

Appendix 5 – Baseline Services



BYRES ROAD BUSINESS IMPROVEMENT DISTRICT BASELINE SERVICES

Organisations

Glasgow City Council: Land and Environmental Services (LES), Development and Regeneration Services, Social Care Services (SCS)

Others: City Property, City Parking, Community Safety Glasgow, Glasgow City Marketing Bureau (GCMB), Glasgow Life, Police Scotland, Strathclyde Partnership for Transport (SPT)

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STATUTORY SERVICES

1.1 ENVIRONMENT

1.1.1 Service Area: Glasgow City Council, Land and Environmental Services, Domestic Refuse	
Activity Area	Domestic/Recycling Refuse collections.
Description/Specification	The removal of residual and recyclable waste from 450 residential properties within the BID area.
Contact	Derek Walker, Depot Manager, 07795 333293
Existing Activity	Works managed and carried out by Glasgow City Council
Operational Times	Mon-Sun 07:00-18:30.
Equipment Levels	1X RCV residual waste. 1X RCV recyclable waste.
Staff Levels	1X RCV Driver, 4x Operatives residual waste. 1X RCV Driver, 2x Operatives recyclable waste. For residual waste approximately 7hrs per week per operative is required. For recyclable waste approximately 5Hrs per fortnight per operative is required.
Key Performance Indicators	Checked and supervised regularly by local supervisors. Trackyou Data capture and monitoring

	facility. Collation of missed bin reports
Legislation/Policy	Collections are carried out to ensure compliance with the Environmental Protection Act 1990
Existing Value of Contract/Service	£40,000 per annum
Boundary Area	All residential properties within the BID area.
Non Compliance Procedure	Incidents relating to non compliance are passed on to Glasgow City Council Enforcement Officers
Additional Information or Notes	Not applicable

1.1.2 Service Area: Glasgow City Council Land and Environmental Services, Food Hygiene

Activity Area	Food Hygiene and Standards
Description/Specification	General Regulatory Role Food Safety (Hygiene and Standards)
Contact	William Hamilton, Business Regulation Manager, 0141 287 6624 William.Hamilton@glasgow.gov.uk
Existing Activity	<p>Business Regulation provides 24/7 coverage of all areas. Food Premises are subject to interventions carried out in accordance with the Food Safety Act 1990, Section 40 Code of Practice (Scotland). The following Services are provided:-</p> <ul style="list-style-type: none"> • Education, training and advice on food safety including participation in the Eat Safe Award Scheme, Healthy Living Award Scheme and Food Hygiene Information Scheme • Sampling of food in accordance with a sampling plan and as a result of consumer complaint • Investigation of alleged food poisoning complaints • Investigations into confirmed food poisoning outbreaks • Investigation into complaints concerning food premises and food purchased from Food premises
Operational Times	The Service Delivery point is 231 George Street, Glasgow between the hours 09.00-17.00 Monday to Thursday, 09.00-16.00 on Fridays and at all other times via the Council's Customer Care Centre at 0845 270 1558.
Staffing and Equipment Levels	The number of officers on duty at any time varies dependent on shift patterns.

Key Performance Indicators	Within the Council area which includes the BID area, this Service collates and reports Performance indicators in relation to the percentage of premises in categories A, B and C inspected. In addition within a "Last Mile" area of Commonwealth Games venues there is a Target of 90% of food premises achieving FHIS PASS standard before the Games. The BID area is included in this target.
Legislation/Policy	The Food Safety Act 1990 and associated legislation
Existing Value of Contract/Service	Resources prioritised as necessary
Boundary Area	All premises within the BID area
Non Compliance Procedure	Food businesses which are found to fail to comply with food law requirements will be subject to Glasgow City Council's Food Law Enforcement Policy which can be accessed at https://www.glasgow.gov.uk/index.aspx?articleid=5895
Additional Information or Notes	Not applicable

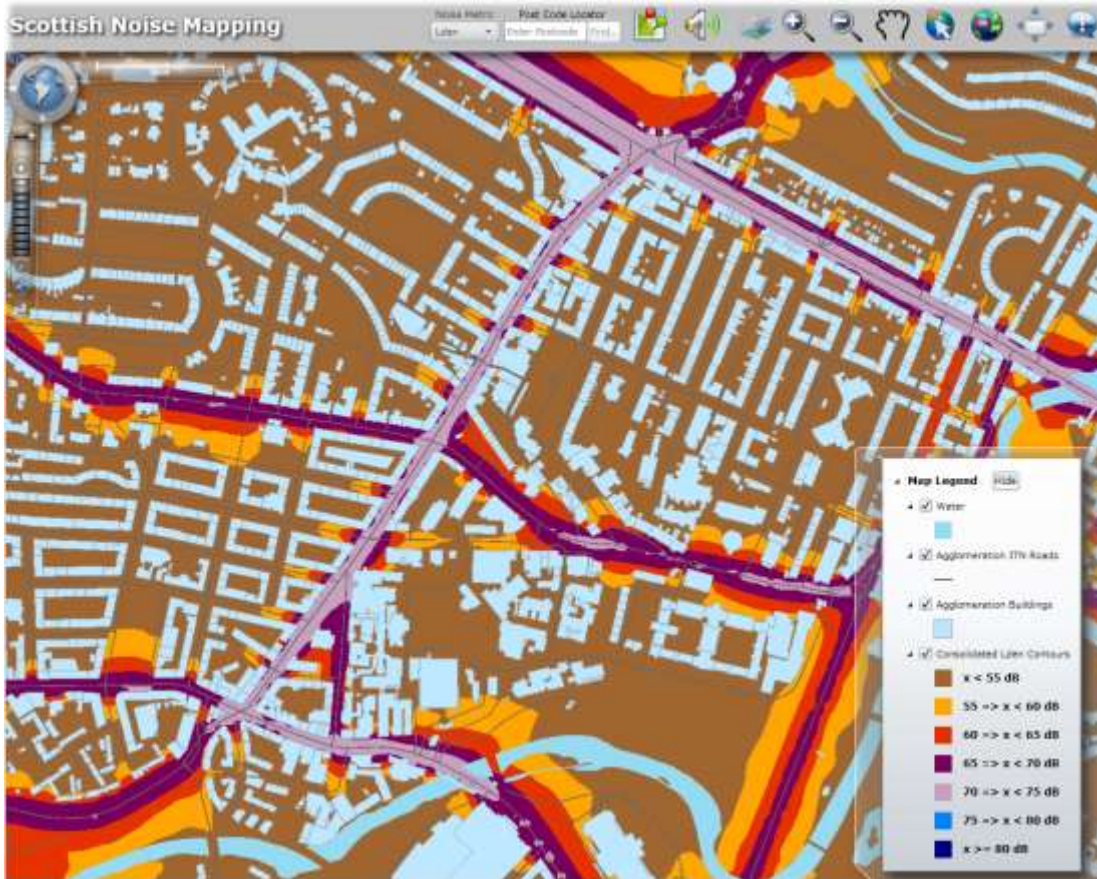
1.1.3 Service Area: Glasgow City Council Land and Environmental Services, Public Health

Activity Area	Public Health
Description/Specification	Provision of services relating to housing, waste and flytipping, air pollution, noise and pest control. This group also provides professional input to planning consultations to protect health and wellbeing of residents from new developments.
Contact	Nigel Kerr, Group Manager, 0141 287 6528

	nigel.kerr@glasgow.gov.uk																																										
Existing Activity	<p>Public Health provides advice, support and enforcement roles in relation to legislation covering air, land, noise, housing and pest control. A summary of complaints in the BID area for the year 2013/14 is as follows:-</p> <table> <tr> <td>Commercial Refuse</td> <td>21</td> </tr> <tr> <td>Cooking Smells</td> <td>4</td> </tr> <tr> <td>Dampness</td> <td>1</td> </tr> <tr> <td>Defective Drainage</td> <td>5</td> </tr> <tr> <td>Dirty House</td> <td>1</td> </tr> <tr> <td>Dog Fouling</td> <td>1</td> </tr> <tr> <td>Domestic Refuse</td> <td>99</td> </tr> <tr> <td>Flytipping</td> <td>3</td> </tr> <tr> <td>Fumes miscellaneous</td> <td>1</td> </tr> <tr> <td>Inadequate water supply/penetration</td> <td>1</td> </tr> <tr> <td>Litter on land</td> <td>1</td> </tr> <tr> <td>Miscellaneous disrepair</td> <td>15</td> </tr> <tr> <td>Miscellaneous</td> <td>21</td> </tr> <tr> <td>No water supply</td> <td>1</td> </tr> <tr> <td>Odours from waste water</td> <td>1</td> </tr> <tr> <td>Pigeons</td> <td>2</td> </tr> <tr> <td>Planning</td> <td>1</td> </tr> <tr> <td>Rain penetration</td> <td>1</td> </tr> <tr> <td>Smoke nuisance</td> <td>2</td> </tr> <tr> <td>Stair cleaning</td> <td>1</td> </tr> <tr> <td>Water overflow</td> <td>6</td> </tr> </table>	Commercial Refuse	21	Cooking Smells	4	Dampness	1	Defective Drainage	5	Dirty House	1	Dog Fouling	1	Domestic Refuse	99	Flytipping	3	Fumes miscellaneous	1	Inadequate water supply/penetration	1	Litter on land	1	Miscellaneous disrepair	15	Miscellaneous	21	No water supply	1	Odours from waste water	1	Pigeons	2	Planning	1	Rain penetration	1	Smoke nuisance	2	Stair cleaning	1	Water overflow	6
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	<p>Water penetration 18</p> <p>Commercial Noise complaints 111</p> <p>There are also 3 Candidate Noise Management Areas (cNMAs) within the Byres Road area (predicted noise levels are shown on map below). These are being audited to identify whether they should progress to Noise Management Areas. More info available on link below.</p> <p>http://www.scottishnoisemapping.org</p> <p>http://www.scotland.gov.uk/Resource/0043/00436069.pdf</p>
Operational Times	9am – 3.30am 7 days/week. Out with these times, emergency cover is provided through the Customer Care Centre.
Equipment Levels	Not applicable
Staff Levels	<p>2 Environmental Health Officers cover wards 10,11,12,13,14,15 & 16</p> <p>1 Technical officer covers wards 11, 15 & 16</p>
Key Performance Indicators	<ul style="list-style-type: none"> • Percentage of fly tipping, trade waste and litter complaints responded to within 2 working days – target of 90%. • Number of vehicles examined at a formal roadside emissions test – target of 2500 per year • Percentage of non domestic noise complaints responded to within 2 working days and average time to start enforcement action – target of 90%. <p>These are LES PIs and are for the entire city; performance for the specific BID area is not available.</p>
Legislation/Policy	<p>Environmental Protection Act 1990</p> <p>Housing (Scotland) Act 1987 & 2006</p>

