

APPENDIX 1

BID

PROPOSALS

Wood Green BID

1. THE TECHNICAL DETAILS

Who is proposing this initiative?

The BID proposer is the Wood Green BID Steering Group. The BID body will be Wood Green Business Improvement District (BID) Ltd (“the BID Company”). It will be incorporated as a company limited by guarantee in the event of a positive ballot result in March 2018.

How will the BID be run?

The BID will be run by the Wood Green BID Company.

An interim board will run the BID until its first AGM, at which point elections to the Board will be held and all Members of the BID Company will be eligible to run for election. The board will aim to be representative of the sectors and geographical areas present within the BID Area and consist of at least:

- 4 directors from Large BID Members (≥50 local employees), and
- 4 directors from Small BID Members (<50 local employees)

In addition, the board may include:

- Up to a maximum of 2 directors drawn from businesses who have joined the BID’s voluntary membership scheme
- Up to 1 director from a landowner with holdings in the BID Area
- Up to 1 director drawn from the Local Authority
- Up to 2 directors drawn from statutory authorities or other strategic agencies with an interest in the area, and
- Other directors as the board sees fit from time to time,

so long as levy-paying Member businesses maintain a majority of voting rights on the board

The following persons may also attend meetings of the directors as observers:

- The Chief Executive Officer of the BID, and
- such other persons as are approved from time to time by the Board.

It is expected that the BID’s activities will be delivered by a staff team and steered by groups of businesses under three main “Themes”. These groups will be known as Theme Groups: Experience Wood Green, Imagine Wood Green, Strong Wood Green. These theme groups will focus on particular areas of the BID’s activities and take responsibility for developing detailed project budgets for that theme in conjunction with the Board and the BID staff members. All BID members and Voluntary Members may be represented on these theme groups. Additional theme groups will be set up as and when required.

How can I get involved in the running of the BID?

In the event of a successful BID ballot, all BID levy payers will be invited to become a Member of the Company. Company Members may subsequently nominate themselves for directorships or to sit on one of the BID's theme groups. The Board will manage the Executive Team, which will deliver the projects and services as set out in the BID Proposal.

How long will the BID last?

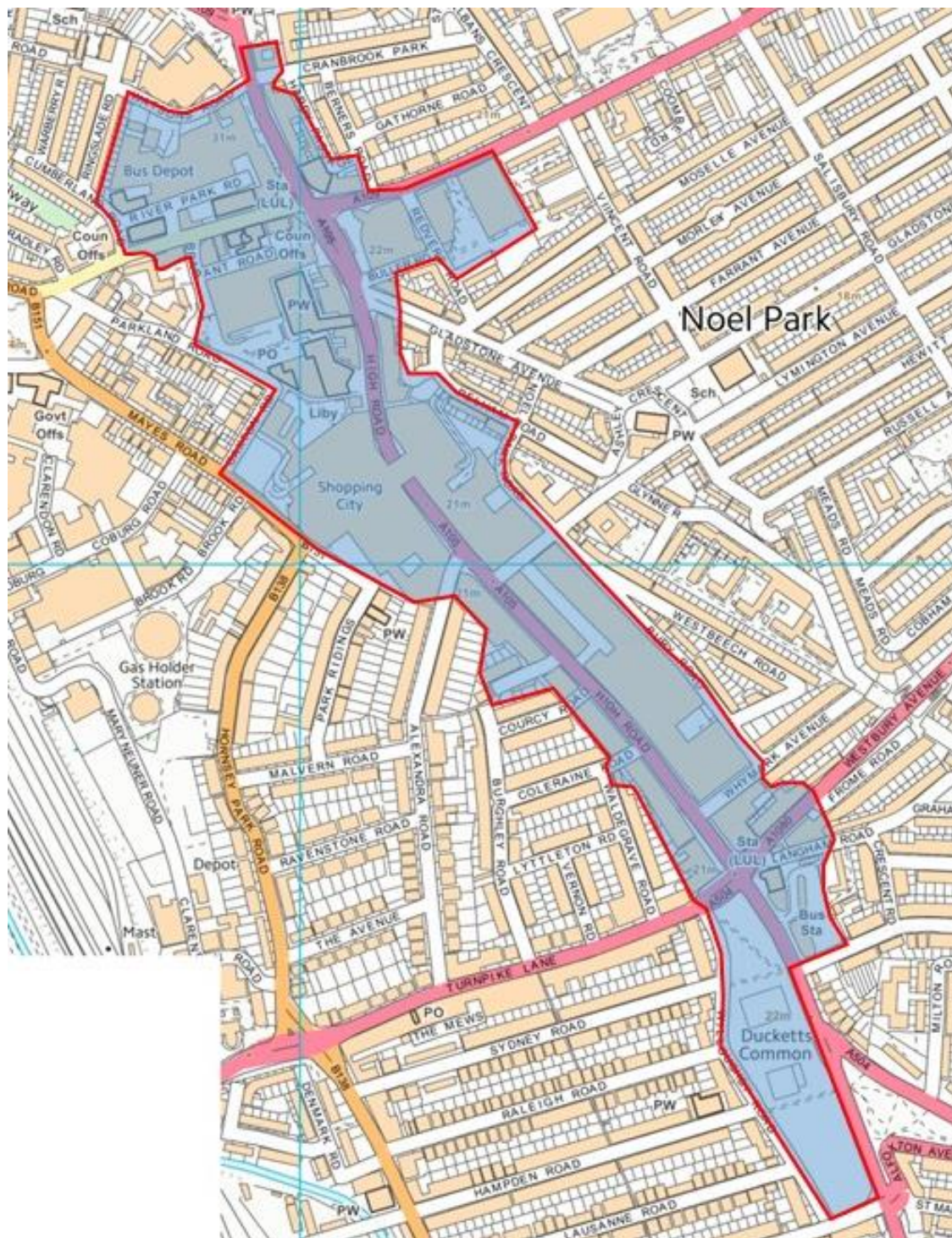
The BID term will be five years in duration from 1st July 2018 to 30th June 2023. Before the end of this period, the BID Board may choose to seek renewal of the BID for a further term, through a renewal ballot.

