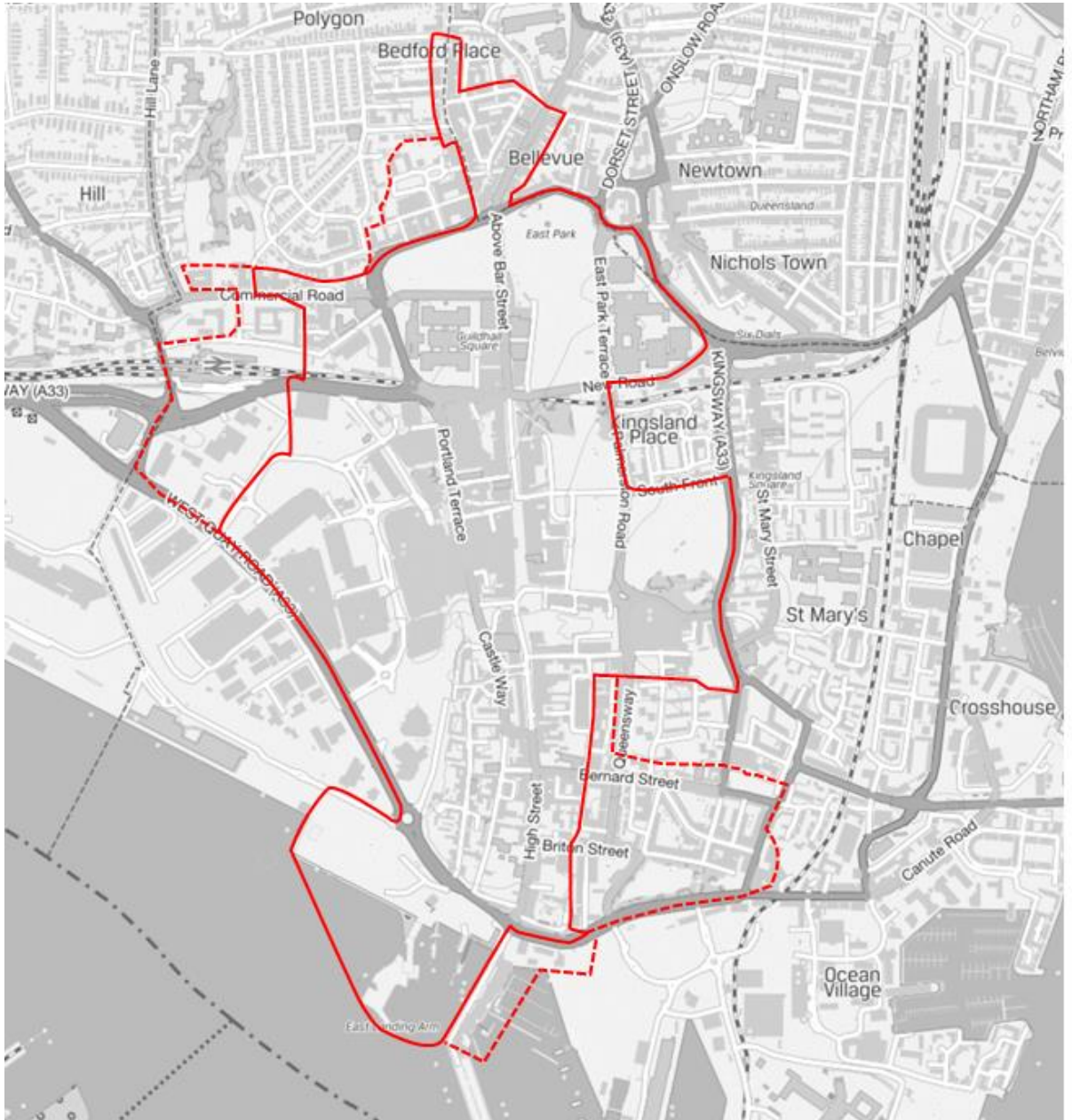


THE SCHEDULE OF BASELINE SERVICES



SCHEDULE 1 - THE BID AREA



Key: Existing BID Area ——— Extension Area - - - - -

SCHEDULE 2 – STANDARD SERVICES

These schedules set out the detail of the 'Standard Services' as referenced in the Southampton City Council Baseline Agreement with the Southampton City Centre BID:

1. STREET CLEANSING

1.1. Street Sweeping

The streets within the BID area are mechanically swept on a regular basis.

Manual 'follow up' litter picking of areas inaccessible to mechanical street sweeping equipment is closely coordinated with the mechanical street sweeping operations on the schedules.

Streets designated as requiring a daily clean are listed in Appendix SC1

These streets will have a manual street cleansing presence 7 days a week from 7:30am to 9:30pm

The streets and precincts will be swept by compact or truck mounted mechanical sweepers daily. During the day, the manual street cleansing presence will be equipped with electrically powered pedestrian sweepers, manual litter pickers and barrows.

All roads within the BID zone will be cleaned to Grade B as set out in the Code of Practice for Litter and Refuse (COPL&R) on completion of each scheduled cleansing operation. During normal working hours, where the grade falls below a C grade between cleansing operations, the street cleansing team will return the area back to grade B within the timescales set out in the COPL&R. In addition to the removal of litter and detritus, the street cleaning schedules also include the removal of leaves, seeds and blossom fall through the changing seasons.

1.2. Litter Bins on Highways

Standard litter bins in the BID area are emptied twice a day and solar compactor bins are emptied on an electronically generated schedule to maximise efficiency

The external faces of litter bins in the Bid Area will be cleaned once a fortnight on a rolling programme and the inside of the bins will be carried out monthly. There are 3 classes of litter bin in the bid area. Class A are the stainless steel litter bins, generally found on the QE2 mile. Class B are the hard black plastic bins generally found around the city centre and class C are the solar compactor bins.

Reports of an over-filled bin will be attended within 3 hours during normal working hours, the bin will be emptied and loose waste around the bin will be picked up and removed.

Damaged litter bins:

If repair is possible the bin will be repaired within one week of the report.

If replacement is required, the timescale is dependent on stock levels and lead time from supplier and can take up to 4-6 weeks.

1.3. Graffiti Removal

The Council will remove graffiti from Council land, assets, or premises within the following target time-scales:

‘Hate-crime’ or offensive graffiti: within one working day of report

All other Graffiti: within 5 working days of report

Graffiti found on private or business premises is be the responsibility of the owner or occupier to remove and GO! Southampton can raise a service request to ensure this is actioned for levy payers.

1.4. Fly Tipping Removal

Fly tipped waste will be removed from Council land within two working days of receiving the report. Any evidence found in the waste that may link the waste to a person or a property will be passed to the Council’s fly tipping investigation officers flytipping.investigation@southampton.gov.uk

1.5. Fly Posting Removal

Fly posting is removed from Council property within three working days of receiving the report. If the nature of the posting is offensive we will remove within one working day of receiving the report.

1.6. Trees and Landscape Features

Trees within the BID area are covered by the [Council’s Southampton Tree Operational Risk Management System](#) (STORMS) and included within regular inspection regimes, based on the hazard they pose and the risk of that hazard occurring. Trees with a diameter of greater than 500mm, in high risk zones (i.e. close to busy roads or pedestrian precincts), are inspected on a two year cycle. All other trees fall either into a medium category where they are inspected every 5 years or a low category where they are given a cursory survey every 5 years. Any safety works arising from the inspections or survey is carried out by the Council’s in-house tree surgery team.

Instances of unforeseen tree failure (tree or branch fall) will be dealt with immediately if presenting a safety hazard or obstruction within the BID area, or within one week if within a non-urgent category. Reports can be made to trees@southampton.gov.uk and more details on the Council’s website: <http://www.southampton.gov.uk/people-places/parks-open-spaces/trees/>

Landscape features such as raised planters and shrub beds will be kept free of litter, and regularly pruned to ensure no obstruction of the highway occurs, and to enhance the feature’s natural habit and flowering potential.

