



**WOKINGHAM
BOROUGH COUNCIL**

Cleaner & Greener Services Grounds Maintenance Contract

Part 3 Outcome/Output Specification (Lot 2)

September 2015

1st April 2016 – 30th September 2026

ORIGINAL

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INTRODUCTION

Wokingham Borough Council (WBC) and the Royal Borough of Windsor and Maidenhead (RBWM) are undertaking a collaborative procurement for the grounds maintenance of parks and open spaces within our respective boroughs and are working in partnership to secure the best value for money arrangements for each borough. This process includes developing a shared approach to outcome/output based contracts which could allow the appointing of a common Service Provider that is advantageous to both Councils.

This procurement project has been developed, in response to national, regional and local pressures, to adopt collaborative approaches to service procurement and to move away from frequency-based specifications to one based on desired outcomes and outputs which are driven by local needs and available resources. We will be seeking to work closely with a Service Provider who will act as a partner organisation, working with us to achieve our policy objectives and help us shape customer and user expectations. We are looking for creative, problem-solving approaches and innovative practice to help re-model our maintenance regimes and promote new ways of working.

The following is Wokingham Borough Council specific and forms Part 3 of Lot 2 of the ITT.

1. BACKGROUND INFORMATION

1.1. Contract Overview

Nature development and biodiversity enhancement is a key aspect in the management of open spaces within Wokingham. Together with the protection of natural habitats and species, the Council is seeking a partner that recognises the importance of this aspect of open space management. The contract will require the Service Provider to work closely with the Council to change maintenance regimes in order to deliver this aspiration. The successful Service Provider will work with the council to improve and modernise maintenance regimes; in particular, sports pitches, play areas, grass land habitats, sponsorship sites etc. This key consideration applies to many of the Operational Tasks carried out on all sites within this Contract.

It is expected that the successful partner will work with the Council to review the efficiency, effectiveness and economic performance in delivering Operational Tasks in the light of forthcoming pressures such as budget savings, austerity measures and the movement towards more sustainable and biodiversity-friendly maintenance regimes.

For clarification this contract includes almost all work related to grounds maintenance with a minimum amount of ad hoc work. All work related to this contract shall be priced and carried out within the Tendered resource unless otherwise stated. Where additional materials are required or equipment needs to be hired this shall be priced and charged for separately as agreed with the Authorised Officer. For example, where a new sign/notice is to be supplied and fixed, it is expected that the council will only be charged for any sign/materials supplied by the Service Provider and not the labour. The Council expects that where such additional works are required the Service Provider shall deploy resources in such a way as to contain costs within the annual allocated budget on a problem-solving and partnership-working basis. This may mean that some work will need to be delayed in order to carry out any additional tasks. Similarly the Service Provider will be expected to use any spare capacity as a result of work not being required, to improve and further enhance the service elsewhere.

The Service Providers responses to the ITT Award Criteria Questions, that are contained within the ITT document, shall be used to support this contract specification. Upon occasion and as a guide, reference to a particular question has been given, however this specification as a whole should be considered in terms of any overall response.

Wokingham Borough Council has adopted strategies, policies and plans which relate to the development and management of our parks and open spaces. For more information, please refer

to the Wokingham Borough Council website: www.wokingham.gov.uk. Cleaner and Greener Services are also developing a number of open spaces management and maintenance policies that define standards for land managed by the Council. These documents, together with this specification form the key underpinning support and direction for the Council's new approach to open space grounds maintenance.

2. IMPORTANT CONSIDERATIONS FOR PARTNERSHIP WORKING

2.1. Contract Outcomes

The council have a number of outcomes that are the drivers for this specification.

Key Outcomes for the Service Provider to deliver

1. Improved customer and user satisfaction levels for targeted users and designated sites
2. Continued reduction of customer complaints over the course of the contract with resolution at first point of contact (direct to Service Provider)
3. Service performed to at least minimum specified standard on every site
4. Partnership working and problem-solving approach to provide added value to the client.
5. Sustainable and minimal costs for operational activity
6. Improved service for specific areas, to be identified during the course of the contract, by adjusting existing resources. (e.g. play areas, sponsorship sites and sports pitches)
7. Improved biodiversity-based maintenance regimes, focussed on target species and habitat, together with careful site management to ensure sites are maintained according to need.