What area is covered by the proposal?

The BID area covers the following streets, either in whole or in part:

Alexandra Road (Western side, from High Road to Martins Walk; Easter side, 108)	High Road (Even, 2 – 240; Odd, 1 – 239)
Brabant Road (Eastern side)	Langham Road (258 – 278)
Brampton Park Road	Lordship Lane (Even, 734 – 748; Odd, 707 upwards)
Buller Road	Lymington Avenue (from jct with High Road to jct with Bury Road/Noel Park Road)
Bury Road (Southwestern side)	Mayes Road (Northern side, from jct with Caxton Road to Park Ridings)
Caxton Road (Eastern side)	Noel Park Road (Western side, from jct with Lymington Avenue to jct with Pelham Road)
Coleraine Road (jct with High Road to jct with Waldegrave Road)	Pelham Road (Southwestern side, from jct with Noel Park Road to jct with Gladstone Mews)
Courcy Road (jct with High Road to Lilac Mews and Wallis Mews)	Redvers Road (from jct with Lordship Lane to jct with Buller Road)
Dovecote Avenue	River Park Road
Ducketts Common	Station Road (Even, 0 – 48; Odd, 1 – 37)
Gladstone Avenue (1-6)	Turnpike Lane (Wellington Terrace)
Gladstone Mews	Westbury Avenue (Odd, 1 – 33; Even, 2-8 inc. Westbury Arcade)
Green Lanes (Jct with High Road to Jct with Carlingford Road, inc. 679)	Whymark Avenue (Whymark House & York House; Northern side jct with High Road to jct with Bury Road)

The area covered by the BID proposal comprises parts of Wood Green as shown in the map below.



Shouldn't the Council be paying for this through my business rates?

A BID generates revenue that is ring-fenced for the area in which it is collected, to be spent on projects for the benefit of businesses that pay the BID levy. All services provided by the BID will be additional to those provided by The Council. Additionality is ensured through the production of a 'Baseline Agreement' which sets out the standard level of statutory service that is already provided for the BID area. This ensures that the BID levy only funds services and projects over and above this level.

How will the ballot work?

The ballot will be managed by the London Borough of Haringey and will run throughout February, ending on Thursday 1st March 2018. The ballot will close at 5pm on Thursday 1st March 2018. The ballot will be a secret postal ballot of the eligible hereditaments on the National Non-Domestic Ratings List at the time of the Notice of Ballot being issued. Where the occupiers of individual hereditaments have nominated in writing the name of the person who should vote on their behalf, the notice of ballot and ballot papers will be sent to them.

Who is eligible to vote and to pay the levy? Are there any exemptions?

The following will not be eligible for the BID levy, or for the vote:

- Business units with a rateable value of £12,000 or less
- 'Central List' properties that are not contained in the local rating list.
- Advertising rights, telephone/communication masts and ATMs, public bus stops and public toilets
- Residential estate offices
- Schools (not including further or higher educational establishments)

All other types of business are eligible to vote in the BID ballot and to pay the BID levy. Businesses with a rateable value of £12,000 or less are encouraged to voluntarily contribute and join the BID through Voluntary Membership. Businesses making this voluntary contribution will be invited to become Members of the Company.

If, as a result of a re-valuation, a business' rateable value shall be £12,001 or more at any time during the BID term, they will become eligible for the levy.

Where hereditaments are unoccupied at the time of the notice of ballot, the owner will be entitled to vote in the BID ballot. The BID levy payer in cases of unoccupied hereditaments will be the owner of the whole of the hereditament. The term 'owner' is defined in section 65 (1) of the Local Government Finance Act 1988.

Where a hereditament is occupied by a Registered Charity and is in receipt of Mandatory Rate relief (as prescribed by section 43 and 45 of the Local Government Finance Act 1988 (LGFA88)), that hereditament shall receive 80% relief from the rate it would otherwise be eligible to pay.

Can I get involved in the BID even if I am under the threshold?

Occupiers of hereditaments within the BID Boundary with rateable values of £12,000 or less are encouraged to voluntarily contribute and join the BID through Voluntary Membership. This Voluntary Membership will also be available at the discretion of the BID Company to

businesses with properties outside of the BID Boundary making a voluntary contribution. Businesses making this voluntary contribution will be invited to become Members of the Company and will then be able to attend and vote at AGMs, sit on Theme Groups and put themselves forward to represent Voluntary Members on the BID Board.

How much will the BID cost?

The BID levy is a daily charge. The BID levy will be charged for each hereditament subject to business rates listed in the most up-to-date Non-Domestic Rating List. Occupiers and owner-occupiers of eligible hereditaments will pay the levy at the rate of 1.25% of Rateable Value per year.

In the first instance this is likely to generate around £380,000 for the BID per year. The BID levy rate may be amended on an annual basis in line with inflation, at a rate to be agreed by the Wood Green BID Company Board, and not exceeding the rate of inflation shown by the average monthly national Retail Price Index (RPI) or the Consumer Price Index (CPI) (whichever is the lower) during the period September to December in the preceding financial year.

The table below sets out the indicative levy payable for businesses depending on their rateable value (based on the 1.25% levy rate).

Example rateable value	Example BID levy
£12,001	£150.01
£20,000	£250
£50,000	£625
£100,000	£1,250
£200,000	£2,500
£500,000	£6,250
£1,000,000	£12,500

What if I pay business rates as part of my rent or service charge?