1.7. City Centre Parks and Green Spaces

Southampton's city centre has several parks and green spaces for people to spend time in. They provide a welcome respite to the busy precinct and bring nature into the city centre. The BID district contains Mayflower, Town Quay and Cuckoo land parks as well as Southampton's five Green Flag award winning Central Parks. The Central Parks are Grade II* registered green spaces, which were established for the purposes of public health and recreation from 1854 onwards and remain outstanding and nationally important examples of Victorian municipal design.

The central parks are an extremely important attractor in terms of drawing visitors and businesses into the BID area. They are regularly cited by tourists as one of the best aspects of their visit to Southampton, and provide a 21 hectare 'free at the point of use' recreational and leisure area for communities living or working within the city centre. Features and facilities include seasonal bedding, herbaceous borders, formal shrub beds, historic trees, a café, a skate park, mini golf, tennis and cricket, and a range of art installations and historic monuments. The Queen's Peace Fountain in East Park was refurbished and upgraded in spring 2021.

A 7 Person team manages Central Parks and all associated green spaces within the BID district. They also deal with in excess of 18 locations across the city centre, from the Avenue to Mayflower Park. They are all qualified and experienced horticulturalists and their duties include:

- Mowing
- Fine turf maintenance
- Shrub maintenance
- Herbaceous bed maintenance
- Bedding plants – planting and maintenance
- Weeding
- Bin emptying
- Litter picking
- Hedge maintenance
- Leaf clearance
- Floristry

The following table provides a breakdown of the current levels of maintenance across various sites within the BID district.

Location	Operation	Frequency
Mayflower Park	Litter Picking	Daily
	Bin Emptying	Daily
	Mow Grass	Four weekly – tractor plus strim
	Shrub Pruning	Annually – Winter prune using hedge cutter
Cuckoo Lane/Town Quay Park	Litter Picking	Twice weekly
	Bin emptying	Twice weekly
	Mow Grass	Two weekly – ride on and strim
	Prune shrubs	2 monthly hand prune (Friends group also have gardening club who help with the maintenance)
West Quay	Litter Picking	Once per week
	Mow Grass	Four weekly – ride on and strim
	Shrubs Pruning	Once per year – winter prune using hedge cutter
West Quay Roundabouts	Litter Picking	Once per week
	Shrub pruning	Twice per year – Hedge cutter and hand prune (ad hoc if shrubs become overgrown)
Blue Anchor Lane	Litter Picking	Once per week
	Shrub Pruning	Every 2 years
West Quay Road	Litter Picking	Once per week
	Shrub pruning	Once per year – winter prune hedge cutter and hand
Castle Way Car Park (Arundel Tower)	Litter Picking	Twice per week
	Shrub Pruning	Twice per year – hedge cutter and hand
Back of Walls	Litter Picking	Once every two weeks
	Mow Grass	Monthly
	Shrub Pruning	Twice per year – hedge cutter
Holy Rood Church – including planters	Litter Picking	Once per week
	Leaf Clearance	Autumn clearance as leaves fall
	Herbaceous bed maintenance	Three times per year

	Planter Maintenance	3 times per year checked for weeds and loss of plants
Bugle Street Play Area	Litter Picking	Once per week
Central Parks – West, East, Palmerston, Houndwell, Hoglands	Litter Picking	Daily
	Bin emptying	Daily in winter, twice daily in height of summer
	Mow Grass	Every three weeks – Ride on, cut and collect, pedestrian mower and strim
	Sports pitch maintenance – Cricket Outfield mowing	Once every two weeks - Tractor
	Cricket square mowing	once per week dependant on growth – pedestrian mower
	Cricket square marking	Twice per week
	Shrub Pruning	As and when needed, rolling program to prune all shrubs, aim to prune annually
	Rose bed maintenance – Pruning	Twice per year – winter and spring hand prune
	Dead heading	Monthly – volunteer group help with the upkeep of the rose beds
	Weed control	Twice per year
	Herbaceous Bed maintenance – cut back	Once per year
	Weed control	Twice per year
	Bedding (5 x beds) – Planting	Twice per year – All bedding changed (summer bedding and winter bedding)
	Maintenance – weed control, litter clearance, edging up etc.	Four times per year
	Rock Garden – ponds empty, cleaned and refill	Every 2 years
	Maintenance – weed control, litter clearance, edging up, restocking etc.	As and when required – no routine maintenance task assigned
	Replace nutrient deficient bedding and rose beds.	As and when funding allows - no routine

		maintenance task assigned
	Leaf Clearance	Once per year between October and January dependant on leaf and branch fall
	Infrastructure Maintenance – Benches	No routine maintenance – benches are repaired/replaced or removed as situation and funding dictates
	Bins	No routine maintenance – bins are repaired/replaced as situation and funding dictates
	Footpaths	No routine maintenance – significant potholes are filled, or public are excluded from using.
	Peace Fountain - engineering inspections for pumps	Monthly
	Structural survey and repairs	Once per year as and when needed
	Railings – painted/repainted	No routine maintenance – works carried out as required and funds allow
	Monuments – 7 x monuments maintained by Archaeology and Ancient Monuments Team	No routine maintenance – works carried out as required and funds allow
	Art Installations – 2 x sculptures, mosaic, and smaller pieces of work	No routine maintenance – works carried out as required and funds allow
	Band Stand	No routine maintenance – works carried out as required and funds allow

2. HIGHWAYS

The services under this section (section 2) are delivered by a contract between Southampton City Council and a third party contractor, currently Balfour Beatty Living Places.

The Council will work with GO! Southampton as a key partner to consult with when the Balfour Beatty contract is up for review and will inform the BID if any significant changes will be made to this baseline agreement.

2.1. Regularity of Highways Inspections in the city centre core;

Asset Type	Identification or Inspection Period
Carriageways and cycleways:	
Principal Roads (including adjacent cycle ways) (Class A)	1 month
Classified Roads and Distributor Roads (Classes B, C & D including adjacent cycleways)	1 month
Unclassified Roads and surface car parks (including cycleways)	6 months
Category 1, 1a & 2 footways	1 month
Category 3 & 4 footways	6 months

Maps showing the categorisation of carriageways and footways in the city centre can be found in appendix SC2 and SC3 respectively.

2.2. Any areas that are subject to enhanced inspections;

None.

2.3. Intervention levels for the city centre including any enhanced interventions;;

Footway Cat 1 = 40mm depth, Cat 2 = 20mm depth

Carriageway Cat 1 = 75mm depth, Cat 2 = 40mm depth.

Depth of pothole on the road (intervention level)	Depth of pothole on the pavement (intervention level)	Repair priority
7.5cm or more	4cm or more	24 hours or less
Between 4 and 7.5cm	Between 2 and 4cm	Up to 6 months, where possible within 28 days
Less than 4cm	Less than 2cm	No action at this time

If a section of the carriageway deteriorates and is less than 4cm deep it is not considered to be a pothole, the same principle applies to footways when less than 2cm deep.

2.4. Repair timescales:

For footways, signage, bollards, carriageway:

Cat 1 = 24 hours.

Cat 2 = Majority are repaired within 28 days, however this can be extended to 6 months if combined as part of a programme of works.

For CCTV traffic cameras:

Repairs are monitored for repairs within 24 hours.

Target is 90% of traffic cameras to be repaired in 24 hours.

For traffic signals:

Target is 90% of traffic signals are to be repaired in 20 hours.

Priority 1 – Urgent. This includes:

- All Out
- Dangerous - electrically or otherwise
- Signals stuck on any phase or sign face
- Push button stuck or failed
- Lamp monitoring or green conflict monitoring preventing signals switching on.
- Audible monitor, lamp fault or lamp monitor fault inhibiting Red pedestrian stage.
- Fault causing delays.
- Repeat fault previously cleared less than 14 days ago.