Key Outcomes to be shared responsibility with Client & Service Provider

1. Achieve savings and generate new income streams over the course of the contract term
2. Update and maintain map and quantity records
3. Establish management plans for selected sites over the course of the contract
4. Change management regimes to become more sustainable
5. Positively change customer perception and expectations of sustainable maintenance regimes
6. Increase community involvement and volunteering

The Service Provider needs to be aware that the performance management system will be based on measuring performance against all of the outcomes above. These outcomes and performance indicators will be reviewed with the appointed Service Provider during the course of the contract to meet changing circumstances and requirements. Please refer to Appendix 1.

2.2. Environmental Performance

The management and maintenance of open spaces will inevitably have an impact on the environment within Wokingham. The Council is keen to demonstrate good industry practice (without additional associated Council costs) in minimising this impact through more sustainable practice:

- Identifying opportunities to minimise inputs
- Identify opportunities to improve biodiversity/wildlife value
- Carbon mitigating measures
- Maximising the use of renewable resources
- Waste minimisation, reuse, recycling, composting etc.
- Effective and efficient contract delivery methodologies
- Optimising procurement options
- Minimising the use of harmful chemicals through integrated pesticide management/utilising alternative methods
- Optimising vehicle usage

The Service Provider shall, in its response to the Questions 11, 12 & 13 of the ITT Award Criteria Questions;

- Detail how it will actively promote and support the aim of increasing and enhancing biodiversity especially through grassland and wildflower regimes.
- Explain how it will actively recycle green waste across the contract and re-use material to the benefit of the Council.
- Explain how it intends to maintain and continuously improve upon a low carbon footprint throughout the duration of this contract.

2.3. Added Value

The Council is keen to identify any potential added value benefits that can be realised as part of this procurement process. These benefits could include:

- Integration with other Council services
- Volunteering and community involvement
- Social Value Act implications
- Maximising income
- Identifying opportunities to minimise inputs
- Working with alternative Service Providers and potential partners

2.4. Educational & Promotional Support

The grounds maintenance services are recognised as providing high-profile front-line public services in Wokingham. The Council is keen to emphasise the importance of marketing the services to maximise public engagement and raise awareness of the relevant issues, in particular:

- Liveability of local areas and quality of life
- Health and wellbeing
- Biodiversity
- Climate change mitigation
- Social cohesion
- Heritage
- Economy
- Education

Full details of any additional support and resources that can be offered as part of this Contract (without additional associated Council costs) shall be included within the Service Providers response to Questions 14 & 15 in the ITT Award Criteria Questions Document. For example toolkits, leaflets (including printing), web information, officer time, sponsorship, direct funding, promotional material, skills and expertise in marketing and promotion.

2.5. Key Partnerships

The Council has a number of key partnership arrangements including local community groups, other local authorities, the Police etc. Some of the more significant partnerships include the Town and Parish Councils, local volunteer & friends groups, Community Safety Partnership, Wokingham Biodiversity Forum, resident groups/associations, other WBC services etc. The Council intends to develop, with the Service Provider, a Green Spaces Forum where partners and stakeholders can participate in the improvement and management of contract areas.

The Service Provider will be expected to actively support these partnerships (without additional associated Council costs) and help foster excellent working relationships in delivering these services.

The Service Provider shall detail in its response to Question 6 of the ITT Award Criteria Questions how it will work in partnership with the Council to actively engage and communicate with stakeholders in order to improve and enhance the services offered.

2.6. Community Safety

Community Safety is an important consideration for all services provided by the Council. Safeguarding and managing anti-social behaviour are particularly important in respect of open spaces and the different user groups we actively work with.

The Service Provider will be expected to support Community Safety initiatives (without additional associated Council costs) when requested. For example, all staff involved in delivering the service will be expected to comply with safeguarding and safety regulations and checks for working in and around vulnerable children and adults.