	<p>Clean Air Act 1993</p> <p>Prevention of Damage by Pests Act 1949</p> <p>Sewerage (Scotland) Act 1968</p> <p>Control of Pollution Act 1974</p> <p>Civic Government (Scotland) Act 1982</p> <p>Dog Fouling (Scotland) Act 2003</p> <p>Control of Dogs (Scotland) Act 2010</p> <p>And associated regulations and guidance</p>
Existing Value of Contract/Service	Not applicable
Boundary Area	Number of complaints specific to BID area but all other information is for wider west end/city as detailed above.
Non Compliance Procedure	Resources are prioritised to ensure that LES PIs are met.
Additional Information or Notes	Not applicable



1.1.4 Service Area: Glasgow City Council, Land and Environmental Services, Roads Maintenance	
Activity Area	Roads and pavement maintenance, including winter maintenance and gully cleaning
Description/Specification	<p>To maintain the roads, pavements and associated infrastructure within the Byres Road. To inspect the carriageways and footways on a regular basis to ensure they are in a safe condition. Road Maintenance activities are undertaken in conjunction with Code of Practice for Well Maintained Highways 2005 and New Roads and Street Works Act 1991.</p> <p>Cyclic Maintenance Activities Include: gully cleaning, carriageway & footway repair and winter maintenance.</p> <p>Inspections:</p> <p>Roads and footways are inspected on a regular basis by a team of safety inspectors. Defects are logged</p>

	<p>and works are instructed in compliance with our safety defect policy.</p> <p>Carriageway and footways inspected: 12 x per year</p> <p>Gullies cleaned: Byres Rd, Dumbarton Rd and Great Western Rd (annually) and side streets once every two years.</p> <p>Emergency responses if and when required.</p> <p>Processing Third Party and Public liability Insurance claims.</p>																								
Contact	<p>David Russell, Roads Manager, 0141 287 8880, david.russell@ls.glasgow.gov.uk</p> <p>David Frew, Area Engineering Officer, 0141 287 9362, david.frew@ls.glasgow.gov.uk</p>																								
Existing Activity	<p>Works managed and undertaken by Glasgow City Council. Specialised Private contractors may be used if required</p>																								
Operational Times	<p>Client Management: Hours of Business 08:45 to 16:45 Monday to Friday.</p> <p>Roads Trading Organisation: Gartcraig Depot open 365 days per year, 24 hours per day.</p>																								
Equipment Levels	<p>Vehicles</p> <table> <tr> <td>Crewcabs</td> <td>13</td> </tr> <tr> <td>Pickups</td> <td>4</td> </tr> <tr> <td>Vans</td> <td>19</td> </tr> <tr> <td>Tippers</td> <td>25</td> </tr> <tr> <td>White Liner</td> <td>3</td> </tr> <tr> <td>Coning Vehicle</td> <td>3</td> </tr> <tr> <td>Crash Cushion</td> <td>4</td> </tr> <tr> <td>Gritter Unit</td> <td>2</td> </tr> <tr> <td>Gully Machines</td> <td>6</td> </tr> <tr> <td>Turbocaster</td> <td>3</td> </tr> <tr> <td>Demount Gritter</td> <td>18</td> </tr> <tr> <td>Gritter Body</td> <td>6</td> </tr> </table>	Crewcabs	13	Pickups	4	Vans	19	Tippers	25	White Liner	3	Coning Vehicle	3	Crash Cushion	4	Gritter Unit	2	Gully Machines	6	Turbocaster	3	Demount Gritter	18	Gritter Body	6
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	<p>Mini Gritter 1</p> <p>Towed Spreader 12</p> <p>Forklift 1</p> <p>Floor saw 4</p> <p>Small Plant</p> <p>Still saw 5</p> <p>Wacker Plate 10</p> <p>Cobra 6</p> <p>Vibro Tamper 3</p> <p>Trailer 2</p> <p>Cement Mixer 1</p> <p>Tar Sprayer 4</p> <p>Tool Heater 7</p> <p>Iron Master 1</p> <p>Jet Unit 1</p> <p><u>Total</u> <u>164</u></p> <p>It is not possible to quantify what vehicles and plant would be used within the area of interest. It would be a small percentage of plant used per year.</p>
Staff Level	The city is covered by 160 Roads Operatives, 5 Supervisory Staff and 5 safety inspectors. A small proportion of them will be allocated to Byres Road.
Performance Indicators	<p>Data to calculate the Scottish Road Maintenance Condition Survey (SRMCS) Road Condition Index (RCI) is collected as part of a Scotland-wide contract covering all 32 Councils, organised by The Society of Chief Officers of Transportation in Scotland (SCOTS).</p> <p>The survey is machine-based, and is subject to independent audit and quality assurance with the survey vehicles being subjected to rigorous annual validation checks.</p>

	<p>The number of defects repaired within target time (target 95%)</p> <p>The number of safety inspections completed in calendar month. (Target 95%)</p> <p>The actual number of gullies cleared during calendar month. (Target 97%) 3 % Failure due to volume of parked cars within area.</p>																		
<p>Legislation/Policy</p>	<ul style="list-style-type: none"> - Roads (Scotland) Act 1984 - Well-maintained Highways' Code of Practice for Highway Maintenance Management (2005) - Scottish Road Works Register (SRWR) - ALF procedures - GCC Road Asset Management Plan - GCC Winter Maintenance Plan - Construction, Design and Management Regulations. - GCC Road Maintenance Manual - Statutory List of Public Roads 																		
<p>Existing Value of Contract/Service</p> <table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;"><u>Street</u></th> <th style="text-align: left;"><u>Length (m)</u></th> </tr> </thead> <tbody> <tr> <td>Byres Road</td> <td>1010</td> </tr> <tr> <td>Great Western Road</td> <td>108</td> </tr> <tr> <td>Grosvenor Lane</td> <td>75</td> </tr> <tr> <td>Vinicombe Street</td> <td>80</td> </tr> <tr> <td>Sandringham Lane</td> <td>40</td> </tr> <tr> <td>Kersland Street</td> <td>22</td> </tr> <tr> <td>Vinicombe Lane</td> <td>50</td> </tr> <tr> <td>Cranworth Street</td> <td>87</td> </tr> </tbody> </table>	<u>Street</u>	<u>Length (m)</u>	Byres Road	1010	Great Western Road	108	Grosvenor Lane	75	Vinicombe Street	80	Sandringham Lane	40	Kersland Street	22	Vinicombe Lane	50	Cranworth Street	87	<p>Gully Cleaning operations within BID area includes 130 gullies: Cost per year to maintain £2,535 including waste disposal charges.</p> <p>Winter Maintenance with BID area includes 2.7km: Cost Winter Maintenance £2,241 per year</p> <p>General carriageway and footway repairs including temp repairs, responding to emergencies, £2,500</p>
<u>Street</u>	<u>Length (m)</u>																		
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Vinicombe Lane	50																		
Cranworth Street	87																		

Burgh Lane	87	
Cresswell Street	95	
Cresswell Lane	85	
Great George Street	59	
Observatory Road	19	
Roxburgh Street	20	
Ruthven Street	17	
Great George Lane	70	
Lilybank Lane	60	
Ashton Lane	105	
Ruthven Lane	142	
Dowanside Lane	141	
Dowanside Road	16	
Highburgh Road	13	
University Avenue	12	
Havelock Street	25	
Lawrence Street	12	
University Place	29	
White Street	26	
Chancellor Street	36	
Dalcross Street	10	
Dumbarton Road	170	
B808	36	
Boundary Area		See above list of streets within BID area

Non Compliance Procedure	The Quality Management System is maintained to provide assurance of compliance with the requirements of the international Quality Standard ISO9001:2008 and the requirements of customers and stakeholders. Regular reviews and monitoring are carried out to identify and execute improvement opportunities.
Additional Information or Notes	Not applicable

1.1.5 Service Area: Glasgow City Council, Land and Environmental Services, Street Cleansing

Activity Area	Street cleansing and litter bin emptying.
Description/Specification	Litter control around the BID area in compliance with EPA requirements. To clean all routes to the required (a standard of cleanliness, being free of litter and refuse at the end of each sweep. Attention to dog fouling, fly posting, graffiti, and fly-posting as required.
Contact	Derek Walker, Depot Manager, 07795333293, derek.walker@glasgow.gov.uk
Existing Activity	Works managed and carried out by Glasgow City Council staff. Seven days a week.
Operational Times	Seven days Mon-Sun 07:30-18:30. 2x manual barrow sweepers. 1x mechanical. Serviced manually once per night by Night shift.
Equipment Levels	2x Street orderly barrows, 2x brush 1xshovel 1x litter picker bags.
Staff Levels	2x Full time dayshift staff allocated to BID area.