Promotions from Priority 2 by the Control Room Manager as considered necessary

- Attend site within 4 hours of the first notification of fault
- Restore to acceptable operation to demote fault to Priority 2 within 6 Response Hours of the first notification of fault
- Full repair within 20 Response Hours of the first notification of fault

Priority 2 - Non – Urgent

Priority 3 – Programmed and Chargeable Works.

The Provider shall carry out an annual overhaul and detailed inspection of all equipment in the inventory.

The provider shall provide lantern cleaning, bulk lamp change and adjustment etc., as follows:

- Non-LED Bulk Lamp Change
- Tungsten Halogen lamps every 6 months
- Tungsten Lamps every 12 months
- Box Sign Lamps every 12 months
- Fluorescent lamps in Variable Message Signs every 12 months
- Cleaning - every 12 months:
 - Exterior of all lenses, reflectors and rear of lens when lens opens to reveal reflector
 - Exterior and interior of wait panels, box signs, dot matrix variable message signs panels and fibre optic signs
 - Exterior of public transport information signs
 - Exterior and interior of information Display Units
 - Exterior of traffic signal aspects and backing boards

2.5. Public Realm Standards and Remedial Works:

Highways in Southampton are maintained to the standards required by national legislation such as the Highways Act 1980 and the New Roads and Streets Act 1991.

To ensure the councils obligations under the Acts of Parliament are met our contractor Balfour Beatty Living Places (BBLP) delivers a programme of regular inspections to identify areas where maintenance is required.

Highways Inspectors are responsible for assessing the quality of both the highway and pavements. They are expected to report not only the condition of these assets but also report issues with the street scene to the relevant areas of the council for action such as graffiti removal and addressing fly-tipping.

Part of the Highways Inspectors role is to develop links with the local community and other stakeholders, so if members of the BID group have specific ideas for the area these can be discussed and an action plan developed.

With regards to the standards companies working on the highway are required to meet and signing off remedial works, the council through its contractor BBLP operate a permit scheme for utilities companies and others to work on the Highway assuming they meet certain criteria. They are required to reinstate the highway or footways they work on to a condition which meets the requirements of the relevant Acts of Parliament (New Roads and Street Works Act 1991) laid out in the Code of Practice: Specification for the Reinstatement of Openings in Highways. If temporary repairs are made, the company which carried out the works are expected to make good within an agreed timescale. These works are checked by the Highways Inspectors and a notice may be issued if the works undertaken do not meet the relevant standards. In the case of utility works, companies may be issued with such a notice for a minimum 2 year period. In the case of highway repairs carried out by Balfour Beatty, Balfour Beatty remain responsible for any remedial works required.

2.5. Lighting maintenance regime for the city centre including emergency and non-emergency definitions and timescales::

Street lighting PS3 Rectification Periods

	Type of Fault	Prescribed Maximum Period for Rectification
1	<p>(a) An Emergency Fault;</p> <p>(b) As a further consequence of 1(a), where an Emergency DNO attendance is required or the Service Provider (NERS accredited) jointer is required to attend;</p> <p>(c) As a further consequence of 1(a) where an Urgent Fault on a Private Cable Network only is the result;</p> <p>(d) As a further consequence of 1(a) where a non-urgent multiple Private Cable Network Fault only is the result;</p> <p>(e) As a further consequence of 1(a) where a Non-Urgent single Private Cable Network Fault only is the result.</p>	<p>Two (2) hoursc)</p> <p>Two (2) hours</p> <p>One (1) Business Day</p> <p>Ten (10) Business Days</p> <p>Twelve (12) Business Days</p>
2	<p>(a) Urgent Fault - a Non-Emergency Fault which, without limitation, in the reasonable opinion of the Authority could lead to a more serious problem if not dealt with quickly, such as multiple outages, outages at sensitive locations, accident black spots or where non-attendance on site would damage the Authority's reputation;</p>	<p>Twenty Four (24) hours</p>
	<p>(b) As 2(a) where a or an Urgent Fault occurs on a Private Cable Network.</p>	<p>Forty Eight (48) hours</p>
3	<p>(a) Non-Emergency Faults involving the repair or replacement of components of Apparatus (including Luminaire Replacement);</p> <p>(b) As 3(a) where an Urgent Fault occurs on a Private Cable Network</p> <p>(c) As 3(a) where a multiple fault occurs on a Private Cable Network</p> <p>(d) As 3(a) where a single fault occurs on a Private Cable Network.</p>	<p>Three (3) Business Days</p> <p>Four (4) Business Days</p> <p>Thirteen (13) Business Days</p> <p>Fifteen (15) Business Days</p>
4	<p>(a) Non-Emergency Fault involving the repair or replacement of Illuminated Traffic Bollards, Illuminated Traffic Sign, Belisha Beacons, Illuminated Pedestrian Refuge Beacons, School Crossing and Patrol Warning Lights (excluding DNO equipment).</p> <p>(b) Non-Emergency Fault involving the repair or replacement a complete unit of Apparatus (excluding 4 (a) above and excluding DNO equipment).</p> <p>(c) Non-Emergency Fault involving the repair or replacement of a Lighting Column or Post which has a Serious Structural Defect and which is considered not to warrant an emergency response (excluding DNO equipment.)</p>	<p>Three (3) Business Days</p> <p>Ten (10) Business Days</p> <p>Thirty (30) Business Days</p>

	As a consequence of; an Emergency Fault, Urgent Fault or Non-Emergency Fault where a DNO cable Fault is the result, the following rectification periods; High Priority Fault Repair, Multiple Unit Fault Repair, or Single Unit Fault Repair, shall apply.	Prescribed Maximum Period for Rectification	Target	Target Day
6	High Priority Fault Repair means work that is urgent but would not require attendance out of normal working hours to restore electricity supplies on a DNO cable to street furniture e.g. at the site of an accident black spot, major road junction, pedestrian crossing facility, an area of public order concerns, a reoccurring fault. This category is to be used sparingly and reviewed on a monthly basis.	50% in 1 day	Primary Target 50%	Primary Target Days day
		90% in 10 days	Secondary Target 90%	Secondary Target Days 10 days
		100% in 30 days	Back stop period 30 days	
7	Multiple Unit Fault Repair means a Fault on the DNO cable, for example, no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting more than one unit.	75% in 10 days	Primary Target 75%	Primary Target Days 10 day
		90% in 20 days	Secondary Target 90%	Secondary Target Days 20 days
		100% in 30 days	Back Stop Period 30 days	
8	Single Unit Fault Repair means a Fault on the DNO cable, for example no current, low voltage, faulty cut-out (i.e. electrically distressed), loss of neutral and high earth impedance affecting one unit.	60% in 10 days	Primary Target 60%	Primary Target Days 10 da
		80% in 20 days	Secondary Target 80%	Secondary Target Days 20 days
		100% in 30 days	Back Stop Period 30 days	

2.6. Gritting regime:

Maps are on SCC website:

<http://www.southampton.gov.uk/whereilive/mapsouthampton.aspx?layers=3%2C200%2C201%2C195&bbox=437444%2C110395%2C446140%2C114447&filters=INCLUDE%3BINCLUDE%3BINCLUDE%3BINCLUDE>

2.6.1. We grit our roads in the order below, based on traffic flows and the best use of our gritters.

2.6.2. Priority One (Main traffic routes):

To be treated as routine pre-salting, in advance of any forecast of frost, ice or snow:

- Main access routes to important industrial and large educational establishments
- Main access routes to major accident and emergency hospitals, and to important emergency service locations
- Roads used as major bus routes
- Roads passing through major shopping centres
- Other routes busy during peak traffic periods
- Major pedestrian precincts and pedestrian routes following periods of extreme freezing conditions or after snowfall
- Main cycle routes/paths following periods of extreme freezing conditions or after snowfall
- Special pedestrian routes following periods of extreme freezing conditions or after snowfall
- Bridge decks and approaches
- Majority of steep gradients
- Major transport interchanges

2.6.3. Priority Two (Other traffic routes):

To be treated only where there is prolonged and persistent frost or ice, which is expected to continue, or following snow:

- Roads near other schools
- Roads used as other bus routes
- Roads to other hospitals
- Roads to minor fire and ambulance establishments
- Roads passing through other shopping centres
- Local shopping areas
- Local footways, which link communities

2.6.4. Priority Three:

Routes that are only attended in extreme weather conditions and on an ad-hoc basis:

- Access routes to other isolated dwellings
- Residential roads
- Pedestrian precincts and busy footways
- Cycle tracks
- All other public highways
- Subway ramps and steps

2.6.5. Grit stocks

We normally have approximately 800 tonnes of salt stockpiled at City Depot. Under normal winter conditions a maximum of 40 tonnes of salt per day is required, so 800 tonnes is nearly 3 weeks' worth of stock. In addition to this stockpile, we have access to thousands of tonnes of salt that are held by the Balfour Beatty Group. We have 5 gritting vehicles with GPS technology on board to monitor and audit the road gritting process.

