

**SAFFRON WALDEN TOWN CENTRE BUSINESS IMPROVEMENT DISTRICT  
BASELINE SERVICES STATEMENT**

<b>BASELINE ACTIVITY FOR:</b>	Off-street Car Parking
<b>EXISTING SERVICE PROVIDER:</b>	UTTLESFORD DISTRICT COUNCIL
<b>RESPONSIBLE OFFICER:</b>	Sarah Lewin
<b>JOB TITLE OF RESPONSIBLE OFFICER:</b>	Economic Development Officer
<b>DATE COMPLETED:</b>	05/05/2023

Summary of service provided:	<p>Provision and management of 10 car parks across the district, two of which are in the Saffron Walden BID area, i.e. Fairycroft Road car park and the Rose and Crown car park.</p> <p>Provision of grounds maintenance and street cleaning services in the car parks is covered in the Street Services Baseline Services Statement.</p>
Associated services provided:	Day to day management and enforcement of the Car Park Order 2017 is delivered by the North Essex Parking Partnership (NEPP) UDC has a Service Level Agreement (SLA) with NEPP to cover all aspects of the off-street car parking operation.
Extent of BID geography covered:	Fairycroft Road car park and the Rose and Crown car park are both within the Saffron Walden BID area.

<p>Service specification:</p>	<p><b>Fairycroft Road car park</b> is attached to the Waitrose store.  Maximum stay: 3 hours  Tariffs: Up to 30 minutes – 50p, Up to 1 hour – 70p, Up to 2 hours - £1.20, Up to 3 hours - £2  No. spaces: 294 marked bays  The car park includes a multi-storey with one area of the top floor extending across the roof of the store. There is also a small ground level area adjacent to the multi-storey car park. Waitrose and UDC have a series of leases that set out the responsibilities for each party within the car park.</p> <p><b>Rose and Crown car park</b>  Maximum stay: 2 hours  Tariffs: Up to 30 minutes – 50p, Up to 1 hour – 70p, Up to 2 hours - £1.20  No. spaces: 27 marked bays</p> <p>Opening hours in both car parks – open to the public 24 hours a day, chargeable hours are 8a.m. – 5p.m.</p> <p>NEPP officers inspect both car parks on a daily basis and check that ticket machines are operational.</p> <p>NEPP employ Civil Enforcement Officers who patrol both off-street car parks and on-street car parking across the District. They patrol all off-street car parks on a rota that changes every day and they also respond to specific reports.</p> <p>Maintenance and repairs are undertaken as required.</p> <p>A mechanical sweeper sweeps all floors of the Fairycroft Road car park, except the roof of the store, weekly on Sundays.</p>
<p>No. staff required:</p>	<p>UDC has an SLA in place with the North Essex Parking Partnership who manage the car parks on behalf of UDC, and enforce the Car Park Order 2017. There is at least one inspection by a Technical Officer daily and regular visits from Civil Enforcement Officers.  Two members of UDC staff are responsible for management of the district's 10 off street car parks as part of their roles.</p>
<p>Equipment required:</p>	<p>Car park ticket machines – 1 in Rose and Crown and 11 in Fairycroft Road car park.</p>
<p>Performance measures:</p>	<p>No. car park tickets purchased  Compliance with Fit for Purpose Car Park Audit</p>
<p>Non-compliance – mitigation procedure:</p>	<p>UDC Complaints Procedure</p>

Current costs of service provided within the BID area:	£186,200 is the cost of the SLA with NEPP to provide services across the District. Operational costs - electricity and business rates for BID area car parks - £75,734 Cleaning Fairycroft Road car park - £2,570 p.a.
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