Where the occupants of hereditaments pay an inclusive rent or other charge for occupying space that includes the business rates charge, the organisation or person who is liable for paying business rates is liable to pay the BID levy and, consequently, is eligible to vote in the ballot.

I'm thinking of taking on more premises in the BID area. Will I have to pay a levy on these when I move in?

Businesses which begin to occupy existing hereditaments during the BID period will be liable to pay the levy for their period of occupation, providing the hereditament remains eligible for BID membership. The BID levy will be extended to occupiers and owner-occupiers of hereditaments built or first occupied in the BID area during the life of the BID, assuming that they are otherwise eligible. In these cases the levy will be calculated on the rateable value entered in the most recent version of the ratings list.

Additionally, where a business can prove that it stopped occupying a hereditament during the BID period and has already paid the BID levy, it shall be entitled to receive a refund for

the proportion of the BID levy covering the period of time from the proven day on which the business stopped occupying the hereditament to the end of that BID billing period.

How will the BID levy be collected?

Arrangements for the collection of the BID levy are set out in a formal Operating Agreement between the BID Company and London Borough of Haringey. The Council will be responsible for collecting the BID levy on behalf of the BID Company and will charge the BID Company an administrative fee for carrying out this service, as detailed in the Operating Agreement. The BID levy will be payable in one instalment per year. In the first year of the BID Term, bills will be raised in June and payment will become due on 1st July for the period of 1st July 2018 to 31st March 2019. In subsequent years of the BID Term, the bill will cover the financial year from 1st April to 31st March. The final bill will cover the period from 1st April 2022 to the 30th June 2023. Enforcement measures for the collection of the BID levy will be detailed in the Operating Agreement between the BID Company and London Borough of Haringey.

The BID levy is a mandatory charge and collection is enforceable in the same way as the business rate. After 14 days non-payment of the BID levy, a reminder will be sent giving a further 14 days to pay. If after a further seven days from the payment date stated in the Reminder Notice the outstanding sum of the BID levy has not been paid the Council may make an application to the Magistrates Court for a Liability Order to recover the outstanding sum of the BID levy. The BID Company will strongly pursue collection of the BID levy, using all available enforcement mechanisms. Non-payment of the BID levy will incur additional costs to the business in question.

Who will pay for the costs of the ballot and how is the set-up phase being funded?

The cost of the BID ballot will be paid by London Borough of Haringey. If the ballot is unsuccessful, with a turnout of less than 20%, it is London Borough of Haringey's intention not to require the BID Proposer to reimburse it for the costs of the ballot.

None of the costs incurred in getting these proposals to the stage of BID ballot will be recovered through the BID levy.

Can the BID arrangements be altered?

Only minor amendments can be made to the BID arrangements without seeking formal approval from the BID Members through an alteration ballot. BID arrangements may be altered without an alteration ballot, as long as there is no proposal to alter:

- The geographical area of the BID
- The BID levy in such a way that would:
 - i. cause any person to be liable to pay the BID levy who was not previously liable to pay; or
 - ii. increase the BID levy for any person other than for inflation purposes as set out above

Where BID arrangements may be altered without an alteration ballot, the alteration will be made by a decision of the Wood Green BID Company Board, following consultation with London Borough of Haringey.

2. THE SCHEDULE OF BASELINE SERVICES

These schedules set out the detail of the baseline 'Standard Services' within the BID Area as referenced in the London Borough of Haringey Baseline Agreement with the Wood Green BID:

When reference is made to reports by the public, it should be noted that most issues can be reported either on the London Borough of Haringey website, or via the 'Our Haringey' mobile phone app.

1. **STREET CLEANSING**

The services outlined in this section are carried out through a contractor; currently this is Veolia.

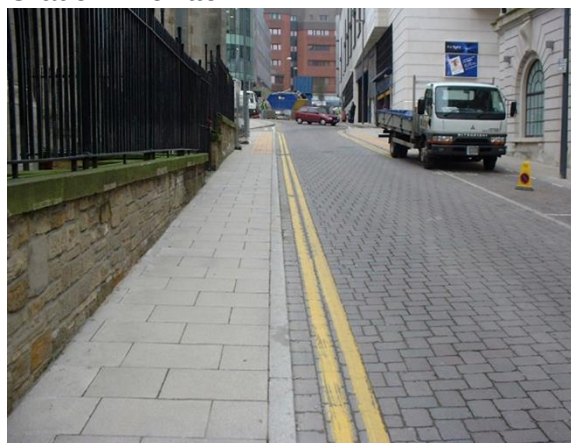
1.1 **Street Cleaning**

Street sweeping takes place within the BID area 7 days per week, 365 days per year between the following hours:

- 06:00 – 13:30, and
- 14:00 – 00:30

The BID area is classified as Zone 1 and so receives constant daily presence to achieve minimum B grade outcome of cleanliness as set out in the Code of Practice for Litter and Refuse (COPL&R):

Grade A: no litter



Grade B: some litter



Grade C: Significant litter



Grade D: heavy litter



The Council contractor is contractually committed to achieving these standards, but has flexibility as to how to achieve them. It is not possible therefore to state the exact level of resource that is deployed at any particular time. Typically a small number of personnel are equipped with either barrows or mechanical support. 1.9 covers more on monitoring of performance.

Dog litter is cleared within 24 hours of being reported.

Deep cleaning of the pavements, such as jet washing or gum removal, happens on an ad-hoc basis as and when funding is available.

1.2 Litter Bins on Highways

Litter bins in 'Zone 1', in which most of the BID area is included, are emptied within one hour of being reported full. The bin will be emptied and loose waste around the bin will be picked up and removed. Ducketts Common and car parks are not the responsibility of Veolia under this contract are dealt with separately.

Litter bins in the BID Area are cleaned and the surrounding pavement washed down once every 6 months.

Damaged litter bins:

If repair is possible the bin will be repaired within 5 working days.