2.6.6. The science behind 'gritting'

Although the process is referred to as gritting it is actually salt that is used on the road surfaces. The salt lowers the freezing point on the road surface. If the road surface is below -8°C then the salt becomes ineffective. Salt needs traffic movement to turn the salt into brine (salty water) to melt the snow; the salt will not melt the snow by itself. The roads are pre-salted at up to 15g/m² and post-salted at up to 30g/m². A decision as to whether to pre-salt is usually taken at lunchtime and the salting normally begins around 7pm after the worst of the rush hour traffic is over and well before the expected freeze. If there is an overnight snow fall following the pre-salting, then we grit again at 4am with a heavier run of around 20g/m².

The gritting routes currently cover 210 miles. Unfortunately in spite of our best efforts gritting does not always work. Heavy rain can wash the salt away. Early morning frost can be difficult to predict. It can be very hard to grit during the rush hour and ice can form before the gritting vehicles have completed their routes.

If we experience prolonged adverse weather and once the priority one and two routes are clear, we will assess and prioritise any other requests for gritting.

2.6.7. Footway gritting schedule for city centre;

See above. There is a Partnership agreement to grit certain footway routes during extended periods of extreme weather.

2.7. Bridge washing :

Bridges are subject to:

- an annual safety check - This type of inspection consists of a cursory check for obvious deficiencies, which might lead to traffic accidents or high maintenance costs.
- a 2 year general inspection- This consists of a visual inspection of all external parts of the structure.
- a 6 year principal inspection- This level of inspection requires a close examination (within touching distance) of all inspect able parts of the structure.
- Any items requiring diving survey generally tend to be done on a four yearly basis.
- Adhoc inspections- To investigate a specific problem that has been found, including crash damage for example.

SCC do not have a routine bridge cleaning programme. We do seek to get expansion joints and drainage cleansed when works are underway, though (owing to cost etc) there is no regular, planned cleansing. There is also no provision/requirement for aesthetic cleansing (though if offensive graffiti is found then it's reported to the cleansing team and removed ASAP).

2.8. Gully flushing :

Highway Drainage and Subway Pumps

Balfour Beatty Living Place (BBLP) cleans and maintains the highways drainage systems (gully's, linear drainage, catchpits, soakaways, chamber covers) and the pumped subway drainage systems in order to prevent flooding of the Area Network.

They coordinate, manage and deliver a surface water management plan in consultation with SCC in accordance with Government legislative requirements and Department for Environment, Food and Rural Affairs (Defra) guidance. BBLP has a subcontract with EEG to do this, it is BBLP risk to keep the Area Network free from flooding.

2.9. No of CCTV cameras in city centre.

There are 29 cameras are main City Centre. The location of these can be seen on the online interactive map found here: <http://www.southampton.gov.uk/council-democracy/council-data/data-protection/cctv-map.aspx>

There are also another 16 which monitor external car park cameras, making a total of 45.

As part of the Safer Streets Fund project additional CCTV cameras are being installed in Hoglands and Houndswell parks.

This is based on an area extending from the train station on the west to Charlotte Place in the East, from the top of London Road down to Town Quay.

2.10. Maintenance of CCTV cameras and including faults.:

SCC monitor the CCTV (non-traffic) cameras repairs are monitored on a 24 hours or 72 hour fix.

CCTV arrangements are subject to sustainability considerations.

CCTV (Citywatch) will continue to support the Southampton Business Crime Partnership in line with the agreed Data Protection Impact Assessment.

2.11. Highways Steward :

In early 2020 the Southampton City Council/Balfour Beatty Highways Partnership introduced a new highways role, a City Centre Steward.

The intention of the new role was for the City Centre public realm areas to have additional focus, with increased highway inspections to quickly identify issues and ensure that they were dealt with as soon as possible. Also to build relationships with key City Centre stakeholders such as Southampton City Council officers and departments, Elected Members, Go Southampton and businesses located within the City Centre area. Ensuring through these relationships that emerging issues could be quickly identified, prioritised and resolved while also identifying and highlighting highway areas for potential improvement.

The Highways Partnership has reviewed the first year of the implementation of the City Centre Steward role and deemed it very successful and has committed to maintain the role. The custodianship the role brings for the public realm within the City Centre, helps maintain the agenda for continuous improvement for this area, which is of key importance for the reputation and future potential development of the City Centre.

3. CLEANSING OF MULTI-STOREY CAR PARKS (MSCPs)

3.1. The Marlands

Marlands MSCP is the largest of the SCC MSCP's in the City Centre, and therefore has a cleansing operative on site for 4.5 hours per day Monday to Friday unless otherwise instructed by the Contract Administrator (Parking Operations).

Daily – Sunday to Saturday

- All litter (including drug paraphernalia and rough sleeping materials) will be removed from all areas of the MSCP, elevators and elevator foyers
- Full sweep and litter pick of vehicle routes and parking bays
- Any surface fouling by excrement or bodily fluids of specific areas will be entirely removed and the area damp mopped and deck scrubbed with a suitable disinfectant
- Doors, door handles and push plates cleaned with disinfectant
- Handrails cleaned with disinfectant and dried
- Elevators swept, mopped, wiped down with disinfectant and dried. All body fluids, needles and faeces removed.
- the tiled floor cleaning in the elevator foyer on floor 10 is damp mopped with disinfectant and left clean and dry
- Ground floor pay machine foyer is litter picked and mopped 3 times a day
- Offensive or Hate Crime Graffiti removed

Fortnightly

- Foyer glass is cleaned including ledges.

Twice weekly

- Floors, steps and landings will be cleaned
- Non-offensive Graffiti removed

Every 4th Sunday

- Tiled floor on floor 10 foyer is mechanically scrubbed

Quarterly

- Deep cleaning of stairwells, steps, landings, walls, ceilings, windows, Light diffusers and window ledges.

Annually

- Stairwell glass is cleaned (insides only)

Reactive service

- If any area of the MSCP becomes soiled with faeces, needles, body fluids etc. the reactive team must be notified and will attend within 2 hours during normal working hours and outside of normal working hours will join a priority queue

Notes:

- Normal working hours are 6.00 to 14.30 Monday to Friday
- Rough sleepers may impede cleansing operations. If rough sleepers do not allow cleansing operations to be carried out, cleansing operatives will log in the car park log book and notify parking operations by phone immediately and re-schedule a visit to the relevant area same day, up to 2 further attempts will be made.

Southampton City Council have proactively installed shutters to the MSCP to prevent anti-social behaviour and to improve the user experience within the MSCP.