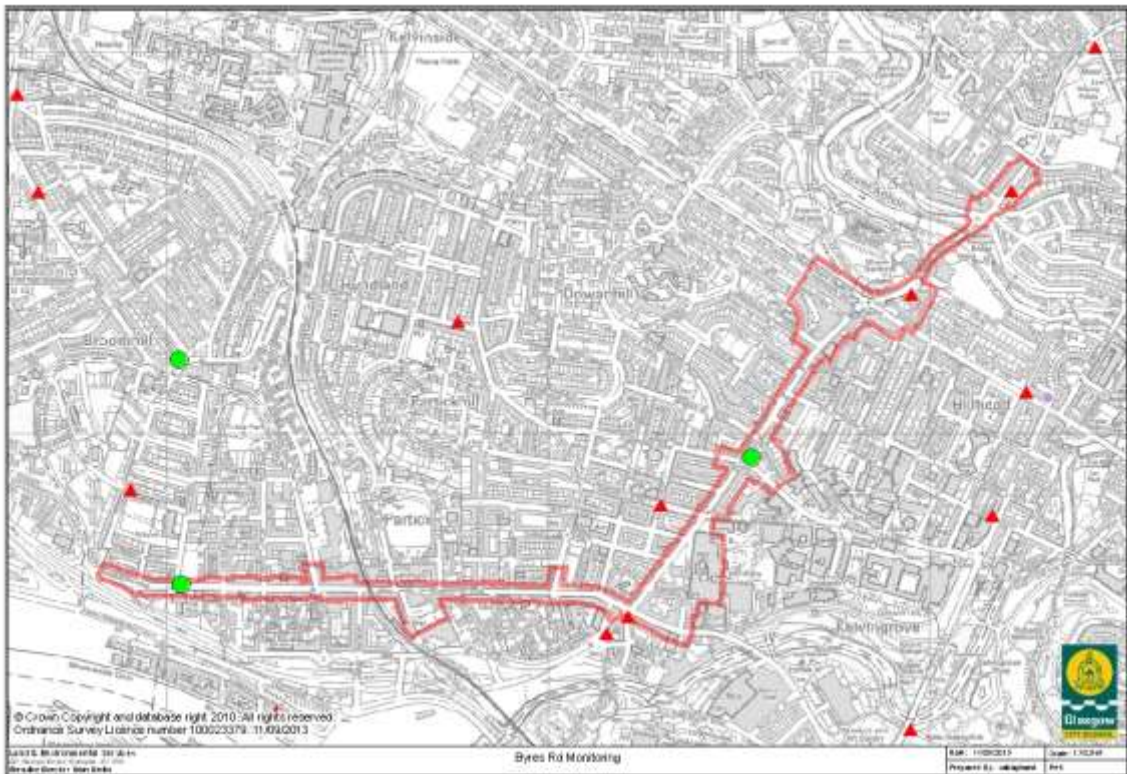
Key Performance Indicators	LEAMS (Local Environmental Audit and Management System) street cleansing monitoring assessments 2x per year by external monitors. (Local Authority and Keep Scotland Beautiful). Inspected regularly by local Supervisor.
Legislation/Policy	Street cleansing service supplied to comply with EPA requirements.
Existing Value of Contract/Se	£92,000 per annum
Boundary Area	All roads and footways within the BID area.
Non Compliance Procedure	Sites which fail to meet required standards are attended to within 24hrs.
Additional Information or Note	Main litter sources are smoking, drinks, fast food, and confectionary.

1.1.6 Service Area: Glasgow City Council, Land and Environmental Services, Air Quality Monitoring

Activity Area	A i r Q u a l i t y M o n i t o r i n g
Description/Specification	Regular monitoring of the air quality levels in the Byres Road area. In particular this includes monitoring of the Air Quality management Area designated for the Byres Road/Dumbarton Road area.
Contact	Julie Robertson, Principal Officer, Public Health, 0141 287 6695 julie.robertson@glasgow.gov.uk
Existing Activity	Glasgow City Council operates an extensive monitoring network for air pollutants across the city

	<p>with particular emphasis on the AQMAs such as Byres Road. The attached map shows the locations of these monitoring points with automatic monitoring stations shown by a green circle and passive NO₂ diffusion tubes shown by a red triangle.</p>
Operational Times	<p>Automatic Air Quality monitoring carried out. Equipment is continuously operating. Data is checked daily with a site calibration visit carried out fortnightly.</p> <p>NO₂ tubes analysed and replaced on a monthly basis.</p>
Equipment Levels	<p>One automatic station containing PM₁₀ and NO₂ analysers and five diffusion tubes in the immediate area of Byres Rd.</p>
Staff Levels	<p>Staff visits fortnightly to calibrate Automatic monitoring stations.</p> <p>Diffusion tubes are collected on a monthly basis.</p> <p>Staff required to model and assess air quality data and undertake work associated with the AQMA.</p>
Key Performance Indicators	<p>Air Quality performance indicators are collected for representative sites within Glasgow where they are judged against the Air Quality Objectives. Byres Rd sites are not included within the internal KPI.</p>
Legislation/Policy	<p>The Environment Act 1995 sets provisions for protecting air quality and for local air quality management. We are required to monitor and assess against a number of air quality objectives.</p>
Existing Value of Contract/Service	<p>Not specific to BID area</p>
Boundary Area	<p>Not specific to BID area</p>
Non Compliance Procedure	<p>Longstanding monitoring in the Byres Rd area has resulted in the area being subject to a Detailed Assessment of air quality.</p> <p>The area was found to have breached the NO₂ objective levels.</p> <p>This culminated in the area being declared an AQMA</p>

	in 2007 and an Action Plan being produced in 2009.
Additional Information or Notes	Annual reports, Detailed Assessments, Further Assessments and Action Plans pertaining to the area can be found on the Glasgow City Council Air Quality management Website .



1.2 SAFETY

1.2.1 Service Area: GCC Land and Environmental Services, Street Lighting	
Activity Area	Street lighting maintenance
Description/Specification	Provision and maintenance of street lighting and associated electrical equipment. Works are generally

	<p>reactive and include a variety of electrical and lighting repairs. There is also a planned maintenance programme of Electrical Test and Inspection of installations which is carried out every 6 years.</p>
Contact	<p>Ian Runciman, Street Lighting Manager telephone 0141 287 9164</p> <p>e-mail; ian.runciman@glasgow.gov.uk</p>
Existing Activity	<p>Lighting works are managed and carried out by Glasgow City Council, Land and Environmental Services staff.</p>
Operational Times	<p>Client Management (Hours of Business); Monday-Friday 08.45-16.45</p> <p>Roads Trading Organisation (RTO); Nitshill Depot - open 24 hours/day, 365 days/year</p>
Equipment Levels	<p>52 units on Byres Road. NB many other units are connected to the same cabling networks.</p>
Staff Levels	<p>17 Staff employed within the lighting section. A small proportion of these will be allocated to Byres Road.</p>
Key Performance Indicators	<p>Performance indicators are collated and reported on. The response time for a report of an inoperative lighting unit is 4 working days and this is being achieved at a level of 98.24%.</p>
Legislation/Policy	<ul style="list-style-type: none"> - 17th Edition IEE Wiring Regs; BS 7671 - Electricity at Work Regs;1989 - Electricity Safety, Quality and Continuity Regs; 2002

	<ul style="list-style-type: none"> - Lighting Design Standards; BS EN13201 - Roads (Scotland) Act; 1984 - Well-Lit Highways (Code of Practice); 2004 Health & Safety at Work Act; 1984
Existing Value of Contract/Se	<p>£3,286** - This is an estimated value based on the revenue budget allocation for service provision in the BID area.</p> <p>Energy charges per annum for units within BID area - £7,135</p>
Boundary Area	Lighting to roads, footways and footpaths within the BID area.
Non Compliance Procedure	The Quality Management System is maintained to provide assurance of compliance with the requirements of in International Quality Standard ISO 9001:2008 and the requirements of customers and stakeholders. Regular reviews and monitoring are carried out to identify and execute improvement opportunities.
Additional Information or Notes	Not applicable

1.2.2 Service Area: Glasgow City Council, Land and Environmental Services, Trading Standards

Activity Area	Trading Standards
Description/Specification	Ensuring that businesses comply with consumer protection legislation, through enforcement, advice and compliance guidance

Contact	Neil Coltart, Group Manager, Trading Standards Unit, 0141 287 6682 Neil.Coltart@glasgow.gov.uk
Existing Activity	Reaction to consumer complaints and business advice requests, inspections and compliance projects, tobacco and other age restricted sales test purchasing
Operational Times	Monday to Friday 09:00 to 17:00 However there is some work outside these hours and emergency call line operates 24 hours.
Equipment Levels	No equipment is dedicated to this area however testing and measuring equipment will be required to fulfil duties.
Staff Levels	Staff have geographic and non geographic duties so there are no staff devoted to this area. In FTE it would be less than 1.
Key Performance Indicators	The response and closure for requests for advice by the public and business. The response to emergencies in relation to petroleum and explosives storage.
Legislation/Policy	See list below of Acts of Parliament
Existing Value of Contract/Service	Given the reactive nature of some of the work it is not possible to give a value to this.
Boundary Area	As per BID area.