If replacement is required the bin will be replaced within 5 working days. A like for like replacement may be dependent on stock levels and lead time from supplier and can take up to 6 weeks.

1.3 Hazardous Waste

Hazardous waste on public land will be removed or contained and controlled within 24 hours of being reported (or sooner dependant on the type of waste). Hazardous waste is a waste with properties that make it dangerous or capable of having a harmful effect on human health or the environment

1.4 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 24 hours of report
All other Graffiti: within 5 days of report

Graffiti found on private or business premises is the responsibility of the owner or occupier to remove.

1.5 Fly Tipping Removal

Morning and afternoon crews are deployed to collect reported fly tipping. Fly-tips will be removed within 24 hours of being reported, unless the Council's Enforcement Service directs that they be left longer to allow evidence to be investigated. Any evidence found in the waste that may link the waste to a person or a property will be passed to the Council's Enforcement Services for further investigation/assessment.

1.6 Trees

Trees within the BID area are managed under the London Borough of Haringey's Tree Strategy, which outlines the Council's commitment to increasing the total number of trees under its ownership. The majority of street trees are maintained on a three-yearly cycle. 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 made safe within 2 hours if presenting a safety hazard or obstruction within the BID area, or within one week if within a non-urgent category.

1.7 Ducketts Common

This table provides a breakdown of the current levels of maintenance across various sites within the Wood Green BID Area.

Location	Operation	Frequency
Ducketts Common	Litter Picking	Daily
	Bin Emptying	Daily
	Mow Grass	Fortnightly – Tractor/ ride-on / strimmer
	Hedge Pruning	Twice per year January/July
	Shrub Pruning	Twice per year summer and winter
	Meadow Areas	Twice per year summer/ autumn
	Weed Control	Twice a year
	Leaf Clearance	Autumn/winter
	Infrastructure Maintenance – Benches / Bins	Reactive maintenance-repaired/replaced or removed as situation & funding dictates
	Railing/Fences	Reactive maintenance – works carried out as required and funds allow
Junction of Wood Green High Road and Bounds Green Road	Mow Grass	Fortnightly- Ride-on / Strimmer

1.8 Bury Road MSCP

The following cleaning activities are carried out daily at Bury Road Multi-Storey Car Park:

- Litter picking
- Lift clean
- Wash down of soiled areas
- Waste bag changing

A deep clean is carried out on a monthly basis, consisting of:

- Gulley cleaning
- Service yard sweep
- Car Park sweep
- Lobby tile wash down of walls and floor (not jet wash)
- Stairwell wash down (not jet wash)

1.9 Performance monitoring

The Council has a monitoring function to ensure the Veolia contract operates to specified standards. In particular, with regard to minimum cleanliness an annual survey is carried out in three tranches across the Borough to an agreed national methodology. Veolia also undertakes its own monitoring and performance is discussed at monthly contract meetings.

2. HIGHWAYS

The services under this section (section 2) are delivered by a contract between London Borough of Haringey and a third party contractor, currently Ringway Jacob

2.1 **Regularity of Highways Inspections in the BID area**

Roads are inspected on frequencies related to their classification.

Asset Type	Identification or Inspection Period
Carriageways and cycleways:	
Principal Roads (including adjacent cycle ways) (Class A)	Monthly
Classified Roads and Distributor Roads (Classes B, C & D including adjacent cycleways)	6 monthly
Category 1, 1a & 2 footways (Shopping areas)	Monthly
Category 3 & 4 footways (Public footpaths)	6 monthly

Ad hoc inspection of defects reported by members of the public are inspected within 24 hours.

2.2 **Any areas that are subject to enhanced inspections;**

None

2.3 **Intervention levels for the BID area including any enhanced interventions;**

Haringey follows the Local Authority Association Code of Good Practice (see attached schedule 1) to identify the priority of any defect. Highway Inspectors will then risk assess the defect and assign a priority category ranging from emergency to low.

2.4 **Repair timescales:**

As outlined in schedule 1, defects are made safe within the following timescales:

Defect	Time to make safe
Emergency	2 hours
High priority	7 days
Medium	28 days
Low	No timescale

For the purposes of highway maintenance, 'emergency' situations include:

- Road Traffic Collisions
- Diesel/oil spillage
- Highway subsidence
- Significant damage to highway
- Traffic lights not working
- Temporary Traffic lights not working
- Drains overflowing/Highway Flooding
- Burst Water Main

- Blocked public sewers (blocked drains to a council property are the responsibility of Homes for Haringey)
- Manhole or drain cover missing/damaged
- Gully gratings – missing/damaged
- Pot holes – deep/dangerous only
- Dangerous Footway defects

2.5 Public Realm Standards and Remedial Works

Highways in the London Borough of Haringey 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 Council's obligations under the Acts of Parliament are met its contractor, currently Ringway Jacobs, 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.

With regards to the standards companies working on the highway are required to meet and signing off remedial works, the council through its contractor, Ringway Jacobs, 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 the Council's contractor, currently Ringway Jacobs, the Council and its contractor remain responsible for any remedial works required.

2.6 Lighting maintenance regime for the area covered by the BID including emergency and non-emergency definitions and timescales;

The Council's maintenance contractor carries out a night inspection every two weeks and repairs the faults as reported.

Defects identified either by contractor scouting, the Engineer (during monitoring), the public or other sources shall be repaired to the following timescales:

Lighting Unit Priority 1 Fault Repair (3 working days for completion of work unless indicated otherwise)

- a) Repair of faulty lighting units (including footpaths and other remote locations)
- b) Repair of faulty subway lighting units
- c) Repair of faulty illuminated traffic signs
- d) Detect and report underground cable faults
- e) Send any DNO and other cable faults to the Engineer via Confirm. The clock will stop at this point so long as the agreed details are provided.