2.7. Green Flag Awards, High Level Stewardship and Site Designations

The Council intends to work in partnership with the Service Provider to identify potential sites that could be considered as future Green Flag Sites or other designations such as High Level Stewardship, Local Nature Reserve etc.

2.8. Management Plans

A number of sites will be required to have management plans put together during the course of the contract for example plans for Green Flag, Nature Reserves, Grant Aid/Lottery bids etc. As such the Service Provider will be expected to actively participate and support such developments (without additional associated Council costs).

2.9. Community Events & Activities

The Council actively promotes the use of Open Space for the benefit of the local communities we serve. This includes offering certain sites for the staging of events ranging from large scale fair/fun days through to smaller celebration events.

The Service Provider will be expected to actively support such events, (without additional associated Council costs) particularly with site preparation and restoration during the working day.

2.10. Customer Service

The Council is seeking a partner that has the ability to provide first point of call for customer contact from WBC Customer Services, using systems which are compatible with Microsoft Dynamics Software regarding open spaces issues with ongoing support with dedicated resources throughout the life of the Contract.

All customer reported requests, enquiries and complaints shall be logged by the Council and assigned to the Service Provider “in real time” via the Councils CRM system.

The Service Provider shall clearly explain in Question 5 to the ITT Award Criteria Questions how it will actively handle public complaints and suggestions with a focus on high levels of customer care, pro-active communication, and beneficial matter resolution.

Our customer service ethos recognises the customer organisation ‘actively listens and learns’ from its interaction with the customer. We are seeking a partner that can provide a flexible approach and actively support the council in this area together with ensuring continuous improvements to the services we offer for the local communities we serve.

The Council has a positive policy regarding customer care to ensure that residents, facility users and visitors receive services promptly, effectively and courteously at all times. Every effort shall be made to meet their needs and to take account of personal and special circumstances. The Service Provider’s employees are to be mindful that they represent the Council whilst performing the duties of the Contract, and as such are to treat the Council’s customers with the utmost respect. The Council’s and Service Provider’s No Smoking Policies must be strictly adhered to.

2.11. Performance Management

The Council recognises the importance of managing performance and is seeking to reward good performance. Whilst we may strive to 'get things right first time', we recognise this is not always possible. As such the performance management regime being proposed uses a Reward and Payback methodology against a number of key performance indicators. As part of continuous improvements expected throughout the Contract, it is anticipated that targets could be adjusted annually according to current circumstances at the time. See Appendix 1.

2.12. Contract Scalability

In view of the length of the contract and changing government national, regional and local agendas, this contract shall afford the flexibility to add and remove sites. Where sites are added or removed the quality standards covered by the core contract shall not be adversely affected. Some of the current/relevant major programmes are detailed below;

- **New Development including Strategic Development Locations:** There are several major areas of development within Wokingham referred to as Strategic Development Locations (SDLs): Arborfield, North Wokingham, South Wokingham and South of the M4. Further information can be found on the council's website. In addition, there will also be new areas outside of the above developments which will continue to be adopted by the council.
- **School Services:** Schools will continue to 'opt in' and 'opt out' of the contract and these will be arranged by each school with the Service Provider and be charged at contract prices
- **Sheltered Housing Schemes:** Sheltered Housing Schemes are not part of the current contract but these schemes may wish to 'opt in' to the contract or parts of the contract in the future.
- **Asset Transfer Programme:** WBC through its Asset Management Plan is considering a model for community asset transfer. *If approved*, this will result in town and parish councils taking responsibility for and procuring long leases for assets in their area, such as parks and open spaces, including buildings within the site.

Assets may also be transferred to other organisations such as sports clubs, community groups and third sector organisations during the course of this contract.

The transferees will have four options;

1. Opt out of the contract and provide their own grounds maintenance services.
2. Opt in or opt out of the contract as required providing six months' notice to the council and the Service Provider.
3. Transferee able to opt in but with an increased or decreased standard of maintenance using the current specification and the incumbent Service Provider.
4. Continue/opt in with grounds maintenance contract with transferee providing additional maintenance as required. In these instances, there shall be no impact on the core work schedule of the main contract.