Non Compliance Procedure	Where non-compliance is found this will be investigated and if necessary enforcement action taken.
Additional Information or Notes	Not applicable

Trading Standards Acts of Parliament

01	Explosives Acts 1875 and 1923 (as amended)
02	Burgh Police (Scotland) Acts 1892 and 1903
03	Agricultural Produce (Grading and Marking) Acts 1928 and 1931
04	Petroleum (Consolidation) Acts 1928
05	Petroleum (Transfer of License) Act 1936
06	Children and Young Persons (Scotland) Act 1937
07	The Cancer Act 1939
012	Farm and Garden Chemicals Act 1967
013	Agriculture (Misc Provisions) Act 1968
014	Medicines Act 1968
016	Trade Descriptions Act 1968
018	Development of Tourism Act 1969
019	Agriculture Act 1970
020	European Communities Act 1972
021	Poisons Act 1972
022	Fair Trading Act 1973
023	Hallmarking Act 1973
024	Consumer Credit Act 1974 and 2006
025	Control of Pollution Act 1974
026	Health and Safety at Work etc Act 1974
027	Prices Acts 1974 and 1975

028	Weights and Measures Acts 1976 and 1985
029	Energy Act 1976
032	Estate Agents Act 1979
033	Customs and Excise Management Act 1979
035	Animal Health Act 1981
036	Energy Conservation Act 1981
037	Wildlife and Countryside Act 1981
038	Zoo Licensing Act 1981
039	Civic Government (Scotland) Act 1982
040	Telecommunications Act 1984
042	Video Recordings Act 1984 and 1993
045	Housing (Scotland) Act 1987
046	Consumer Protection Act 1987
047	Motor Cycle Noise Act 1987
048	Education Reform Act 1988
049	Environment and Safety Information Act 1988
051	Copyright Designs and Patents Act 1988
053	The Pesticides (Fees and Enforcement) Act 1989
054	Courts and Legal Services Act 1990
058	Motor Vehicles (Safety Equipment for Children) Act 1991
060	Property Misdescriptions Act 1991
061	Timeshare Act 1992
062	Clean Air Act 1993
064	Trade Marks Act 1994
065	Environment Act 1995
066	Olympic Symbol etc (Protection) Act 1995
067	Trading Schemes Act 1996

069	Pesticides Act 1998
072	Vehicle Crime Act 2001
073	Enterprise Act 2002
074	Copyright etc and Trade Marks (Offences and Enforcement) Act 2002

1.2.3 Service Area: Glasgow City Council, Land and Environmental Services, Traffic and Road Safety A (Signs)	
Activity Area	Traffic and Road Safety
Description/Specification	Maintenance of traffic signs, bollards, road markings and pedestrian guardrails in accordance with statutory duty, codes of practice and Council policies.
Contact	Jamie Rodden: Group Manager 0141 287 9349, jamie.rodden@glasgow.gov.uk Scott Downie: Asst Group Manager 0141 287 9274, scott.downie@glasgow.gov.uk
Existing Activity	As above
Operational Times	24 hours a day, 365 days a year.
Equipment Levels	No data set available – estimated on linear metreage against city wide budget.
Staff Levels	Maintained under city wide internal /external contracts = 0.001 FTE
Key Performance Indicators	Continuously reducing the number of people killed or

	seriously injured in road accidents in line with the Scottish Government Targets.
Legislation/Policy	Road (Scotland) Act 1984 Road Traffic Regulation Act 1984 Code of Practice for Well Maintained Highways
Existing Value of Contract/Service	Approx £750 per annum pro rata
Boundary Area	Traffic and road safety is citywide and not restricted to the BID boundary.
Non Compliance Procedure	The Scottish Government requires Glasgow City Council to comply with the above Acts and Code of Practice. Enforcement action, if required, would be undertaken by the Government.
Additional Information or Notes	Not applicable

1.2.4 Service Area: Land & Environmental Services, Traffic and Road Safety B (Signals)	
Activity Area	Traffic and Road Safety
Description/Specification	Maintenance of traffic signals and associated UTC and UTMC systems in accordance with statutory duty, codes of practice and Council policies.
Contact	Jamie Rodden, Group Manager 0141 287 9349, jamie.rodde@glasgow.gov.uk Andy Torrance: Asst Group Manager 0141 287 9274, Andrew.Torrance@glasgow.gov.uk
Existing Activity	As above

Operational Times	24 hours a day, 365 days a year
Equipment Levels	4 junctions, 2 puffin crossings
Staff Levels	Maintained under city wide external contracts = 0.007 FTE
Key Performance Indicators	Traffic light repairs completed within 48 hours – Currently sitting at 98.25%
Legislation/Policy	Road (Scotland) Act 1984 Road Traffic Regulation Act 1984 The Zebra, Pelican and Puffin Pedestrian Crossing Regulations and General Directions 1987
Existing Value of Contract/Service	£8, 825 per annum pro rata
Boundary Area	Traffic and road safety is citywide and not restricted to the BID boundary.
Non Compliance Procedure	Part of city wide contract. Enforcement action is taken where necessary.
Additional Information or Notes	The maintenance of traffic signals is undertaken by a private contractor.

1.2.5 Service Area: Police Scotland	
Activity Area	Police Resources
Description/Specification	Community policing and support to businesses
Contact	Chief Inspector Simon Midgley Police Scotland – Glasgow West End 609-611 Dumbarton Road Glasgow

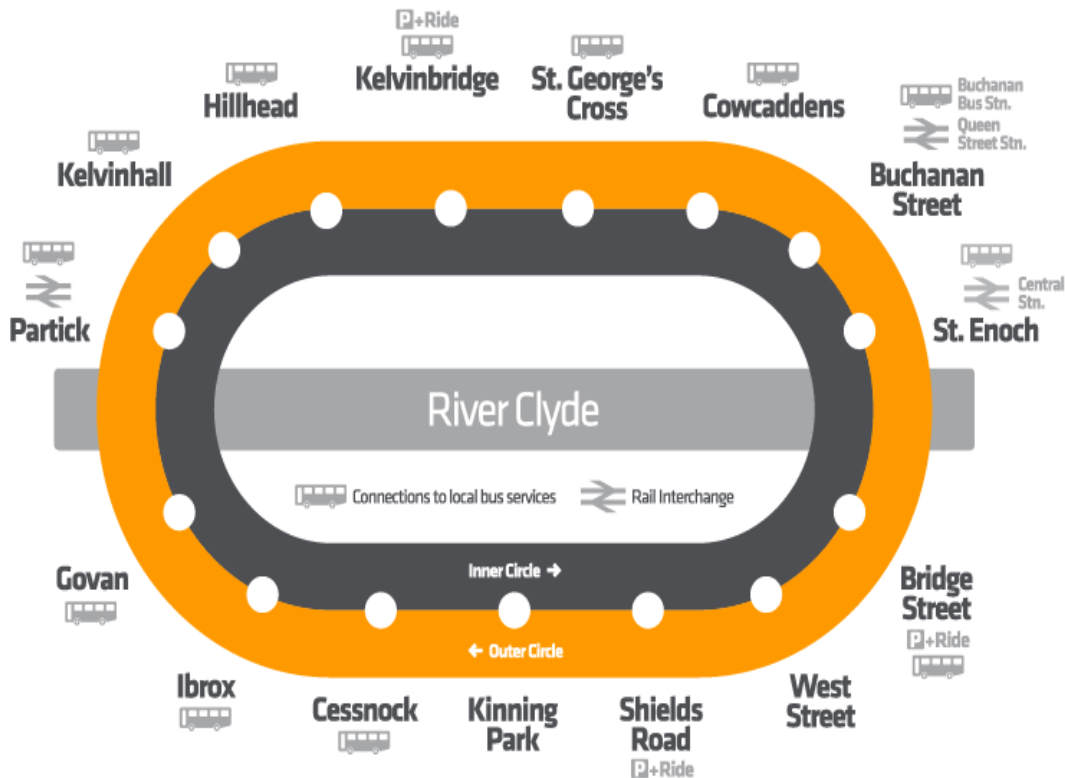
	G11 6HY Telephone: 101
Existing Activity	<p>Police Scotland provide a 24/7 coverage of all areas. Effective policing takes place at all times and is call demand driven using our analytical products to ensure we have sufficient resources at key times.</p> <p>Increased intelligence and analytically led style policing is combined with high visibility patrols providing public reassurance to ensure the opportunity to deter and detect criminals is maximised.</p> <p>Byres Road also has a thriving night time economy and forms part of our Nitezone Policing Plan in conjunction with Community Safety Glasgow and other partners. The following services are provided:</p> <ul style="list-style-type: none"> • providing dedicated officers at peak times, to address particular issues or to cover specific events • increasing foot patrols over the busy festive period to ensure that crimes are prevented and people are reassured • working closely with licensed premises to ensure that the West End is a safe place to be at night
Operational Times	24 hours per day, 7 days per week
Equipment Levels And Staff Levels	The number of officers on duty at any time varies dependent on recognised demands and initiatives but targeted action will always be taken to impact on the policing priorities identified by the community. We can also call on the support of specialist units should they be required. Ultimately it is our aim to have the right people in the right place at the right time.
Key Performance Indicators	Reduction and detection of crime with increased public satisfaction and quality recognition. This is measured internally and by means of Public Satisfaction surveys annually.
Legislation/Policy	The Single Outcome Agreement provides a legal obligation for Police Scotland to work with the local authority and other partner agencies.
Existing Value of Contract/Service	Resources prioritised as necessary.
Boundary Area	Multi-member ward areas 11 and 12 and part of ward 10 are the main boundaries for Glasgow West End