- f) Removal of unauthorised signs and attachments
- g) Realignment of lit sign face or bollard (24 hours for completion)
- h) securing doors on lighting units (24 hours for completion)
- i) Reactive cleaning of lighting units where serviceability affected
- j) Reactive pruning or trimming trees and other vegetation affecting serviceability of lighting units

Emergency Attendance associated with Contractor's failure to maintain or associated with any works or maintenance undertaken by the Contractor (2 hours for completion)

If the fault is a Distribution Network Operator (DNO) fault, it is referred to UKPN:

<u>DNO Fault</u>	<u>UKPN Response time</u>
Single fault	28 days
Section faults (more than 3)	10 days
Emergency	2 hours
Non-routine maintenance	28 days

2.7 Gritting regime

During snow and ice conditions, a priority system for gritting is in place to make sure that the key routes in the borough are kept open. Higher priority roads will be treated first, and once the conditions on these routes are satisfactory, lower priority roads will be gritted (if there is capacity to do so). This methodology is applicable within the BID area.

The council's gritting activities are organised into two teams, one of which works on the carriageways (the section of the road used by vehicles), and the other on the pavements (for pedestrians).

Categorisation of carriageway and pavement priorities can be found on London Borough of Haringey's online mapping service: <http://maps.haringey.gov.uk>

2.7.1 Carriageway gritting:

The level of service for each carriageway category is as follows:

Carriageway category	Pre-treatment	Post-treatment
Priority 1	Within a few hours of the beginning of forecast snow	Ongoing treatment as required to keep them open and safe to use
Priority 1A (schools)	Same as Priority 1, if and when Priority 1 roads have been satisfactorily completed	Ongoing treatment as required to keep them open, provided Priority 1 roads are fully operational
Priority 2	No pre-treatment	Provided Priority 1 and 1A have been successfully kept open
Priority 3	No pre-treatment	May receive treatment during ongoing snow conditions, to support the provision of refuse

		and recycling collections, or if there is capacity to undertake gritting once higher priority carriageways have been satisfactorily treated
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In the event of an ongoing and widespread snow weather event, as was experienced throughout the UK in early 2010, the supplies of grit salt may not meet the demand. This would mean that the council may not have sufficient stocks to be able to satisfactorily treat the Carriageway Priority 1 routes. The Carriageway Resilience Network comprises the roads that have been agreed with Transport for London as essential to keep London moving. In the rare event of a grit shortage, only these streets will receive ongoing treatment.

2.7.2 Pavement Gritting:

The level of service for each pavement category is as follows:

Pavement category	Pre-treatment	Post-treatment
Priority 1	Within a few hours of the beginning of forecast snow	Ongoing treatment as required to keep them as safe to use as possible
Priority 1B	Same as Priority 1, if and when Priority 1 roads have been satisfactorily completed	Ongoing treatment as required to keep them as safe to use as possible, provided Priority 1 roads are fully operational
Priority 2 (schools)	Same as Priority 1B, if and when Priority 1 and 1B roads have been satisfactorily completed	Ongoing treatment as required to keep them as safe to use as possible, provided Priority 1 and 1B roads are fully operational
Priority 3	No pre-treatment	May receive treatment during ongoing snow conditions, to support the provision of refuse and recycling collections
Priority 4	No pre-treatment	Unlikely any treatment will be carried out

2.8 Damaged Street Furniture

Street furniture includes, but is not limited to, street lights, road signs, street name plates, traffic lights, barriers and railings, benches, concrete or wooden bollards, manhole covers.

Reported problems will be inspected within two working days to categorise how urgently it should be fixed. Defects that are hazardous or serious will be prioritised.

<u>Repair category</u>	<u>Repair timescale</u>
Hazardous	24 hours
Serious	7 days
Non-hazardous or serious	28 days as far as is possible. However these will be prioritised within available resources to repair the more serious and potentially dangerous first.

2.9 Parking Enforcement

Haringey's parking and traffic enforcement service plays an important role in improving the quality of life in the borough by creating safer, smarter streets and maintaining the flow of traffic. Haringey uses Civil Enforcement Officers and CCTV cameras to enforce parking and moving traffic contraventions. The Wood Green BID area is covered by the Wood Green CPZ which consists of an Inner Zone, operational Monday to Sunday: 8am to 10pm and an Outer Zone, operational Monday to Saturday: 8am to 6.30pm. A map of the controlled parking zone is attached (schedule 2).

2.10 CCTV cameras in the BID area.

There are 12 Council cameras in the Wood Green BID Area (8 on the High Road and 4 on headers).

The Council maintains a control room that monitors CCTV 24 hours per day

2.11 Maintenance of CCTV cameras and including faults.

CCTV cameras are monitored weekly for repair and fixed within 4 hours.

3. EVENTS AND MARKETING

The Council has a small events team which has expertise in commissioning events, including the annual Wireless Festival. Projects commissioned through the team are as a minimum self-financing including covering management overheads.

Within the BID area the Council's parks events team facilitates the hire of Ducketts Common and other green spaces in the borough for commercial activity such as circuses, funfairs, music events and markets. The Team are also able to provide advice and funding to individuals, community groups and organisations wishing to put on community events in parks.

The team has an income target of £1m per year which is ring-fenced to pay for the Parks Service. Any additional income achieved is used to make improvements to the borough's parks.

3.1 Markets

The Council's Licensing team oversees the licensing and conditions for market stalls in the BID area. Space is limited and traders are set in their pitches throughout the year rather than

on a seasonal basis. Licensing conditions covers the requirements for traders which include time and to an extent quality. There are currently no plans for speciality markets.

3.2 Christmas

The Council has historically funded Christmas lights in the BID area but this has been committed to on a year-by-year basis depending on what budget is available. There are plans for the council to spend £5,800 on standard motif lighting on the High Road for Christmas 2017.