3.2. East Gate MSCP

Daily – Sunday to Saturday

- All litter (including drug paraphernalia and rough sleeping materials) will be removed from all areas of the MSCP, elevators and elevator foyers
- Full sweep and litter pick of vehicle routes and parking bays
- Any surface fouling by excrement or bodily fluids of specific areas will be entirely removed and the area damp mopped and deck scrubbed with a suitable disinfectant
- Doors, door handles and push plates cleaned with disinfectant
- Handrails cleaned with disinfectant and dried
- Elevators swept, mopped, wiped down with disinfectant and dried. All body fluids, needles and faeces removed.
- Offensive or Hate Crime Graffiti removed
- Floors, steps and landings will be cleaned
- Non-offensive Graffiti removed

Quarterly

- Deep cleaning of stairwells, steps, landings, walls, ceilings, windows, Light diffusers and window ledges.

Annually

- Stairwell glass is cleaned (insides only)

Reactive service

- If any area of the MSCP becomes soiled with faeces, needles, body fluids etc. the reactive team must be notified and will attend within 2 hours during normal working hours and outside of normal working hours will join a priority queue

Notes:

- Normal working hours are 6.00 to 14.30 Monday to Friday
- Rough sleepers may impede cleansing operations. If rough sleepers do not allow cleansing operations to be carried out, cleansing operatives will log in the car park log book and notify parking operations by phone immediately and re-schedule a visit to the relevant area same day, up to 2 further attempts will be made.

3.3. Grosvenor Square MSCP

Daily – Sunday to Saturday

- All litter (including drug paraphernalia and rough sleeping materials) will be removed from all areas of the MSCP, elevators and elevator foyers
- Full sweep and litter pick of vehicle routes and parking bays
- Any surface fouling by excrement or bodily fluids of specific areas will be entirely removed and the area damp mopped and deck scrubbed with a suitable disinfectant
- Doors, door handles and push plates cleaned with disinfectant
- Handrails cleaned with disinfectant and dried
- Elevators swept, mopped, wiped down with disinfectant and dried. All body fluids, needles and faeces removed.
- Offensive or Hate Crime Graffiti removed
- Floors, steps and landings will be cleaned
- Non-offensive Graffiti removed

Quarterly

- Deep cleaning of stairwells, steps, landings, walls, ceilings, windows, Light diffusers and window ledges

Annually

- Stairwell glass is cleaned (insides only)

Reactive service

- If any area of the MSCP becomes soiled with faeces, needles, body fluids etc. the reactive team must be notified and will attend within 2 hours during normal working hours and outside of normal working hours will join a priority queue

Notes:

- Normal working hours are 6.00 to 14.30 Monday to Friday
- Rough sleepers may impede cleansing operations. If rough sleepers do not allow cleansing operations to be carried out, cleansing operatives will log in the car park log book and notify parking operations by phone immediately and re-schedule a visit to the relevant area same day, up to 2 further attempts will be made.
- Southampton City Council have proactively installed shutters to the MSCP to prevent anti-social behaviour and to improve the user experience within the MSCP.

3.4. Bedford Place MSCP

Daily – Sunday to Saturday

- All litter (including drug paraphernalia and rough sleeping materials) will be removed from all areas of the MSCP, elevators and elevator foyers
- Full sweep and litter pick of vehicle routes and parking bays
- Any surface fouling by excrement or bodily fluids of specific areas will be entirely removed and the area damp mopped and deck scrubbed with a suitable disinfectant
- Doors, door handles and push plates cleaned with disinfectant
- Handrails cleaned with disinfectant and dried
- Elevators swept, mopped, wiped down with disinfectant and dried. All body fluids, needles and faeces removed.
- Offensive or Hate Crime Graffiti removed
- Floors, steps and landings will be cleaned
- Non-offensive Graffiti removed

Quarterly

- Deep cleaning of stairwells, steps, landings, walls, ceilings, windows, Light diffusers and window ledges

Annually

- Stairwell glass is cleaned (insides only)

Reactive service

- If any area of the MSCP becomes soiled with faeces, needles, body fluids etc. the reactive team must be notified and will attend within 2 hours during normal working hours and outside of normal working hours will join a priority queue

Notes:

- Normal working hours are 6.00 to 14.30 Monday to Friday
- Rough sleepers may impede cleansing operations. If rough sleepers do not allow cleansing operations to be carried out, cleansing operatives will log in the car park log book and notify parking operations by phone immediately and re-schedule a visit to the relevant area same day, up to 2 further attempts will be made.
- Southampton City Council have proactively installed shutters to the MSCP to prevent anti-social behaviour and to improve the user experience within the MSCP.

3.5. West Park MSCP

Daily – Sunday to Saturday

- All litter (including drug paraphernalia and rough sleeping materials) will be removed from all areas of the MSCP, elevators and elevator foyers
- Full sweep and litter pick of vehicle routes and parking bays
- Any surface fouling by excrement or bodily fluids of specific areas will be entirely removed and the area damp mopped and deck scrubbed with a suitable disinfectant
- Doors, door handles and push plates cleaned with disinfectant
- Handrails cleaned with disinfectant and dried
- Elevators swept, mopped, wiped down with disinfectant and dried. All body fluids, needles and faeces removed.
- Offensive or Hate Crime Graffiti removed
- Floors, steps and landings will be cleaned
- Non-offensive Graffiti removed

Quarterly

- Deep cleaning of stairwells, steps, landings, walls, ceilings, windows, Light diffusers and window ledges

Annually

- Stairwell glass is cleaned (insides only)

Reactive service

- If any area of the MSCP becomes soiled with faeces, needles, body fluids etc. the reactive team must be notified and will attend within 2 hours during normal working hours and outside of normal working hours will join a priority queue

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- Southampton City Council have proactively installed shutters to the MSCP to prevent anti-social behaviour and to improve the user experience within the MSCP.

Location	Address	Car Decks	Stairwells	Elevators	Parking Spaces
Eastgate MSCP	East Gate, SO14 3HA	10	2	2	709
West Park MSCP	West Park Road SO15 1GE	10	3	2	506
Marlands MSCP	Windsor Terrace, SO14 7SJ	12	6	6	810
Grosvenor Square MSCP	Grosvenor Square, SO15 2BE	11	3	3	532
Bedford Place MSCP	Salisbury Street, SO15 2TZ	10	2	2	289

4. EVENTS, CULTURE AND TOURISM

4.1. Events

The Events Team at the city council consists of three officers who:

- Arrange, coordinate and facilitate events in the city.
- Arrange, coordinate and facilitate filming in the city.
- Arrange, coordinate and facilitate promotions in the city.
- Arrange and coordinate the general weekly market in the city.
- Arrange and coordinate the Christmas Market in the city.
- Arrange and coordinate the Christmas Lights Scheme in the city.
- Manage and coordinate the city's Events Safety Advisory Group.
- Manage the 'Events' section of Visit Southampton website.
- Manage the @SotonEvents twitter and weekly event bulletins.

4.2. Markets

The Events Team has responsibility to coordinate and manage markets throughout the city which includes options to hold markets in Above Bar and the Bargate areas. A contract is in place with a company called 'Street Events' who provide a twice weekly market in the city centre from January – October (the Christmas Market takes place in the same area in November and December).

The markets take place on Fridays and Saturdays. The agreement runs initially until the end of October 2023 It is governed by a Service Specification that, amongst other things, stipulates the markets shall:

- be vibrant ;
- contribute to the revitalisation, regeneration and rejuvenation of the area;
- be of high quality at all times in terms of products sold, service standards and appearance;
- offer a wide variety in terms of the types of products offered;
- offer unique products that do not conflict with existing retailers;
- enhance the city's reputation;
- include activities that enhance and complement the sale of goods; and
- attract visitors to the city centre..

4.3. Christmas Offer

Market

The Events team is responsible for the Christmas Market which takes place in the city centre. This contract is currently with Wela-Märkte and is governed by a Services Specification. It started in 2019 and is due to run until Christmas 2023. This may be extended for a further year due to the market not taking place in 2020 due to COVID-19.

Lights and Decorations

A four-year contract is in place at present with Gala Lights Ltd for the provision and maintenance of decorative festive lighting in the city centre and this is valid until January 2022. The contract is due go out for tender early 2022 for a four-year contract.