	Police Office
Non Compliance Procedure	Not applicable
Additional Information or Notes	<p>Police Scotland work closely with licensed premises to ensure that late night disorder and alcohol related offences are minimised and proactive high visibility patrols take place in and around the West End at key times.</p> <p>Anti-social behaviour and violence remain high level concerns for the local community and we work closely with our partners to impact on this using not only law enforcement but also education and awareness raising. We also benefit from having a wide range of specialist trained officers including CID, Road Policing and Community Policing who work alongside response officers to provide a multi skilled team.</p>

1.3 TRANSPORT

1.3.1 Service Area: Strathclyde Partnership for Transport	
Activity Area	Glasgow Subway /Hillhead Subway Station
Description/Specification	<p>The Subway plays an important role in carrying 12.6m passengers around the city annually. Many passengers use the Subway for commuting, education, leisure and shopping trips. It is also used as an interchange point between rail stations, bus services and park and ride locations around the city. Hillhead Subway station sits on Byres Road and Kelvinhall is close to Byres Road. Hillhead serves as a key transport location for university students.</p>
Contact	<p>Bruce Kiloh, Head of Policy and Planning.</p> <p>bruce.kiloh@spt.co.uk</p> <p>0141 333 3740</p>
Existing Activity	<p>Operation of Glasgow Subway, including Hillhead and Kelvinhall Subway Stations.</p> <p>Trains run every four minutes at peak times and every eight minutes during off-peak times.</p> <p>http://www.spt.co.uk/subway/</p>

Operational Times	0630-2330 Monday to Saturday 1000-1800 Sunday
Equipment Levels	Not specific to the BID area due to the nature of the service
Staff Levels	Not specific to the BID area due to the nature of the service
Key Performance Indicators	The performance of the Subway is monitored through SPT's Public Transport Services monitoring report. Most recent version available at: http://www.spt.co.uk/documents/op140314_agenda4.pdf <u>Additional monitoring is taken through the</u> Regional Transport Strategy Monitoring Report – latest version available here: http://www.spt.co.uk/corporate/wp-content/uploads/2012/05/2012_13-RTS-AMR-Approved.pdf
Legislation/Policy	Regional Transport Strategy (see http://www.spt.co.uk/wmslib/Documents_RTS/catalyst_or_change.pdf)
Existing Value of Contract/Service	Not specific to the BID area due to the nature of the service
Boundary Area	See diagram below
Non Compliance Procedure	Not available for the BID area
Additional Information or Notes	Not applicable



1.3.2 Service Area: Strathclyde Partnership for Transport	
Activity Area	Supported Bus service 89/90
Description/ Specification	Evening bus service linking Whiteinch, Partick, Kelvindale, Ruchill, Springburn, Dennistoun, Parkhead, Rutherglen, Kings Park, Shawlands, Pollokshields and Govan (Operating via Byres Road)
Contact	Bruce Kiloh, Head of Policy and Planning. bruce.kiloh@spt.co.uk 0141 333 3740
Existing Activity	Supporting the provision of an evening bus service when operation is otherwise not commercially viable.
Operational Times	Operating hours / timetable available at http://www.spt.co.uk/wmslib/Bus/89_90.pdf
Equipment Levels	Not specific to the BID area due to the nature of the

	service
Staff Levels	Not specific to the BID area due to the nature of the service
Key Performance Indicators	<p>The performance of SPT Supported services (but not each service individually) is monitored through SPT's Public Transport Services monitoring report. Most recent version available at:</p> <p>http://www.spt.co.uk/documents/op140314_agenda4.pdf</p> <p><u>Additional monitoring is taken through the</u> Regional Transport Strategy Monitoring Report – latest version available here: http://www.spt.co.uk/corporate/wp-content/uploads/2012/05/2012_13-RTS-AMR-Approved.pdf</p>
Legislation/ Policy	<p>Regional Transport Strategy (see http://www.spt.co.uk/wmslib/Documents_RTS/catalyst_for_change.pdf)</p> <p>SPT's Guideline Criteria for Supported Bus Services</p>
Existing Value of Contract/ Service	Not specific to the BID area due to the nature of the service
Boundary Area	<p>Not specific to the BID. The area served is shown in the timetable available at:</p> <p>http://www.spt.co.uk/wmslib/Bus/89_90.pdf</p>
Non Compliance Procedure	Terms and conditions of bus contracts specify process
Additional Information or Notes	Information on Commercially operated bus services not included

1.4 INFRASTRUCTURE

1.4.1 Service Area: Glasgow Life, Libraries

Activity Area	<p>Partick Library</p> <p>305 Dumbarton Road, Partick, G116AB</p> <p>Hillhead Library</p> <p>348 Byres Road, Glasgow, G12 8AP</p>
Description/Specification	Public Libraries within the BID area
Contact	<p>Lesley Crawford, Cultural Services Officer, Glasgow Life</p> <p>Lesley.Crawford@glasgowlife.org.uk, 0141 276 5433</p> <p>Jonny Howes, Cultural Services Officer, Glasgow Life,</p> <p>jonny.howes@glasgowlife.org.uk , 0141 276 6918</p>
Existing Activity	<p>Partick Library</p> <p>Monday 2 – 4pm Self Led Writers Group</p> <p>Wed 10.30 -11.30am Bounce and Rhyme sessions for parents and infants</p> <p>Wed 3.30 – 4.30pm Chatterbooks Sessions for children Delivered by GL staff & Volunteers</p> <p>Fri 10.30 11.30am Toddlers Tales -</p> <p>Fri 1.30 – 3pm – Knitting Group</p> <p>Fri 12 – 1pm Adult Literacy Class (GL staff)</p> <p>Fri 1 – 2pm ESOL provided by GL staff</p> <p>1st Thurs of Month 6.30 – 7.30pm – Self Led Book Group</p> <p>4th Tuesday of Month 5pm – 6pm - Councillor Colleran's</p>

	<p>Surgery</p> <p>2nd Thursday of Month - Councillor Bartos' Surgery</p> <p>Every 2nd Monday – Home Library Service run by volunteers.</p> <p>Tues 3.30 – 4.30pm – Homework Club for children run by GL staff and volunteers</p> <p>Thur 3.30 – 4.30pm – Youth Achievement Group</p> <p>Hillhead Library</p> <p>2 halls available for public use as required, West End Festival venue comprising 30 events in June, regular educational talks, information points, community consultation events, online resources such as eBooks, magazines, audio books etc, support and welfare reform programme, digital learning classes, schools author program, books to go programme, (supplying schools and nurseries) study space. Movie club, youth club, reading challenges, Macmillan Cancer volunteers drop support service, faxing and photocopying serve. Public toilets, literary and social programs for babies, toddlers and youth groups. ESOL Classes, 13 Book groups, large storage area for archiving materials and facilitating books to Africa project.</p>
Operational Times	<p>Partick Library</p> <p>Mon 10 – 5 Wed 10 – 5 Fri 10 - 5</p> <p>Tues 10 – 8 Thurs 10 – 8 Sat 10 – 5</p> <p>Hillhead Library</p> <p>Monday to Thursday 10 to 8pm.</p> <p>Friday to Saturday 10 to 5pm</p> <p>Sunday 12 to 5pm</p>
Equipment Levels	<p>Partick Library</p> <p>Large range of books, CDs & DVD's, suitable for children & adults. 13 computers for adults & 2 junior computers</p> <p>Hillhead Library</p> <p>Books, DVDs, CDs, 31 computers for public use. Wall space for</p>

	exhibitions.
Staff Levels	<p>Partick Library</p> <p>5 Full time staff (inc CSS)</p> <p>6 Part-time staff (inc CSO)</p> <p>Hillhead Library</p> <p>6 Full time staff (inc CSS and CSO)</p> <p>12 Part time staff</p>
Key Performance Indicators	<p>Partick Library</p> <ul style="list-style-type: none"> - To ensure footfall within library – KPI is estimated at 170,000 visitors per year within Partick Library (2014/2015) - To ensure issue stats are reached for book use currently 10,400 issues per month - To ensure PC usage – KPI is estimated at 37,000 login’s per year(2014/2015) - Wi-Fi usage – KPI is estimated at 6,000 login’s (2014/2015) <p>Hillhead Library</p> <ul style="list-style-type: none"> - To ensure foot-fall within library – KPI is estimated at 402,000 visitors per year within Partick Library (2014/2015) - To ensure issue stats are reached for book use currently 10,400 issues per month - To ensure PC usage – KPI is estimated at 80,000 login’s per year(2014/2015) - Wi-Fi usage – KPI is estimated at 10,000 login’s (2014/2015)
Legislation/Policy	<ul style="list-style-type: none"> - Reader Development Strategy - Glasgow Play Strategy - National Youth Work Strategy - Glasgow Life Strategic Plan

	<ul style="list-style-type: none"> - Single Outcome Agreement - North West Area Services Plan - Child Protection Policy - Health and Safety Policies - Policies encompassing National Standards for Community Learning and Development. - Standards relating to Chartered Institute for Libraries and Information Profession
Existing Value of Contract/Service	No breakdown available
Boundary Area	Within BID area
Non Compliance Procedure	Not applicable
Additional Information or Notes	Partick/Hillhead Libraries are busy libraries that attract many customers from throughout the Hillhead/Hyndland area and beyond. The libraries consistently attract students and a wide community participation that utilise the space for study, ICT and research purposes. Since June 2013, Partick/Hillhead Libraries have become part of North West Communities which is actively working on developing new programmes and activities within the library setting. In addition, Partick and Hillhead Libraries host speakers each year as part of the Aye Write Festival and the West End Festival.

1.4.2 Service Area: City Parking

Activity Area	Lilybank car park
Description/Specification	City Parking (Glasgow) LLP is a wholly owned subsidiary of GCC. Its role is to manage and develop the off street car parks that were previously owned by GCC.