3.3 Town Centre Events

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

4. REGENERATION

Wood Green is Haringey's biggest town centre and the subject of a major regeneration programme. The Council has developed a strong vision and a comprehensive programme to regenerate the area.

The Council has set up a dedicated team of regeneration officers comprised of seven officers to drive the vision for regenerating Wood Green Forward. The Council has developed an Area Action Plan for Wood Green and it is expected to be adopted in 2018.

The Council's stated vision for regenerating Wood Green is to turn the area into north London's most prosperous and liveable town centre. The objectives for Wood Green are:

1. **Creating a productive and innovative economy:** Redeveloping underused sites to create a range of new workspaces and offices to accommodate growth for local and London-based businesses, creating 4,000 new jobs.
2. **Creating a town centre fit for a modern economy:** Enhancing street activity, revitalising and refreshing the town centre, creating additional places to shop, meet, and relax, improving opportunities to do business by creating space for markets, independent traders, and larger national retailers.
3. **Creating a liveable and interactive urban environment:** Creating safe, welcoming public spaces where people will enjoy spending time.
4. **Revitalising the evening economy:** Bringing more restaurants, cafés and places to socialise, in both the day and the evening, making Wood Green one of the best places to shop, eat, drink, and share ideas in London.
5. **Creating new homes:** Building 7,000 + new homes that current and future residents can afford, with value from these being spent on an improved public realm and other town centre infrastructure.
6. **Serving the borough:** Making the most of Wood Green's accessible location, performing a subregional Capital role in supporting and complementing neighbouring town centres.
7. **Celebrating the areas diversity and heritage:** Build upon the area's existing mix of cultures and lifestyles, heritage, and cultural/community capital, making residents even prouder to live in Wood Green.

5. ENFORCEMENT AND COMMUNITY SAFETY

There are 3 Area Enforcement Managers across London Borough of Haringey. The Wood Green BID area falls into the North area. Within this area there is one dedicated officer per ward (one of whom would cover the BID area) focussing on environmental crime and Anti-Social Behaviour (ASB) (including littering, fly-tipping, aggressive begging etc.).

5.1 Enforcement

The Council's Enforcement Service provides expert advice across the Borough including working alongside the Police and other partners to tackle ASB, crime, safeguarding and hidden harm issues.

5.2 Regulation

The Council's Regulatory Services function is a small team carrying out all environmental health statutory duties across the Borough 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; consumer protection advice; and licences, permits, consents and registrations for those activities that require them (including premises selling alcohol and taxis), in order to safeguard the welfare and safety of the general public, animals and environment. The council's licensing objectives are to prevent crime and disorder, promote public safety, prevent public nuisance and protect children from harm.

5.3 Radios

The Council currently maintain infrastructure for two digital radio networks, both of which have a base unit in the Council's CCTV room

A system utilising Oscom radios is used for Enforcement Officers.

A system utilising DCRS radios is used to connect businesses to the CCTV room. Businesses that want to be linked in to this system must pay for their own radio.

6. ROUGH SLEEPING

The Housing Demand service fulfils the Council's duties to provide advice and assistance to households who are homeless or threatened with homelessness and delivers an annual rough sleeping estimate or street count. The service also includes a team that assess the housing and support needs of single vulnerable people (including rough sleepers, people with mental health and substance use issues) and a Pathway Team who manage movement into through and out of short term supported housing. A rough sleeping outreach service is also co-located within the service. Rough sleepers can be supported by Streetlink on 0300 500 0914 to access suitable accommodation or will be signposted. Any referrals will then be picked up by our Outreach Worker and if necessary a patrol will go out to help.

People vulnerable to and from Rough Sleeping can also receive support from other existing services including Substance Misuse Services, Homeless Healthcare Team, Community Mental Health teams, open-access Day Centre and street pastors.

New initiatives

The North London Housing Partnership (LBs of Haringey, Camden and Barnet) has recently secured £917,000 funding from the Department of Communities and Local Government Homelessness Prevention Programme, which is expected to deliver a reduction of homelessness and rough sleeping in Wood Green.

The North London Housing Partnership also secured a Rough Sleeping Programme grant of £390,000 to bolster an existing programme to provide more emergency accommodation for rough sleepers or people at imminent risk of sleeping on the streets.

Outside of those, Haringey has also been given a further Rough Sleeping Programme grant of £397,875 as part of its efforts to support residents who find themselves on the streets.

The funds will drive a programme delivered by charity Thames Reach to encourage voluntary sector and faith-based organisations to work with existing services to share information and co-ordinate resources to help rough sleepers in the borough.

They will also be used to fund a project led by homelessness charity St Mungo's to work with mental health, drug and alcohol services. It will also allow them to work with rough sleepers' families and friends to establish a community hosting service to ensure people have a safe place to stay while the council work with them to resolve their situation.

The money will also finance the appointment of a dedicated rough sleeping strategy and monitoring co-ordinator to work with north London authorities and the Greater London authority to tackle homelessness.

SCHEDULE 1

LONDON BOROUGH OF HARINGEY (HIGHWAYS MAINTENANCE GROUP)

POLICY FOR REACTIVE MAINTENANCE (FOOTWAYS & CARRIAGEWAYS)

The Council has a responsibility under the Highways Act 1980 to maintain its carriageways and footways in a **safe** condition. This does not mean that it is required to repair every defect of which it is aware of, but that it **must** carry out regular inspections and must have in place a clear maintenance policy. The policy used by the Council is based on the Local Authorities Association (Highways Maintenance – A code of good practice) that is summarised below:

INSPECTIONS

Walked routine safety inspections are carried out to all footways and carriageways in the Borough at predetermined intervals of between 1 & 12 times per annum (dependent on the category of highway) as follows:

PRINCIPAL ROADS	ONCE A MONTH
CLASSIFIED ROADS	ONCE EVERY SIX MONTHS
UNCLASSIFIED ROADS	ONCE EVERY SIX MONTHS
SHOPPING AREAS	ONCE A MONTH
PUBLIC FOOTPATHS	ONCE EVERY SIX MONTHS

Ad-hoc inspections of defects reported by members of the public are undertaken within 24 hours.