The festive lighting within the existing contract consists of:

- Lighting in trees: 3 trees north of the Bargate, 12 trees in Guildhall Square, 2 trees in East Park entrance, 2 trees on Above Bar South opposite Marlands Shopping Centre, 12 Trees in Above Bar Pedestrian Precinct.
- Lighting on lamp columns with a mixture of motif or boa wrap style: QE2 Mile area - Above Bar North, West Marlands Road, Above Bar South, Pound Tree Road, Bargate Street, Hanover Buildings, Bargate Pedestrian area, High Street.

4.4. City Centre Events

The Events team has supported the successful delivery of city centre events and activities such as the ABP Half Marathon and 10k; Music in the City; Southampton Pride; Remembrance Service and Parade; Thai Festival; Mela Festival; Oktoberfest; Circus; Play Day; FolkDance; Family Art Trail; several music and dance events and smaller community events.

It would be the Council's intention to work alongside the BID and other partners to develop events, markets and the Christmas offer in the city centre further.

4.5. Visitor attractions

The Council is responsible for developing and delivering three of the city's visitor attractions including the collections, exhibitions, learning and events programme that support a high quality visitor experience:

Southampton City Art Gallery is open:

- Monday to Friday, 10am – 3pm
- Saturday, 10am – 4pm

SeaCity Museum is open:

- Monday to Sunday, 10am – 5pm

Tudor House and Garden is open:

- Monday to Thursday, 10am – 3pm
- Saturday and Sunday, 10am – 5pm

A budget of approximately £70,000 is available for carrying out repairs to over 165 Ancient Scheduled Monuments and Memorials within Southampton. This is used predominantly for carrying out reactive repairs and twice yearly clearances of invasive plants however, there is planned investment a significant capital programme to restore these assets as part of place-shaping agendas

4.6. Visitor Information and Destination Management

SCC does not currently provide a Tourist Information Centre for the city. There is also no current budget for the replacement of existing tourist interpretation signage such as the Walk the Walls panels although exploration of this and digital approaches is part of a wider ambitions for the city.

The Council is committed to uplifting the support for the visitor economy and in 2020/21 commissioned a Destination Management Plan that the destination partnership will need to collectively resource and drive forward.

4.7. Marketing

Visitor Attractions

There is one Senior Communications Officer who, amongst other things, promotes the Sea City Museum, Tudor House and the Art Gallery. This person's time is also shared with the media duty rota.

Email Marketing

Southampton City Council uses a number of email bulletins for marketing the city and in 16/17 reached about 3.2 million recipients. The two main bulletins are the events bulletin and Culture Vulture bulletin that, as of March 2017, had approximately 10,700 and 10,000 subscribers respectively.

4.8. UK City of Culture 2025

Southampton City Council has approved funding and committed support to the Southampton 2025 Trust if the city's bid to be UK City of Culture 2025 is successful. UK City of Culture status provides the winning city with huge profile and creates business opportunities.

5. ECONOMIC DEVELOPMENT

5.1. Southampton Growth Strategy

The Council will adopt a new City Growth Strategy and delivery plan in 2021..

5.2. Southampton Statutory Local Plan

The Council's new Local Plan will be a document that will set out the future development of new homes, work spaces, infrastructure and facilities across the city over the next 20 years and beyond. The Council intend for the new Local Plan to replace older documents in order to provide new, up-to-date and relevant planning policies.

The future development needs of Southampton will be set out in this long term strategy to manage development, protect the environment and promote sustainable communities. It will set out how Southampton's growth needs will be met and will include policies for assessing planning applications and new development proposals across the whole of the city.

GO! Southampton is recognised as a key consultee as part of the consultation process for the Southampton Local Plan.

5.3. Economic Development Team

The Economic Development Team are responsible for updating the Invest in Southampton website, liaison with developers and investors, promoting the city and working with external partners to maximise growth. The Economic Development Team will work in partnership with GO! Southampton to support economic development opportunities in the city. .

5.4 Mayflower Quarter

The Council have commissioned AR Urbanism to create a masterplan for the Mayflower Quarter. The masterplan will develop a distinctive environment that responds to the challenges of climate change by better connecting the city centre and establishing a sustainable new urban neighbourhood, creating an enhanced quality of life for present and future generations that is greener, healthier, and fairer.

The masterplan will set out development on the 84-hectare site, extending from the north of Southampton Central train station to the waterfront. The development will provide world-class facilities for businesses, alongside city centre homes and leisure opportunities. Areas of premium public realm will be key to the mixed-use development, which will also re-connect the waterfront with the city centre.

GO! Southampton is recognised as a key partner as part of the consultation process for the Mayflower Quarter.

6. ENFORCEMENT

6.1. Community Safety

The Council employs 1 x FTE Senior Community Safety Officer and 5 x FTE City Welfare Wardens to deal with Anti-social Behaviour (ASB) across the whole city. The community safety team work closely with the police and other stakeholders to tackle ASB through advice, support and enforcement. The team will identify and remove unlawful encampments and abandoned items to enhance the street scene. The community safety service is a key partner in Operation Luscombe, which seeks to identify prolific offenders targeting commercial districts and retail business. This operation is intended to reduce crime including shop lifting and aggressive begging

6.2. Environmental Health

There is a small team carrying out all environmental health statutory duties across the city to include the investigation and enforcement of food hygiene, health and safety and private sector housing offences; statutory nuisances including noise, dust and accumulations that are prejudicial to health. The deployment of limited resources, to include the BID area, is done on a priority basis.

Fly-tipping is a national problem. In September 2020, the Council employed two environmental protection officers to investigate fly tipping incidents and pursue enforcement action against offenders. The officers work closely with the Council's city services teams who remove rubbish to ensure that fly-tipped waste is checked for evidence to identify offenders before it is removed. The officers also work with neighbouring local authorities to investigate prolific offenders who may be active both inside and outside of the city boundary.

Reasonable steps are taken to ensure that private land owners clear fly tips on their land. The council provide a chargeable clearance service to assist.

6.3. Trading Standards

The trading standards team provides consumer protection services across the city to ensure a fair trading environment.. Limited resources are targeted according to risk and on providing protection to the most vulnerable.

6.4. Control of Sales Order

The Control of Sales Order in the Above Bar Pedestrian Precinct is enforced by the Southampton City Council licensing team, who have the relevant expertise, but is not funded by the licensing fee. Existing resources allow for a monthly visit and associated follow-up action.

6.5. Parking Enforcement

Two teams of Civil Enforcement Officers working a 4 days on and 4 days off shift pattern provide parking enforcement services 7 days a week. The team is principally concerned with ensuring parking compliance across the city through the issue of penalty charge notices for offences. The team are able to serve fixed penalty notices for certain offences related to "envirocrime" such as littering, but activity in this area is low given the priority for the enforcement of parking offences.

6.6. Licensing

The licensing team administer licences, permits, consents and registrations for those activities that require them to include premises selling alcohol and taxis, in order to safeguard the welfare and safety of the general public, animals and environment. The councils licensing objectives are to prevent crime and disorder, promote public safety, prevent public nuisance and the protect children from harm.

The Licensing Team arranges quarterly meetings with partners, including the BID to discuss arrangements for providing support services within the night time economy.

Partnership working is essential in keeping people safe. The Licensing Team will commit to providing attendance at Licensing Link quarterly meetings and others arranged they consider appropriate

7. LATE NIGHT LEVY

Southampton City Council resolved to cease the late night levy with effect from 1st April 2021. Historically the levy raised approximately £120,000 pa. The funds can only be used to support services operating and supporting the night time economy. Funds were distributed between Taxi Marshalls, Southampton Street Pastors, Street Cleaning, CCTV, Best Bar None and Community Safety.