	Lilybank is a surface car park
Contact	Mark Hampson, Car Park Manager Mark.Hampson@cityparkingglasgow.co.uk 0141 276 1838
Existing Activity	Off street car parking is provided throughout the city. Lilybank is the only non private car park within the BID area. Current tariff £1 per hour. Mon-Sat Overnight tariff 6pm-8am £2. Mon-Sun Sunday tariff flat rate 8am-6pm £2. 2 disabled parking bays.
Operational Times	Monday – Sunday, 24 hours per day.
Equipment Levels	2 pay and display machines
Staff Levels	Car park is unmanned. Staff visit the car park to carry out litter picks.
Key Performance Indicators	50-60,000 cars park in Lilybank car park per annum
Legislation/Policy	Road Traffic Order, Road Traffic Act 1984 Off Road Parking
Existing Value of Contract/Service	Commercially sensitive information not provided.
Boundary Area	BID area and wider city.
Non Compliance Procedure	Penalty Charge Notices in accordance with the Road Traffic Order. £60 or £30 if paid within 14 days. £90 if unpaid after 56 days.
Additional Information or Notes	None

1.4.3 Service Area: Land and Environmental Services

Activity Area	On-road Parking
Description/Specification	<p>Land and Environmental Services is responsible for ensuring that residents, visitors and businesses using the on-road parking facilities, do so in line with the restrictions in place. This allows for the free flow of traffic and helps avoid congestion caused by the indiscriminate and inconsiderate parking, therefore contributing towards road safety. A team of Parking Attendants patrol the area on a daily basis to ensure compliance.</p> <p>On-road parking is available on Byres Road in the form of approximately 140 parking bays for which there is currently no charge (car parking proposals are currently in consultation). There are waiting and loading restrictions and limited waiting for 30 minutes in the parking spaces.</p> <p>There is currently no disabled parking but new parking provisions are being assessed within the consultation referred to above.</p>
Contact	<p>Helen Morrison</p> <p>Helen.Morrison2@glasgow.gov.uk</p> <p>0141 287 6720</p>
Existing Activity	<p>There is currently no on street parking provision on Byres Road, however parking is available in spaces for up to 30 minutes.</p>
Operational Times	<p>8am – 6pm Monday to Friday</p>
Equipment Levels	<p>1,200 parking ticket machines citywide. Currently none in Byres Road</p>

Staff Levels	132 Parking Attendants citywide, of which up to 6 are in Byres Road per day
Key Performance Indicators	Number of street visits is monitored
Legislation/Policy	Road Traffic Regulation Act 1984
Existing Value of Contract/Service	Part of overall enforcement contract for GCC
Boundary Area	LES manages on street parking throughout the city. The on street parking within the BID area is not currently chargeable.
Non Compliance Procedure	Parking Attendants issue parking tickets to vehicles staying longer than the 30 minute waiting time. In what circumstances would vehicles be removed?
Additional Information or Notes	None

1.4.4 Service Area: City Parking (Glasgow) LLP

Activity Area	Parking Enforcement
Description/Specification	Provision of Parking Enforcement within the locus and surrounding area
Contact	Mark Bradley, Enforcement Manager, 0141 287 1847. mark.bradley@cityparkingglasgow.co.uk
Existing Activity	Double person patrols carried out over three shifts 7 days a week Vehicle removal truck on call as necessary
Operational Times	08:00 – 22:00 Mon – Sat 08:00 – 17:00 Sun and Public Holidays
Equipment Levels	Hand Held Penalty Charge Notice Units Removal Trucks
Staff Levels	Up to six Parking Attendants per day
Key Performance Indicators	Number of street visits is monitored
Legislation/Policy	RTA 1991 (as Amended)
Existing Value of Contract/Service	Part of overall enforcement Contract for GCC.
Boundary Area	Glasgow City boundary

Non Compliance Procedure	Issue of a Penalty Charge Notice and possible vehicle removal to vehicle pound
Additional Information or Notes	Not applicable

1.4.5 Service Area: Social Work Services

Activity Area	Social work 35 Church Street Glasgow G11 5JT Tel: 0141 276 3112
Description/Specification	Provision of social work services to the surrounding area.
Contact	Susan Orr, Head of Children and Families, Policy and Planning, Social Work services 0141 276 7044, Susan.orr@glasgow.gov.uk
Existing Activity	Locality office for the provision of social work services to the community.
Operational Times	8am – 8pm
Equipment Levels	There are car parking facilities on three sides of the building
Staff Levels	There are around 90 employees based in the building.
Key Performance Indicators	This is a statutory service provision.

Legislation/Policy	Social Work (Scotland) Act 1968 Children (Scotland) Act 1995 Community Care Act 1992 Children's Hearing (Scotland) Act 2012
Existing Value of Contract/Service	No information available for the BID area.
Boundary Area	The office sits close to the bottom of Byres Road where it splits into Church Street – it borders the Western Infirmary.
Non Compliance Procedure	Not applicable
Additional Information or Notes	Not applicable

1.4.6 Service Area: Glasgow City Council – DRS - Planning	
Activity Area	Planning – Development Management
Description/Specification	Monitoring and managing new developments in Byres Road and the balance of retail to non-retail uses in the Principal Retail Area
Contact	DRS James McGill - james.mcgill@drs.glasgow.gov.uk Elaine Murray – Elaine.murray@drs.glasgow.gov.uk
Existing Activity	<ul style="list-style-type: none"> • Determining planning applications for new development in the street • Implementing City Plan 2 policy for the balance of retail class 1 to non-retail class 1 uses within the 'principal retail area' of Partick/Byres Road Town centre • Managing and updating database of unit uses annually on the street, including monitoring vacancy rates. • Enforcement action on breaches of non-Class 1

	retail policy threshold of 20%
Operational Times	9-5pm Monday - Friday
Equipment Levels And Staff Levels	Desk based IT and appropriate software, 2 staff members approx per week
Key Performance Indicators	Development applications determined with 8 week statutory timescale Database updated annually Applications implementing policy threshold
Legislation/Policy	Main pieces include: <ul style="list-style-type: none"> - <u>The Town and Country Planning (Development Planning) (Scotland) Regulations 2008</u> - Scottish Planning Policy - <u>Circular 3/2013:</u> - <u>Town and Country Planning (Scotland) Act 1997, the Planning etc. (Scotland) Act 2006, the Town and Country Planning (Development Management Procedure) (Scotland) Regulations 2008</u> - Glasgow City Plan 2 - Strategic Development Plan Glasgow and Clyde valley
Existing Value of Contract/Service	Resources prioritised as necessary.
Boundary Area	BID area, wider Partick/Bytes Road Town Centre, wider west end locale
Non Compliance Procedure	Not applicable
Additional Information or Notes	

2. NON STATUTORY SERVICES

2.1 ENVIRONMENT

2.1.1 Service Area: Glasgow City Council, Land and Environmental Services, Commercial Waste	
Activity Area	Commercial Waste Collections
Description/Specification	Collection and disposal of commercial waste, including recyclables (paper, plastic, card) in line with individual commercial waste contracts.
Contact	Derek Walker, Depot Manager, 07795 333293. derek.walker@glasgow.gov.uk
Existing Activity	Works managed and carried out by Glasgow City Council staff seven days a week. Collection and disposal of commercial waste from 62 business premises, including commercial recycling (paper, cardboard) collection in line with individual contract agreements.
Operational Times	Core – 07:00 to 15:30 Monday to Friday. 11:00 to 07:00 Monday to Sunday. Saturday, Sunday daytime overtime as per contracts.
Equipment Levels	2 x RCV Vehicle residual waste. 1x RCV Vehicle recycled waste.
Staff Levels	2x RCV Driver, 4 Ops residual waste. 1x RCV Driver 2 Ops recyclable waste. Approximately 14hrs per operative per week it takes to service this contract.
Key Performance Indicators	Collation of missed bin reports.
Legislation/Policy	Collections are carried out to ensure compliance with the

	Environmental Protection Act 1990
Existing Value of Contract/Service	£133,000 per annum
Boundary Area	All contracted premises within the BID area.
Non Compliance Procedure	Incidents relating to non compliance are passed on to Glasgow City Council Enforcement Officers
Additional Information or Notes	Not applicable

2.1.2 Service Area: Community Safety Glasgow

Activity Area	Community Enforcement Officers
Description/Specification	Litter Enforcement and Issue of Fixed Penalty Notices. Increase public and business awareness of the Clean Glasgow Initiatives. Participate in Community Safety Initiatives with a range of partners and the business community to tackle issues such as aggressive begging and street homelessness and identifying areas of known public drug injection.
Contact	Eleanor Lee, Area Operations Manager Eleanor.Lee@glasgow.gov.uk 0141 276 7558
Existing Activity	7 day cover (officers work 4 on/4 off)
Operational Times	10:00hrs – 22.00hrs (2 officers each day)
Equipment Levels	PPE various

	Personal radios/mobile phones Mobile CCTV vans
Staff Levels	4 Officers
Key Performance Indicators	CEOs are monitored using Clean Glasgow Key Performance Indicators for litter fine and dog fine issuing
Legislation/Policy	Scottish Government Antisocial Behaviour (Scotland) Act 2004
Existing Value of Contract/Service	Community Enforcement Officer (Inc Employer Costs) £28,300 Personal Protective Equipment / uniform £700 Comms: radio and phone £400 Training £400 Total per Officer £29,800
Boundary Area	All Glasgow, inc. Byres Road
Non Compliance Procedure	Not applicable
Additional Information or Notes	Not applicable

