Portsmouth City Centre Business Improvement District

Service Area - Service Baseline

Responsible Authority: Portsmouth City Council

Overview of Service Provided	**Highways Maintenance** and operation of the Project Network, including carriageways, footways, cycleways, highway structures, drainage, gullies, road markings, signs, barriers, traffic signals and associated highway infrastructure. Routine maintenance includes potholes, rutting, cracking, kerbs, footpaths/cycleways, fencing, drainage and vegetation management. **Public rights of way** - Footways, footpaths and cycleways forming part of the Project Network are included within the highway maintenance requirements. Areas outside the commercial areas listed in the below table have cleansing to Grade A within 24 hours of refuse collection, including 50% of detritus, leaf and blossom fall, with reported fly-tips removed within 24 hours. **Lighting** - Street lighting and associated illuminated apparatus must be monitored, maintained, repaired and replaced to keep the network safe, operational and compliant with the specified lighting standards. This includes maintaining at least 98% of units in light; maintaining required lighting levels, structural integrity and electrical safety; maintaining electricity supplies; undertaking cyclical monitoring and maintenance; managing faults, replacement equipment and electrical connections; and maintaining illuminated signs, bollards and related apparatus in effective working order. **Cleaning with a zone map** - Street cleansing covers the Project Network and specified adjacent areas. The contract uses cleansing categories and EPA zones rather than one standard frequency. Categories include shopping precincts (A/A1/A2), civic areas (C/C1), principal highways (E), seasonal roads/residential areas (EF/EF1/EG), residential highways (F/F1/F2), designated footpaths (G), designated car parks (H), Pay & Display car parks (HP) and seafront Pay & Display car parks (HK). Requirements range from Grade A by 08:00 in high-use areas to Grade A following refuse collection with subsequent Grade B/B+ maintenance. The detailed zone/category information is contained in the Schedule 4 cleansing annex and should sit alongside the relevant contract zone map. **Planting/tree maintenance** - Management and maintenance of highway landscape areas including trees, hedges, shrubs, decorative planting, grass/verges, wildflower areas, woodland, scrub and other landscape areas. The Service Co must maintain a Landscape Inventory, 5-Year Landscaping Management Strategy and annual Landscape Development/Maintenance arrangements; undertake cyclical and routine maintenance; maintain vegetation so that highway visibility and safety are not compromised; promote healthy growth and biodiversity; manage pesticides; undertake landscape surveys and inspections; and maintain planting in accordance with specified objectives and Good Industry Practice. Guidance inspection frequencies include up to four times per year for grassed areas and annually for trees, hedges and landscape areas. **CCTV** - Portsmouth City Council operates and manages an extensive public space CCTV network across the city, comprising approximately 170 public space cameras in addition to deployable, housing blocks, community centre and libraries located throughout Portsmouth. The network supports crime prevention, public safety, anti-social behaviour management, traffic and incident monitoring, and the protection of residents, businesses and visitors. Within the city centre there are 11 CCTV cameras located in and around Commercial Road, providing coverage. Due to the significant daily footfall and concentration of commercial premises, Commercial Road remains a key focus area for CCTV monitoring and operational activity.

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<table>
<tr><td></td><td>The CCTV Control Room operates 24 hours a day, 365 days a year, with one to two CCTV operators on duty at any given time to provide live monitoring, incident management and evidential support. The service is further supported by in-house officers who are responsible for the management, maintenance, development and resilience of the CCTV network.
CCTV operators maintain direct communication links with the Police Control Room and can immediately report incidents requiring intervention, including criminal activity, anti-social behaviour, public safety concerns, vulnerable persons and emergencies. The service also provides live intelligence, evidential footage and investigative support to Hampshire & Isle of Wight Constabulary and other authorised partner agencies, contributing to crime detection, safeguarding and enforcement activity across the city.</td></tr>
<tr><td>Number of Staff & Equipment</td><td>Cleansing: 1x city charge hand to monitor work carried out, collect bags and ensure standards are met and maintained. 7 operatives, 3 Sunday to Wednesday, 3 Wednesday to Saturday and 1 Monday to Friday. All work a 40-hour week. These spend between 50 and 75% of their day in the precinct and direct areas and the rest of the time cleansing the adjacent areas. Our compactor also visits the area to collect bags and to service the market Thursday to Saturday.</td></tr>
<tr><td>Specification</td><td>
<table>
<tr><th>Current Contract Category</th><th>EPA Zone</th><th></th><th>Monday to Saturday</th><th>Sundays</th><th>Christmas Eve</th><th>Christmas Day and Boxing Day</th><th>New Year Day</th><th>Good Friday
Easter Monday
May Day
Spring Bank Holiday
Summer Bank Holiday</th></tr>
<tr><td>A</td><td>325.3.1</td><td>.3.2 Shopping Precincts

Commercial Road
Arundel Street
Edinburgh Road
Paradise Street</td><td>Cleansing grade A by 0800 including removal of detritus, leaf and blossom fall, with bin emptying and removal of flytips

Then maintain Cleansing grade B until 1900
Litter bin emptying to ensure bins are not more than half full

Supermarket trolleys removed at time of cleanse in accordance with PCC procedure</td><td>Cleansing grade A by 0800 including removal of detritus, leaf and blossom fall, with bin emptying and removal of flytips

Then maintain Cleansing grade B until 1800. Litter bin emptying to ensure bins are not more than half full

Hotwash AM

Supermarket trolleys removed at time of cleanse in accordance with PCC procedure</td><td>Additional last cleanse to Cleansing grade A at 1930 with bin emptying and removal of flytips

Supermarket trolleys removed at time of cleanse in accordance with PCC procedure</td><td>Cleaned to same standard as Cleansing grade A by 0800 (0930 Xmas day) and bin emptying and removal of flytips

Supermarket trolleys removed at time of cleanse in accordance with PCC procedure</td><td>Cleansing to grade A by 0800 with bin emptying

Then maintain COPLR grade B until 1800
Litter bin emptying to ensure bins are not more than half full

Supermarket trolleys removed at time of cleanse in accordance with PCC procedure</td><td>Cleansing grade A by 0800 and bin emptying

Then maintain Cleansing grade B until 1800
Litter bin emptying to ensure bins are not more than half full

Supermarket trolleys removed at time of cleanse in accordance with PCC procedure</td></tr>
</table>
</td></tr>
<tr><td>Priorities</td><td>Clean and Tidy Commercial areas
Safe, maintained network</td></tr>
<tr><td>Performance Measures</td><td>Self-reporting contract with regular audits.</td></tr>
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Existing Value of Contract/Service	Part of larger PFI Contract.
Boundary Area	Portsmouth City Centre BID Area
Date Completed	25th September 2026