Due to the Coronavirus lockdown and the impact on the hospitality trade in the final year of the levy Southampton City Council has not chased for payment from businesses adversely impacted by the lockdown. There is an anticipated carry over of £30,000 plus any further payments once the council require payment for the final levy year. It is difficult to calculate precisely how much this will be but a further £30,000 is anticipated.

Spends from the levy are discussed by the Late Night Levy Board and the BID will be invited for input to the board before any decision is made on allocation of funds.

8. ROUGH SLEEPING

8.1 SCC Street Homeless Prevention Team:

- Carry out twice weekly early morning outreach to known hotspots of rough sleeping, in particular the city centre high street, car parks, areas close to railway station and the Common.
- Those that are found rough sleeping with substance misuse issues, and willing to engage in treatment, are referred through to substance misuse services for rapid assessment. We are hoping to expand this offer to street based support and prescribing with a pilot project starting in 2021.
- Complete assessments either on the street, telephone or scheduled face to face appointments so that personal housing plans can be completed, detailing what housing options are available, if appropriate referrals will be made to SCC contracted services in the Housing Related Support contracts via the weekly Gateway meetings.
- Reconnect people with areas where they have a local connection by contacting services in these areas and offering travel warrants and other documentation that they may have lost whilst rough sleeping.
- Respond to individual reports of rough sleepers in non-typical places either through the public contacting on generic email/telephone calls or via the national rough sleeper reporting system called Street Link.
- Provide intensive support to clients in tenancies who have been moved on through supported housing in to their own accommodation and where tenancy failure remains likely.
- Assist hostels where residents become at risk of failing in hostels due to behaviour to prevent eviction.
- Is comprised of 4 full time Street Homeless Support workers, 5 Rough Sleeper Initiative outreach workers (1 of which is located in the Navigators team), 1 housing assistant and a senior SHPT officer who oversees the team and reports to the Homelessness Manager.

8.2. Street Support:

The voluntary, faith, private and public sector organisations, have come together to show their commitment to working together for the city and established the Street Support network to tackle rough sleeping . A Charter has been developed involving people with lived experience of homelessness and organisations which provide support, and can be summarised by the vision statement “Southampton is a city where no-one needs to sleep rough or beg”. A website brings together information about how people can to help and provides information about services for this client group to provide a co-ordinated response for the city.

<https://streetsupport.net/southampton/charter/>

8.3 Homeless Vulnerable Adult Support Team (Navigators)

Originally established as a 2 year pilot in 2017 following a successful bid for grant funds from central government, the Homeless Navigator service has continued to provide an intensive engagement and support service to reduce Rough Sleeping in Southampton. This service is now funded via the Rough Sleeper Initiative with funding in place on a year by year basis:

- It is delivered by Two Saints who employ a small team of 4 Outreach Support workers and part-time manager
- Interventions and engagement are based on Alcohol Concern's 'Blue light' 'no first night out', 'housing first' and 'Psychologically Informed Environment' principles
- Two Saints have made 10 units of accommodation available to support people engaging with this project
- The project supports the most complex of individuals with following criteria
 - People identified as 'Entrenched rough sleepers' where existing pathways have not worked and where new innovative approaches are required
 - People who have a history of poor or non-engagement with support and services
 - People who will benefit from an intensive, focussed and consistent support service
- Support available
 - Rapid and long term support if required
 - Managing substance misuse
 - Improved physical health and well being
 - Improve mental Health
 - Reducing offending behaviour
 - Building networks and positive relationships
 - Life/Tenancy skills
 - Managing money
 - Facilitate access to work, education and training

8.4. Overview of other services

People vulnerable to and from Rough Sleeping also receive support from other existing services including Substance Misuse Services, Homeless Healthcare Team, Community Mental Health teams, Day Centre, street pastors and the Vulnerable Adult Support Team within the hospital setting. The focus on rough sleeping has been heightened during the pandemic to assist infection control measures and to prevent this recognised vulnerable group from the serious health effects of Covid and resulted in the national directive to get all rough sleepers off the street. Collaboration with these other services and the Street Support network has been invaluable during the pandemic bolstering SCC and other providers' services by providing food, welcome packs and volunteers. As new funding sources arise for such things as drug and alcohol services to support rough sleepers or responding to their mental health needs the existing working partnerships are hoped to be enhanced for these clients with the aim of preventing their return to the street.

9. TRANSPORT AND ACCESS

9.1. Transport Plan

The Local Transport Plan will outline the Council's vision to get Southampton moving. This new transport plan will be developed in 2021.

9.2. My Journey

GO! Southampton, the Business Improvement District and GO! Southampton will work in partnership with the Councils My Journey team. My Journey is used as a consistent brand for travel behaviour change related communications, messaging and initiatives by HCC, PCC and SCC. Through the My Journey programme, we will engage with employers and education centres (Schools, Colleges and Universities) located within the BID area, which generate a significant number of trips to offer advice on travel options and journey planning, offer a range of support and incentives to help tackle barriers to non-car travel, and offer options to help businesses implement actions that will foster a longer-term legacy of behaviour change for travel and air quality.

The My Journey Workplace Travel Network has 45+ businesses attending, including NHS, Universities, ABP, colleges, Ordnance Survey, IKEA, Hampshire Fire & Rescue, Saints FC etc. The Network covers over 50,000 employees, and one member organisation has seen a 10% reduction in single car occupancy journeys to work as a result of projects implemented with support from the Network. The Partnership would look to increase the number of businesses within the BID area attending and benefiting from others experience.

My Journey can work with individual employers on more bespoke engagement, to assist with understanding their travel patterns, implementing their Travel Action Plans (TAP), providing Personal Journey Plans (PJPs), mitigating any travel issues identified. This would be supported by a revenue and capital grant scheme to provide soft and hard measure support to businesses e.g. Bus discounts, improved cycle facilities, development of IT work from home software etc. My journey will promote and encourage participation in micro mobility services across the city including escooter, cycle share and ecargo bike. Businesses will also benefit from a new Mobility as a Service platform to bring about easier journey planning, booking and ticketing, aiming to bring about changes in travel behaviour. Trials of micro consolidation initiatives involving Zero Emission Vehicles, cargo cycles, walking porters and both attended and unattended collection systems, will be available within the BID.

The My Journey team also provides a programme of communication support, Developing bespoke, distinctive, attractive, effective marketing and communications materials, imagery and utilising the "My Journey" brand, promoting sustainable travel messages.

9.3 Transforming Cities Fund

As part of the 2020 Budget, the Chancellor announced the outcome of the Industrial Strategy's Transforming Cities Fund (TCF). The joint bid submitted in November 2019 by Southampton City Council and Hampshire County Council for Southampton and Hampshire was awarded £57m of Government funding towards the total £68.5m project and covers the three years to March 2023. The remainder of the funding is coming from local match contributions with the Council and its partners.