Please refer to "Miscellaneous Works" for clarity regarding work outside of this contract.

2.13. Change of Policy/Ad hocs

Although every effort will be made to avoid any unnecessary changes, the Council reserves the right to change service policies by issuing the Service Provider with at least 28 days' notice of such changes. If, in the opinion of the Council, such policy change(s) constitutes a critical Ad hoc to the Contract, the Council will issue a Variation Order in accordance with Claus 17 of the Conditions of Contract.

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3. PRELIMINARIES

General

The Service Provider shall execute the works described in this specification in accordance with good industry practice, including but not limited to; horticultural, arboricultural, biodiversity, sports turf management, environmental and cemetery management practice. Such good practice is embodied in the appropriate National Occupational Standards as defined by, but not limited to;

- Lantra
- City and Guilds
- National Proficiency Test Council
- Institute of Environmental Management & Assessment
- Institute of Cemetery and Crematorium Management
- BTEch
- Sports Turf Research Institute
- Royal Horticultural Society
- Royal Society for the Prevention of Accidents
- Other relevant national and august bodies
- Relevant legislation including health and safety.

The Service Provider shall comply with all current legislation, guidance and good practice (including health and safety) throughout the contract period. Where ISO or British/European standards apply, e.g. tree tree, play surfaces etc. these shall be the required standards.

Accommodation

The Service Provider shall be responsible for the provision of a depot to provide accommodation for staff, equipment and materials and shall satisfy all requirements of relevant legislation. The Service Provider shall pay any utility service charges direct to the supplier.

The depot or base shall include any office and administrative facilities necessary for the purpose of performing the service and be within 15 kilometres of Wokingham, unless otherwise agreed with the Council. The council has a small depot available for lease at Cantley Park, Wokingham. This may be suitable as a satellite depot.

Equipment and materials

The Service Provider shall provide all equipment and materials necessary to perform the Service unless otherwise stated in the specification. Equipment shall be kept in a suitable condition to achieve the quality standard at any given site. A list of equipment intended to be used to serve this contract, and therefore achieve quality standards, shall be included in the Service Providers response to Questions 9 & 10 in the ITT Award Criteria Questions Document. The Council is looking for modern/up to date and innovative methods, and sufficient capacity, for managing sports turf, grassland and wildflower regimes.

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Service Provision

The Service Provider and its operatives shall, at all times, act in a reasonable and professional manner whilst carrying out the requirements of the Contract.

In the event of complaints where its employees have been negligent, unreasonable or unprofessional in carrying out their duties, e.g. misconduct, shredding litter, strimming damage, property damage, vehicle damage to grounds etc., the Service Provider shall investigate and provide the Authorised Officer with appropriate details of action taken and outcomes of any disciplinary process.

If the Service Provider feels that it is detrimental to carry out work within the Contract (or which has been instructed by the Authorised Officer), as damage may be caused, the Authorised Officer shall be informed of this prior to commencing work. Good practice shall be followed at all times by all operatives.

Safeguarding Requirements

At their own expense, the Service Provider shall carry out all reasonable checks to ensure that persons undertaking work under this contract are trustworthy and do not represent a risk to the public especially children and vulnerable adults. In any case where there may be doubt about a person's suitability a check must be undertaken with the Disclosure and Barring Service (DBS) who can supply full details of any convictions. The safety and welfare of children or vulnerable adults on Council premises is paramount, and the Service Provider will be expected to work in partnership with the council to train staff in safeguarding-related issues. A safeguarding policy shall be included in the Service Providers response to Question 15 in the ITT Award Criteria Questions Document (the submitted policy document shall not form part of the word count).

Training Requirements

A partnership working approach shall ensure that there are sufficiently trained operatives to meet the requirements of the contract through times of sickness, absence and annual leave. It is expected that there will be sufficiently trained operatives to achieve the quality standards for all operational tasks such as; tractor driving (flail/gang), chipper, rotovator etc. Continuity planning shall be in place to ensure that key operations, e.g. play area inspection/repair, are not compromised in times of sickness, absence, annual leave or retirement etc.

