

<b>Service Activity</b>	Redditch town centre
<b>Directorate</b>	LEC
<b>Head of Service</b>	Guy Revans
<b>Contact Details</b>	<p>Carl Walker, Environmental Services Manager  <a href="mailto:carl.walker@bromsgroveandredditch.gov.uk">carl.walker@bromsgroveandredditch.gov.uk</a> 01527 64252 ext 3421</p> <p>Dave Kesterton, Environmental Services Team Leader  <a href="mailto:Dave.kesterton@bromsgroveandredditch.gov.uk">Dave.kesterton@bromsgroveandredditch.gov.uk</a> 01527 64252 ext 3661</p>
<b>Service Description (including area covered)</b>	<p>Services include:-</p> <ul style="list-style-type: none"> <li>• grass cutting</li> <li>• hedge and shrub pruning</li> <li>• tree maintenance</li> <li>• hand and mechanical sweeping</li> <li>• litter picking</li> <li>• bin emptying</li> <li>• hazardous waste removal</li> <li>• fly-tip removal</li> <li>• fly-posting removal</li> <li>• graffiti removal</li> <li>• underpass maintenance and pressure washing</li> <li>• planting</li> <li>• weed treatment</li> <li>• maintenance of fixtures and fittings</li> <li>• watering of plants</li> </ul>
<b>Specification</b>	Most tasks are carried out on an as and when basis rather than being confined to a rigid schedule but, grass cutting will be on average twice per month, hedge and shrub pruning twice per year, litter picking and cleansing based activities will take place most days.
<b>Staff and Equipment</b>	<p>The town centre operational team will have access to a 3.5 ton vehicle, small mechanical sweeper and all other small tools and equipment as and when needed. Tree maintenance is carried out either via the Councils in-house team or by contractors. Any larger scale works or special projects requiring additional resources will be enabled by using operatives from other Environmental Services teams.</p> <p>The town centre operational team consists of 3 members of staff who work from 6.00am until 2.15pm Monday to Thursday and 6.00am to 1.45pm on Fridays.</p>

	The Environmental Services weekend team cover the hours between 6.00am and 2.15pm on a Saturday and Sunday. During those times the town centre will receive basic cleansing maintenance including litter picking and the emptying of bins.
<b>Performance Measures</b>	Performance is monitored via our electronic customer management system and the relevant data/demand is presented to the Environmental Services Management Team on a monthly basis. The system is also used daily by the operational teams to organise and prioritise their workloads and, the team's performance is monitored on site by the team Co-ordinator.
<b>Budget in 2019-20</b>	The budget for the town centre works is not distinct as it forms part of the overall Environmental Services annual budget.
<b>Proposed BID Activities with costs</b>	