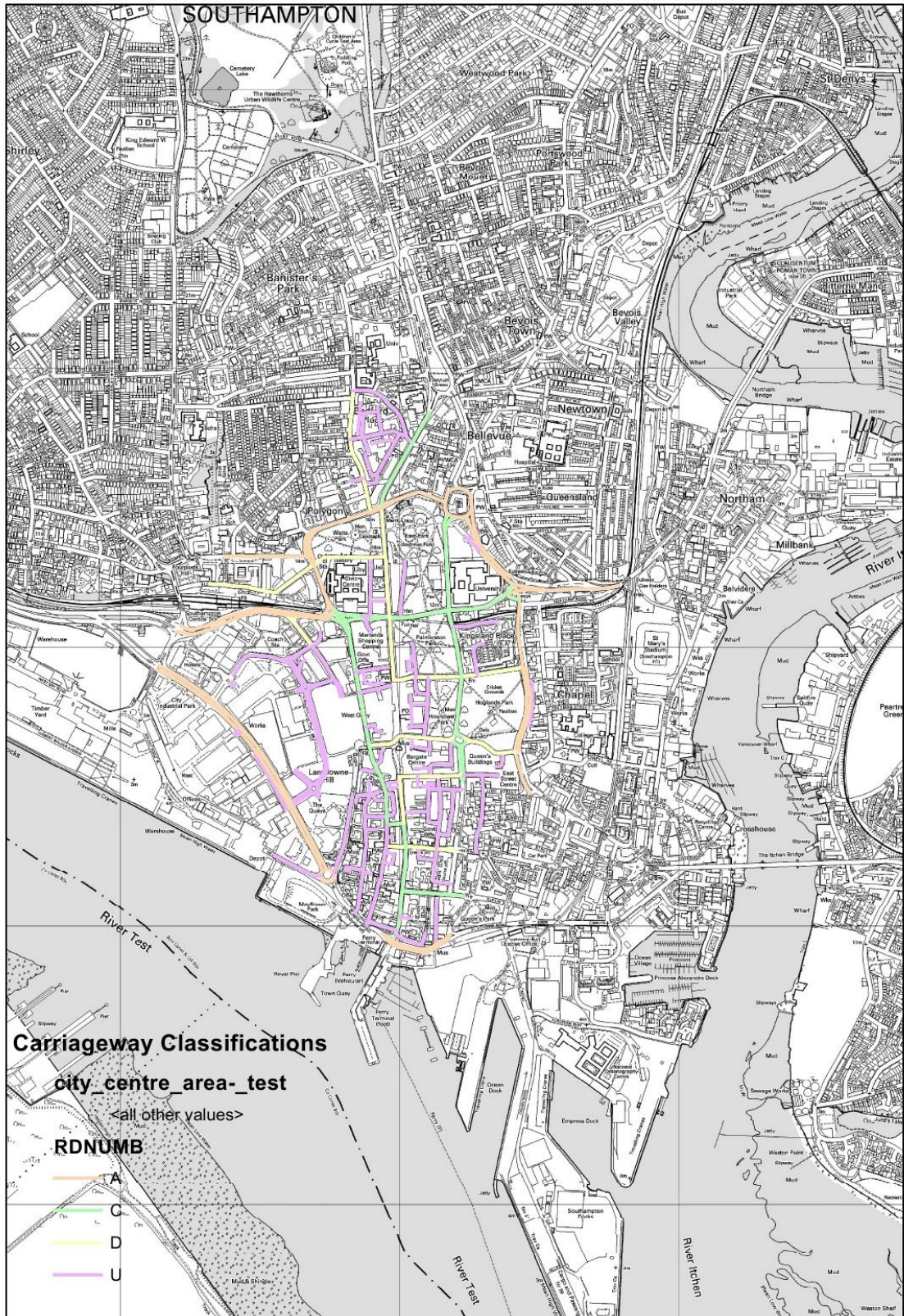
GO! Southampton has been identified as a key partner to shape the TCF programme in the city centre and will be involved throughout the planning and implementation of the schemes.

The above programme is subject to change to align with the new transport plan highlighted in 9.1.

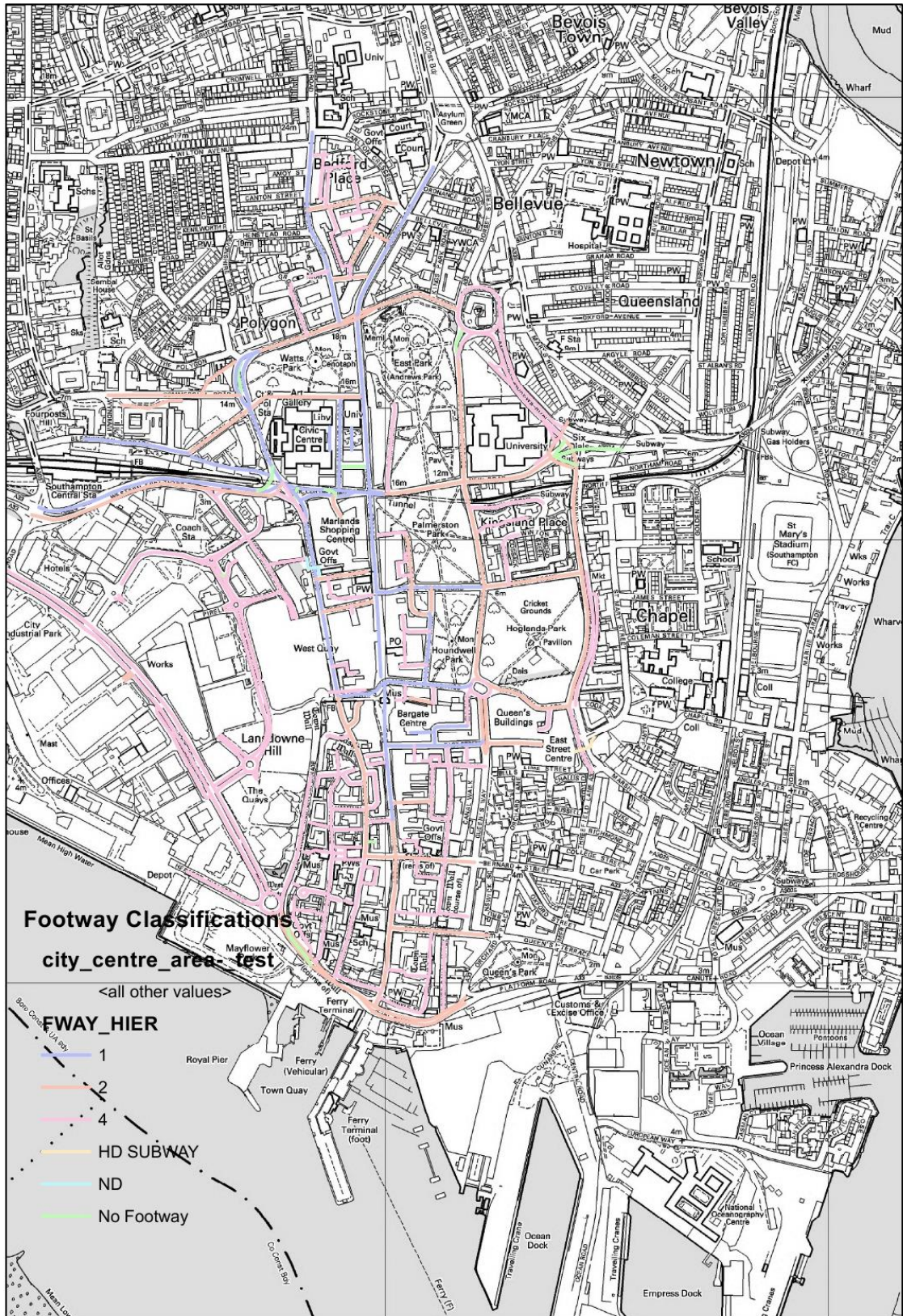
APPENDIX SC1

Daily	Twice Weekly	Monthly
Above Bar Street Albion Place Back of the Walls Bargate Street Bedford Place Briton Street Brunswick Place Canal Walk Carlton Place Carlton PLace Castle Lane Castle Way Civic Centre Road Commercial Road Cumberland Place East Street Eastgate Street Hanover Buildings Havelock Road High Street Houndwell Place London Road Lower Canal Walk New Road Ogle Road Palmerston Road Park Walk Porters Lane Portland Street Portland Terrace Pound Tree Road Regent Street Salisbury Street Scullards Lane Southampton Street St. Michaels Street Sussex Road The Strand Vincent's Walk West Marlands Road West Park Road West Street Winchester Street Windsor Terrace Winkle Street York Buildings York Walk	Bugle Street French Street Western Esplanade Pirelli Street Town Quay Harbour Parade Herbert Walker Ave Vyse Church Lane Cement Terrace Castle Square Upper Bugle St Lansdowne Hill Hamtun Street Simnel Street South Front North Front	Oriental Terrace Cuckoo Lane

APPENDIX SC2 - TO BE UPDATED



Carriageway Classifications- City Centre Area



Footway Classifications- City Centre Area