2.1.3 Service Area Community Safety Glasgow

Activity Area	Graffiti and fly-posting removal
Description/Specification	The Graffiti Removal Service is responsible for graffiti and fly-posting removal, and supports other public sector partners.
Contact	Eleanor Lee, Area Operations Manager Eleanor.Lee@glasgow.gov.uk 0141 276 7558
Existing Activity	Monday – Friday Public Holidays – no service
Operational Times	07.00 – 15.00
Equipment Levels	Various vehicles and personal protective equipment.
Staff Levels	8 Officers
Key Performance Indicators	Removal of graffiti within 20 working days, 2 days for offensive graffiti
Legislation/Policy	Scottish Government Antisocial Behaviour (Scotland) Act 2004
Existing Value of Contract/Service	£290K
Boundary Area	City Centre and West End, inc. Byres Road
Non Compliance Procedure	Not applicable
Additional Information or	Partners are encouraged to report graffiti and fly posting via the

Notes	CCRT contact number.
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2.2 SAFETY

2.2.1 Service Area: Community Safety Glasgow	
Activity Area	Public Space CCTV
Description/Specification	<p>Under the Safer, Cleaner, Better agenda PSCCTV aims:</p> <ul style="list-style-type: none"> • To provide community reassurance, prevent and detect crime; • To ensure that people are able to live, learn, work, visit and play without threat to themselves and/ or their property; • To develop sustainable CCTV solutions that serve as a significant community resource and support the delivery of joined up local services.
Contact	<p>Eleanor Lee, Area Operations Manager</p> <p>Eleanor.Lee@glasgow.gov.uk</p> <p>0141 276 7558</p>
Existing Activity	24 hours a day, 7 days a week
Operational Times	<p>24 hours</p> <p>0700 – 1900</p> <p>1900 - 0700</p>
Equipment Levels	1 camera on corner of Byres Road and Dowanside Road. Mobile CCTV van patrols.
Staff Levels	21 Officers
Key Performance Indicators	Not applicable

Legislation/Policy	Scottish Government Antisocial Behaviour (Scotland) Act 2004
Existing Value of Contract/Service	<p>Approximately £30,000 per camera</p> <p>Mobile CCTV facilities can be purchased with costs varying according to level of service required</p> <p>Approximately £24,000</p> <p>Also re-deployable cameras may be an option where a radio signal is possible</p>
Boundary Area	Byres Road
Non Compliance Procedure	Not applicable
Additional Information or Notes	Not applicable

2.2.2 Service Area Community Safety Glasgow

Activity Area	Nite Zone
Description/Specification	<p>CSG operate the Nite Zone designated and customised taxi rank in Byres Road.</p> <p>Glasgow Taxis Ltd provide marshals at the rank between 11pm and 3am on Friday and Saturday nights. They create a safe environment for those waiting for a taxi, ensuring that the queue is orderly and moves quickly. The marshals carry digital night radios to communicate with the PSCCTV centre and the police via the Control Centre at Eastgate. The Nite Zones reduce queue jumping, arguments, fights and anti social behaviour. They also provide a safe passage home for vulnerable females.</p>

Contact	Eleanor Lee, Area Operations Manager Eleanor.Lee@glasgow.gov.uk 0141 276 7558
Existing Activity	Friday/Saturday
Operational Times	2200 hours – 0300 hours
Equipment Levels	Not applicable
Staff Levels	2 Home Safe Marshals
Key Performance Indicators	Various quantifiable and qualitative targets including the aims to: <ul style="list-style-type: none"> • Make existing night-time transport more convenient, safer and accessible; • Increase footfall; • Make pedestrian movement at night safer and simpler; • Reduce the number of reported violent crimes, disorder and antisocial behaviour within the Byres Road area; • Reduce the perception of crime at night; • Direct/ assist vulnerable people to the Nite Zone
Legislation/Policy	Scottish Government Antisocial Behaviour (Scotland) Act 2004
Existing Value of Contract/Service	£50,000 per annum + 1 CCTV operator at £22,567
Boundary Area	The Byres Road Nite Zone is situated outside Hillhead Underground
Non Compliance Procedure	Not applicable
Additional Information or Notes	Not applicable

2.3 MARKETING AND PROMOTION

2.3.1 Service Area: Glasgow City Marketing Bureau

Activity Area	Marketing Communications and Events
Description/Specification	<p>Glasgow City Marketing Bureau is the official destination marketing organisation for metropolitan Glasgow.</p> <p>Glasgow City Marketing Bureau's role is to communicate Glasgow's reputation as a world-class city in which to live, work, study and visit.</p>
Contact	<p>Glasgow City Marketing Bureau, 229 George St, Glasgow, Glasgow City G1 1QU</p> <p>Anne Holmes, PA to Chief Executive – Scott Taylor, 0141 566 0800,</p> <p>Anne.holmes@glasgowcitymarketingbureau.com</p>
Existing Activity	<p>As custodian of the PEOPLE MAKE GLASGOW brand, Glasgow City Marketing Bureau works with numerous partners, stakeholders and businesses to position and promote Glasgow across national and international markets as one of Europe's most vibrant, dynamic and diverse cities.</p> <p>Glasgow City Marketing Bureau is engaged in a wide-range of activity aimed at delivering economic and social benefits for Glasgow through leisure and business tourism.</p> <p>This activity comprises:</p> <p>Marketing Communications:</p> <ul style="list-style-type: none">• Strategic destination marketing communications campaigns across key target markets that includes:• Digital and traditional media promotions – including television and web advertising, social media promotions and other relevant channels• Familiarisation trips for press, special interest and special advisors• Generic promotional activity – including website information pages – about the city and its environs

	<ul style="list-style-type: none"> • The production and dissemination of relevant literature and other marketing collateral <p>Major Events:</p> <ul style="list-style-type: none"> • Bidding for, attracting and managing high-profile major events, conventions and exhibitions <p>Major Events are part of the developing events calendar which is coordinated by the city's Strategic Events Forum on which the key agencies are represented at senior level.</p> <p>Conventions:</p> <ul style="list-style-type: none"> • Responsibility for conference and event accommodation bookings and maintaining an Ambassador Programme • In 2013 8,430 delegates attended 51 conferences held at the University of Glasgow. <p>Glasgow's Ambassador Programme was established in 1990, the first of its kind in the UK. There are currently 2,400 ambassadors, from medical, scientific, academic & corporate backgrounds. Over 38% of ambassador led or linked conferences confirmed to the city in 2013 were led or linked to a University of Glasgow conference ambassador. This equates to 30 conferences, with a total economic benefit of £8.7m.</p>
Operational Times	Not specific to BID area
Equipment Levels	Not specific to BID area
Staff Levels	Staff within GCMB have a remit to support marketing activity across the whole city – this includes the Visit West End - Byres Road BID area as outlined on the BID area map.
Key Performance Indicators	GCMB Corporate KPIs are set and these are monitored on a bi-

	monthly basis to our board
Legislation/Policy	Not applicable
Existing Value of Contract/Service	GCMB utilises its core budget to promote Glasgow to key markets. Within this GCMB promotes Byres Road through the activity programmes detailed above in partnership with the Visit West End - Byres Road BID there is an opportunity to extend this work through the development of enhanced or bespoke activity. For example, this may include digital profiling of the area.
Boundary Area	As per BID area map supplied.
Non Compliance Procedure	Not applicable. GCMB is a voluntary membership organisation; there is no obligation to comply.
Additional Information or Notes	Not applicable.

2.3.2 Service Area: GCC Development and Regeneration Services, Housing and Regeneration - Banners	
Activity Area	City centre banners – Dressing the City programme
Description/Specification	Banner initiatives operate year round with various promotional campaigns throughout the year. The current contracts include installation, monitoring, maintenance, dismantling and manufacture of all banners.
Contact	John Foster, Project Assistant John.foster@drs.glasgow.gov.uk 0141 287 6540
Existing Activity	Service provision within the BID area now includes: <ul style="list-style-type: none"> - Lamppost banner-arms on Byres Road. - Toblerone structures at Byres Road/University Avenue and Byres Road/Great Western Road.
Operational Times	GCC hires contractors to provide manufacture, installation and de-rig as required. GCC owns the infrastructure and allows it to be used for the Dressing the City programme.
Equipment Levels	Contractors hire in equipment as required.
Staff Levels	2 Council officers monitor performance.
Key Performance Indicators	GCC DRS monitors performance of the contractor(s) on an annual basis, including quality assessment of banners and operations. There is a cross-agency co-ordination team that meets regularly for further analysis of the associated marketing campaigns.
Legislation/Policy	The Council's Standing Orders govern procurement of

	contractors.
Existing Value of Service	The citywide Dressing the City programme budget is currently £90,000 per annum.
Boundary Area	Citywide, focused on areas of high footfall and traffic for maximum reach.
Non compliance procedure	Not applicable
Additional information or notes	<p>The banner arm infrastructure that was improved for Glasgow 2014 will be retained (new lamppost banners in Byres Road). Older style banner arm infrastructure will be replaced where possible, to allow year-round banner programme and cut maintenance costs.</p> <p>Dressing the City programme and pricing structure is to be reviewed.</p>
Gaps in Service	Lighting column banner-arm infrastructure has recently been upgraded in certain locations as part of the Look of the Games Overlay. GCC intends to retain key elements of this infrastructure post-CG2014.