DEFECTS MAINTENANCE

In order to ensure that budgets are contained within the allocations, it is necessary that Highway Inspectors objectively assess the severity, nature and location of defects to determine how urgency of the repairs must be effected. Defects will only be repaired if they are regarded as hazardous or serious and in order that consistent standards are adopted throughout the Borough, clearly defined categories known as '**Intervention Levels**' are set.

PRIORITIES

When a 'Works Order' is issued for repairs, the priority allocated will again depend on the severity, nature and location of the defect as follows:

Priority	Severity of Defect
Emergency Works Order (within 24 hours)	Hazardous defects
Small Works Order (within 7 days)	Serious defects
28-Day Order	Within intervention Levels

INTERVENTION LEVELS

The following intervention levels apply at present.

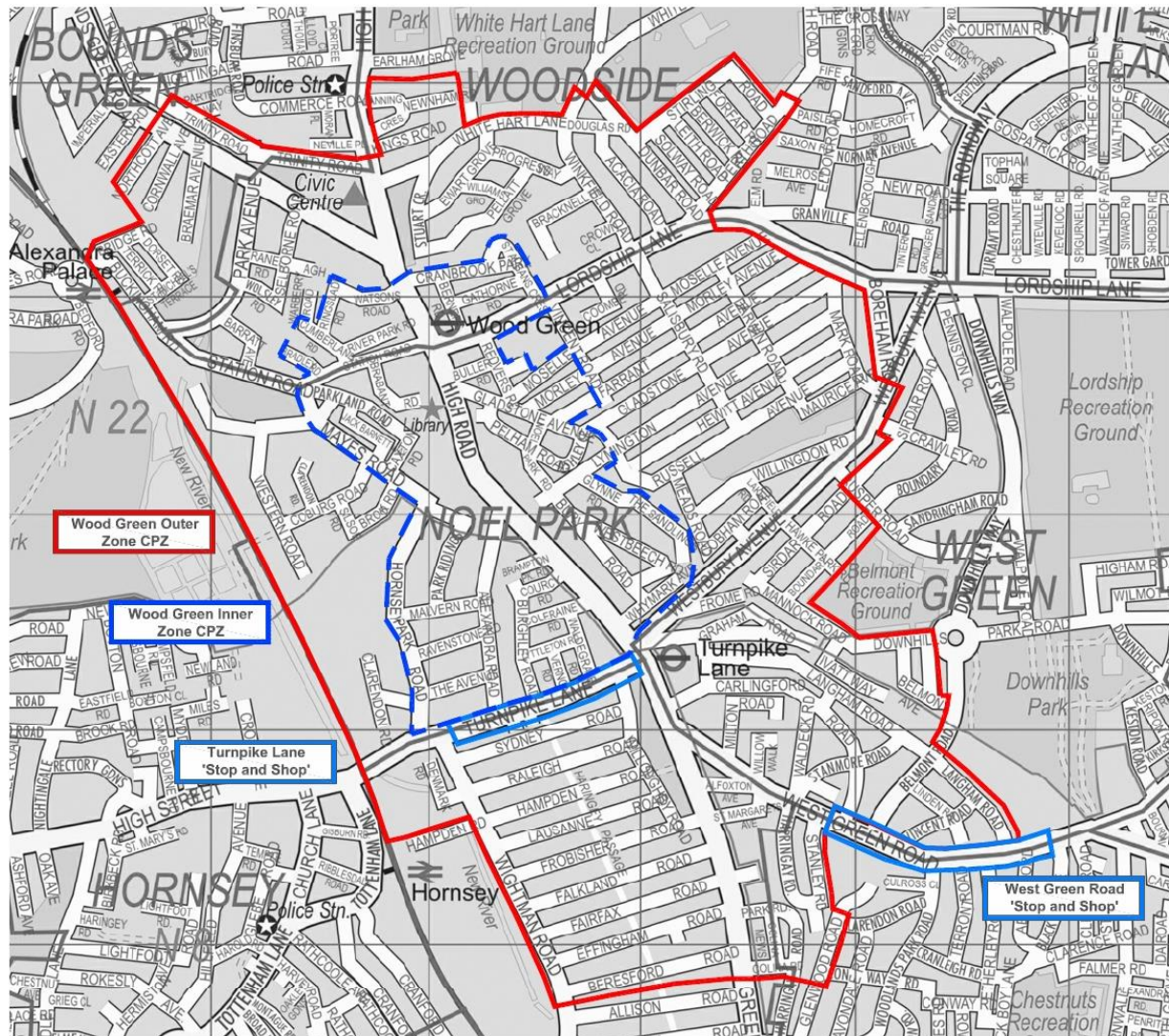
Footways

PRINCIPAL ROADS	25mm (Trips / rocking slabs)
CLASSIFIED ROADS	25mm (Trips / rocking slabs)
UNCLASSIFIED ROADS	25mm (Trips / rocking slabs)
SHOPPING AREAS	25mm (Trips / rocking slabs)
PUBLIC FOOTPATHS	25mm (Trips / rocking slabs)

Carriageways

PRINCIPAL ROADS	50mm (Potholes)
CLASSIFIED ROADS	50mm (Potholes)
UNCLASSIFIED ROADS	60mm (Potholes)
SHOPPING AREAS	50mm (Potholes)
AREAS WHERE DEFECTS MAY BE PARTICULARLY HAZARDOUS TO PEDESTRIANS / CYCLISTS (SUCH AS PEDESTRIAN CROSSINGS, ROAD JUNCTIONS AND IN OR ADJACENT TO KERBS AND CHANNELS)	25mm (Potholes)

SCHEDULE 2 - CPZ



3. STATEMENT OF THE WORKS AND SERVICES TO BE PROVIDED BY THE BID

WHAT WOOD GREEN BID WILL ACHIEVE, IN 8 KEY PLEDGES:

1

We will create a strong vibrant image for Wood Green, making sure it is a destination of choice. We will build on its unique assets such as an exciting and growing food offer, our local creative talent, our hub of consumer technology repair and our status as a metropolitan retail centre.