Specifically there is an expectation that the Service Provider shall ensure that its employees/volunteers are trained sufficiently and appropriately (where applicable to a nationally recognised level) in the following;

- Biodiversity
- Tree inspections
- Play area inspection and minor repair
- Sports facilities maintenance
- Good horticultural practice and plant identification
- Community liaison and project management

- Cemetery care and management
- Customer care
- Customer Relationship Management (WBC Customer Relationship Management contact system)
- Information technology
- Weed identification, especially invasive and harmful weeds
- Use of plant, machinery and equipment
- General reporting
- Safeguarding

The council takes seriously the notion of educational attainment among all members of the workforce and requires that the Service Provider submits details in its response to Question 8 of the ITT Award Criteria Questions which supports this requirement.

Working in partnership the Service Provider shall (without associated additional council costs) invite the Authorised Officer to participate in training, or organise joint-training, which could help develop and enhance the service offered by the council. The Council will also, where appropriate and possible, offer training to the Service Provider and its employees/volunteers. The Service Provider and the Authorised Officer shall jointly create and approve a joint training schedule.

The Service Provider shall detail in its response, to Question 8 of the ITT Award Criteria Questions, how it will effectively train all employees/volunteers for this contract to ensure they are able to undertake their required roles, are able to continuously achieve the specified contract outputs and understand the ethos of the Council, and if required can cover the roles of other operatives.

The Service Provider shall provide, in its response to Question 7 of the ITT Award Criteria Questions, a family tree showing the number of staff that will be used on this contract and the specific roles they will be undertaking. This must include all full time employees, part time employees, casual employees, head office support, and any other support roles. It must be highlighted where staff are multi skilled and able to take on multiple roles.

Publicity and Public Awareness

The Service Provider shall at all times be aware of the public service culture of the Council, and shall ensure that members of staff treat members of the public in a helpful and sensitive manner. In order that people are made aware of the partnership role between the Council and the Service Provider, the Service Provider shall:

- Provide and fix appropriately worded transfer signage of an approved design to vehicles used for the contract indicating the name of the Council and the Service Provider, the service provided, and the Council's Customer Care telephone number.
- Attend joint contract/partnership meetings as requested on a regular basis
- Provide all employees with an identification badge, suitable uniform or standardised clothing which bears both the name and logo of the Service Provider and the Council, and ensure

that such clothing is worn at all times, as appropriate to weather and working conditions, and is kept clean and in good repair.

- Provide, fix and maintain adequately sized and worded sign boards at the entrance to each works depot used in the performance of the Contract which bear both the Service Provider's and the Council's name and logo and any other information as shall be necessary.
- Champion the Council's policies and procedures as they relate to this contract and train staff to positively promote them to the public and service users as appropriate.
- Provide marketing support and expertise as requested, at no extra charge to the council, to maintain good public relations, media (including social media) profiles, publicity, information and interpretation.

Working Hours

The Service Provider shall provide a customer contact service between 08:30-17:00.

Operational duties may be carried out at any period between the following times;

- During British Summer Time working hours are between 06:00-19:00.
- During Winter Time working hours are between 07:00-17:00.

Normal operational duties included in this specification may be required during these hours at no additional charge.

Noise Control

The Service Provider shall ensure that all legislation and guidelines to control noise levels produced by their operations are complied with.

The Service Provider shall organise work activities on sites adjacent to schools, at cemeteries and within parks etc. to avoid disturbance to examinations, events, burials, peak periods etc.

Vehicles, machinery and equipment must not be left with engines running if they are not being used.

The Service Provider shall undertake any mechanical operations or noisy works between 8.00 a.m. – 6.00 p.m. Monday to Friday, unless otherwise agreed. The only exceptions shall be emergency and other works where there are overriding considerations of public safety. The Authorised Officer reserves the right, where reasonable, to instruct the Service Provider to temporarily suspend work for community or social reasons.

Access

The Service Provider shall inform the Authorised Officer if the access to any site is inhibited or there is anything preventing the carrying out of the operational task.