2.3.3 Service Area: GCC Land and Environmental Services Events

Activity Area	Events
Description/Specification	Support provided to festivals, including those produced externally and within the Council. The only event that takes place in Byres Road is the West End Festival. Support is provided at a cost.
Contact	Denise Hamilton, Events Manager, 0141 287 6603, Denise.hamilton@glasgow.gov.uk
Existing Activity	Support includes cleansing services, road closures etc. All at a cost to the organiser.
Operational Times	WEF takes place in June.
Equipment Levels	No equipment is allocated to the BID area. Contractors are hired when required.
Staff Levels	Staff members are not allocated to the BID area and are hired when required.
Key Performance Indicators	Event support is only provided when requested and is measured in terms of each event's overall performance. Contractors are monitored by Council officers.
Legislation/Policy	Contractors are obliged to adhere to the contract they have with the contracting department. The Council's Standing Orders govern the hire of contractors.
Existing Value of Contract/Service	Contractors are taken on only for the duration for the West End Festival, and costs are charged to the Festival.
Boundary Area	LES Events operate citywide and only operate in Byres Road

	during the West End Festival.
Non Compliance Procedure	Not applicable. This is not a statutory service. If contractors do not comply with their contract, standard Council procedures are followed.
Additional Information or Notes	West End Festival is an annual community event that involves the closure of Byres Road for the Parade Sunday event.

2.3.4 Service Area: City Property

Activity Area	Property management
Description/Specification	Management of shops at 53 to 67 Byres Road, including marketing and letting of vacant shops, on behalf of Glasgow City Council (Common Good). Management of offices/shop at 91 and 105/107 Dumbarton Road (owned by City Property)
Contact	Allan McDonald Commercial Investment Team Manager 0141 287 9222 Allan.McDonald2@citypropertyglasgow.co.uk
Existing Activity	Shops managed by Ryden on behalf of City Property.
Operational Times	General office hours are 9am to 5pm, Monday to Friday. The emergency number for City Building is 0800 595 595.
Equipment Levels	Not applicable
Staff Levels	Not specific to BID area due to the nature of service.
Key Performance Indicators	Not applicable
Legislation/Policy	Not specific to BID area due to the nature of service.
Existing Value of Contract/Service	Not specific to BID area due to the nature of service.
Boundary Area	Shops at 53 to 67 Byres Road and offices/shop at 91 and 105/107 Dumbarton Road.

Non Compliance Procedure	Not applicable
Additional Information or Notes	Not applicable

2.4 TRANSPORT

2.4.1 Service Area: Strathclyde Partnership for Transport	
Activity Area	Bus stop infrastructure provision
Description/ Specification	Providing bus stop infrastructure (flags and poles) at 8 stops on Byres Road
Contact	Bruce Kiloh, Head of Policy and Planning. bruce.kiloh@spt.co.uk 0141 333 3740
Existing Activity	Providing bus stop infrastructure (flags and poles) at 8 stops on Byres Road and maintaining the stops and bus shelters under an agency agreement for Glasgow City Council
Operational Times	Contractor
Equipment Levels	Flags and information panels are provided at 8 stops on Byres Road
Staff Levels	Not specific to the BID area
Key Performance Indicators	Bus infrastructure management and information compliance is monitored through SPT's Public Transport Services

	monitoring report. Most recent version available at: http://www.spt.co.uk/documents/op140314_agenda4.pdf
Legislation/ Policy	Regional Transport Strategy (see http://www.spt.co.uk/wmslib/Documents_RTS/catalyst_for_change.pdf)
Existing Value of Contract/ Service	Not specific to the BID area due to the nature of the service
Boundary Area	Byres Road (stop infrastructure provided at bus stops across the SPT area)
Non Compliance Procedure	Contractor
Additional Information or Notes	Not applicable

2.4.2 Service Area: Strathclyde Partnership for Transport

Activity Area	Demand Responsive Transport - MyBus Service M18
Description/ Specification	A bookable Demand Responsive Transport Service taking people from door to door, accessing services within a specific operating area. (See link for coverage area). http://www.spt.co.uk/wmslib/Documents_MyBus/mybus_m18.pdf
Contact	Bruce Kiloh, Head of Policy and Planning. bruce.kiloh@spt.co.uk 0141 333 3740
Existing Activity	Provision of Demand Responsive bus service.
Operational Times	Operates daily 0900 – 1800 hrs

	and on a Thursday only from 1800 - 2330 hrs
Equipment Levels	Not specific to the BID area due to the nature of the service
Staff Levels	Not specific to the BID area due to the nature of the service
Key Performance Indicators	<p>The performance of MyBus (but not each service individually) is monitored through SPT's Public Transport Services monitoring report. Most recent version available at:</p> <p>http://www.spt.co.uk/documents/op140314_agenda4.pdf</p> <p><u>Additional monitoring is taken through the</u> Regional Transport Strategy Monitoring Report – latest version available here:</p> <p>http://www.spt.co.uk/corporate/wp-content/uploads/2012/05/2012_13-RTS-AMR-Approved.pdf</p>
Legislation/ Policy	<p>Regional Transport Strategy (see http://www.spt.co.uk/wmslib/Documents_RTS/catalyst_for_change.pdf)</p>
Existing Value of Contract/ Service	Not specific to the BID area due to the nature of the service
Boundary Area	<p>Maryhill/Bearsden including the Byres Road area.</p> <p>Service area is identified at</p> <p>http://www.spt.co.uk/wmslib/Documents_MyBus/mybus_m18.pdf</p>
Non Compliance Procedure	Terms and conditions of bus contracts specify process
Additional Information or Notes	Not applicable

2.5 INFRASTRUCTURE

2.5.1 Service Area: Land and Environmental Services, Parks Operations

Activity Area	Parks Operations includes grounds maintenance to relevant Parks, green-spaces and hard-standing areas.
Description/Specification	LES Parks Operations carry out a variety of grounds maintenance task including planting of seasonal bedding, shrub maintenance, grass cutting, hedge cutting, tree maintenance, maintenance of fine turf (including sports pitches, golf courses, and bowling green's), and maintenance of hard-standing (including chemical treatment and winter gritting)
Contact	Gavin Jackson – Assistant Parks Operations Manager (North) 07919228149, gavin.jackson@glasgow.gov.uk or Drew McWilliams – Northwest Works Controller 07919228023, drew.mcwilliams@glasgow.gov.uk
Existing Activity	Parks Ops carry out chemical treatment (April to September) and gritting (October to March) to hard-standing (pavements) in the area
Operational Times	Parks Ops work seven days a week on a four on four off rolling shift pattern – core hours are 07:30 to 18:30
Equipment Levels	All Parks Ops equipment used in the bid area is located at the services Victoria Park Depot, Victoria Park Drive North
Staff Levels	The street spraying equates to about 4 hours worth of work per annum. Full time equivalent staff = 0.02
Key Performance Indicators	Monitoring inspections carried out by supervisor staff and remedial action taken as and when required.
Legislation/Policy	GCC Parks Management Plans are in place for the city's largest parks

	https://www.glasgow.gov.uk/index.aspx?articleid=3540
Existing Value of Contract/Service	The approximate external charge is £123 per annum. The approximate internal charge is £65 per annum.
Boundary Area	All activity within the BID area
Non Compliance Procedure	Not applicable
Additional Information or Notes	Winter Gritting is obviously weather dependant and the instruction is given by the Winter Controller (Roads) for the local depots to organise and undertake the work as required.

2.6 ECONOMIC DEVELOPMENT

Service Area Development and Regeneration Services, Economic Development	
Activity Area	Business Development
Description/Specification	The provision of advice and financial support to SMEs via a range of programmes and Business Gateway
Contact	Graham Smith, Principal Officer, Business Support 0141 287 7258 Simon Smith, Principal Officer, Business Gateway 0141 287 8612
Existing Activity	GCC operates a range of business support activities across the city, including training grants, small business loan funds and Business Gateway. The latter offers regular, free workshops across the city, business start up information and one to one appointments with a dedicated advisor.
Operational Times	9-5 and out of office hours as required.
Equipment Levels	Advisors are office based and can travel to clients' locations as appropriate.
Staff Levels	29 staff across Glasgow.
Key Performance Indicators	The number of business start ups and expansions are monitored.
Legislation/Policy	Glasgow's Economic Strategy (2006) Glasgow City Council Strategic Plan 2012-17
Existing Value of Contract/Service	Not specific to BID area.
Boundary Area	Citywide.
Non Compliance Procedure	n/a
Additional Information or Notes	n/a

2.5.2 Service Area: GCC DRS - Planning

Activity Area	Forward Planning, Place-making & Public Realm Improvement
Description/Specification	Work with local stakeholders and key agencies to collaboratively develop a place-making improvement strategy for Byres Road that can be delivered through partnership working and joint action. Utilise, secure and target resources to realise delivery of physical improvements on the ground.
Contact	Fiona Campbell fiona.campbell@drs.glasgow.gov.uk Ewan Curtis Ewan.curtis@drs.glasgow.gov.uk Margherita Cavallo margherita.cavallo@drs.glasgow.gov.uk
Existing Activity	Engaged local stakeholders via placemaking workshops to develop placemaking strategy and draft improvement action plan for the street. Support ongoing local delivery structures, such as BRIG, BRTA and BID. Secured resources towards initial phase of public realm improvements, oversee spend of further and project implementation. Seeking further resources and production of Council approved Action Plan to guide improvement in future.
Operational Times	Monday – Friday 9am-5pm (plus out of hours as required)
Equipment Levels	None
Staff Levels	1 part-time (split between 3 above)
Key Performance Indicators	Projects on the ground, funding secured, success of governance structures such as BID progressing, BRIG raising funds and staying engaged, delivery of action plan.
Legislation/Policy	Scottish Planning Policy - Glasgow City Plan 2 Strategic Development Plan Glasgow and Clyde valley

Existing Value of Contract/Service	N/A perhaps \$450K of public realm funding (?)
Boundary Area	Byres Road
Non Compliance Procedure	N/a
Additional Information or Notes	