3

We will be eyes and ears to ensure the Council's current cleaning services are more effective, and will work with them to achieve this.

5

We will work with partners to create a more vibrant, cleaner and attractive environment, particularly at the welcome points around Wood Green and Turnpike Lane underground stations, and the main car parks

7

We will make sure that Wood Green is seen as the gateway to Alexandra Palace, and the best place to visit before or after, taking advantage of over 3 million visitors annually

We will work to achieve a measurable reduction in crime and anti-social behaviour, and ensure good working relations between businesses, the police and the Council.

We will work on behalf of businesses to ensure your voice is heard in key debates such as that about parking restrictions, business rates or future developments like Crossrail 2.

We will save businesses money by arranging joint-procurement of business services

We will work towards delivering a long-term vision for Wood Green as an easily accessible, creative and vibrant metropolitan centre, with attractive and spacious public realm and a strong business mix.

2

4

6

8

HERE'S HOW - OUR FIVE YEAR PROGRAMME

Experience Wood Green

We want Wood Green to be a welcoming and attractive place for visitors, at all times of day. Giving people a good experience is crucial to improving the image of Wood Green, to encouraging people to spend more, and to attracting the diversity and quality of shops and restaurants that we want. We also want to ensure that all businesses have a secure environment in which they can flourish.

We will:

Make Wood Green more Safe & Secure

- 1) Physical Security:
 - o An **on-street warden scheme** at key times of the week, accredited by the Community Safety Accreditation Scheme with basic policing powers.
 - o Wardens will also provide a friendly face for visitors and provide an efficient link with the police, CCTV, and other existing security teams.
- 2) Volume Crime:
 - o We will manage a **crime information sharing website and app**, linked with the police and free to all businesses in Wood Green so they can keep up to date with the latest security issues and submit intelligence such as CCTV footage. Our wardens will proactively gather content for this and ensure businesses receive regular updates
 - o Our wardens will be readily contactable, and linked to the police and CCTV room by radio
 - o We will work with the police to deliver **crime prevention workshops and training** to businesses
- 3) Fraud and Economic Crime
 - o Seminars, briefings and workshops to help businesses defend themselves against **fraud and cyber-crime**

- 4) Counter-terrorism:
 - o We will work with the police to deliver **counter-terrorism training** for businesses and staff, helping to keep us and our visitors safe
- 5) Business Continuity:
 - a. **Business continuity workshops** and briefing sessions to help businesses plan for unexpected events and emergencies

Provide a better welcome to visitors

- **Improve the ambience** of key points such as the entrances to Wood Green and Turnpike Lane Underground Stations, to make the area feel more welcoming. For example by installing **more planting and flowers** and working towards physical improvements.
- Use **creative lighting** to make areas feel more accessible and encourage people to explore the area (for example, bringing light to the High Road beneath The Malls' bridge)
- Training and competitions to **improve shop-fronts**. This will include, for example, a 'best-dressed Christmas window' competition. We will build links with local artists to bring a unique Wood Green creativity to this
- Our street-wardens will report public realm issues and help run education and operations against, for example, fly-tipping.
- We have worked with the Council to outline the baseline services, such as cleaning, that they provide for Wood Green. We will be eyes and ears on the street to ensure these are effective. If necessary, we will then provide **additional cleaning** where required.

Imagine Wood Green

Wood Green is a multicultural hub and has many things to be proud of, from its food offer and its status as a Metropolitan retail centre, to its independents and its technology repair shops. It should also be the first place the more than 3m annual visitors to Alexandra Palace think of coming before or after an event. But we need to get the word out and to improve Wood Green's image, to make sure we make the most of these great assets.

We will:

- Help you, as a business, to raise your profile and tell your story, with **training and support for social media and your online presence**
- Run a **#LoveWoodGreen PR campaign** and create a strong visual image for Wood Green, encouraging people in the surrounding area to shop local and take pride in their town centre. We will **create a buzz around Wood Green's major selling points** and aim to promote it in key London publications
- Ensure there are **more well-managed, family friendly activities** at key times of year such as at Christmas and use key events to build Wood Green's reputation
- Ensure there are small but regular activities that create a buzz in Wood Green, such as well managed street performance. We will use this to **encourage people to stay at the end of the working day** and into the evening
- **Work with Alexandra Palace** to mutual benefit, raising Wood Green's profile, for example through inclusion on relevant literature and signage
- In the future, we will explore using **quality/artisanal markets** to attract new people and draw them through the area, and when development occurs we will champion meanwhile uses that are built around the local community

Strong Wood Green

Working together can achieve a lot. A Business Improvement District is a strong formal structure that will allow businesses to have a strong voice. This will be very important to make sure our views are listened to on big issues such as parking restrictions, traffic and Crossrail 2.

We will:

- **Save businesses money** through joint procurement of business services such as waste collection, utilities, stationary, pest-control etc.
- **Run networking events** for businesses and help keep you up to date with what is happening in the area through regular newsletters
- **Provide strong business representation** on key issues like parking, Crossrail 2 and waste-collection times. When appropriate we will hold forums and facilitate consultations
- **Involve businesses in creating a vision for Wood Green**, and use this to champion appropriate transport solutions, public realm interventions etc.
- **Champion the area to key retailers** and interesting start-ups in order to improve the retail mix and keep high levels of footfall.