The access to certain sites may restrict the size of vehicles and machinery used for maintenance. Although in some cases this may be obvious from the site plan and inventory, it shall be the

general responsibility of the Service Provider to acquaint themselves with the access arrangements for each site and any problems likely to arise from them. No claim will be allowed on the basis that the Service Provider did not include in the pricing for constraints relating to access.

Use of Site

The Service Provider shall not use, unless otherwise agreed, any site for purposes other than those directly related to the provision of the Service, and shall obtain the approval of the Authorised Officer for the siting and storage of materials, equipment and vehicles on any sites other than those defined in the Contract for that purpose.

The Service Provider will be required to restrict their activities to the boundaries of the site as indicated on the contract drawings, unless otherwise instructed by the Authorised Officer, and shall not inconvenience the residents or other users of the site.

The Service Provider shall note that exclusive rights to the maintenance of any site within the Contract are not granted. The Council reserves the right to instruct or allow other Service Providers to implement works (litter picking, ad hoc works, improvement works, particularly capital schemes or specialist works) and may also employ other Service Providers to carry out maintenance work due to default or delay by the Service Provider.

Accidents, Incidents, Near misses and Dangerous Occurrences

Notwithstanding any other legal or statutory requirements, the Service Provider is required to submit a copy of any report in relation to accidents, incidents, near misses or dangerous occurrences regarding the operation of the service to the Authorised Officer as soon as practicable.

The Service Provider will be required to inform the Authorised Officer of any unsafe feature, risk, hazard or matter of public concern discovered while works are taking place. Where such matters can be simply and safely addressed without reference to the Authorised Officer it shall be the Service Provider's duty of care to take any reasonable immediate action to remove or make safe such features, reporting the circumstances in writing to the Council as soon as practicable.

Precautions to Prevent Nuisance or Trespass

The Service Provider shall take all reasonable precautions to prevent trespass onto adjoining property by staff, vehicles or materials under their control, and to prevent nuisance from water, smoke, noise, dust, rubbish, fumes, pesticides, chemicals or other substances used or arising from the carrying out of the Service. The Service Provider shall take all necessary precautions during the progress of work to prevent damage to adjoining property and (except as provided in the Conditions of Contract) shall be responsible for any damage resulting from the works and shall make good such damage at their own expense.

Protection of Services

The Service Provider shall take all necessary action to protect, uphold and maintain the integrity of pipes, ducts, sewers, services, cables and the like (whether above or below ground) during the execution of works. In the event of damage due to any cause within the control of the Service Provider, the Service Provider shall without delay, contact the Authorised Officer and, at their own expense, make good, and pay any costs and charges in connection therewith.

The Service Provider shall not interfere with the operation of existing services such as gas, water, electricity, telephones, buried or overhead cables, sewers, drains or ditches without the permission of the Authorised Officer, and in the case of statutory authorities and private owners, without their express permission.

In all cases, the Service Provider shall ascertain and mark the location of services before commencing ground works, and shall conduct any operations or works in accordance with any conditions, regulations or guidelines relevant to the services present.

Any damage to services, whether obvious, actual or suspected, shall be notified immediately to the Authorised Officer and also to the statutory undertaker or utility involved.

Cleaning of Roads and Footpaths

The Service Provider shall prevent the deposition of mud, arisings and/or any other unwanted debris by vehicles or equipment used by the Service Provider or any sub-contractor they have appointed (and which has been agreed by the Authorised Officer) operating in the performance of the Service, onto any road or footpath, whether private or public. Where deposition is temporarily unavoidable, effective arrangements shall be made to immediately sweep and cleanse the roads or footpaths affected.

The Council reserves the right to make immediate alternative arrangements for this work to be carried out and the cost of doing so will be deducted from payments due to the Service Provider.

The Service Provider shall take all reasonable precautions to prevent other materials arising from works being deposited on roads or footpaths. Loose materials on open vehicles must be adequately secured with suitable ropes, nets and covers.

Prevention of Dumping and Disposal of Waste

The Service Provider shall prevent excavated spoil, rubbish, surplus material and the like arising from works being dumped or deposited on any areas other than recognised tipping areas, except by the prior agreement of the Authorised Officer. In the event of this occurring without permission, the Service Provider shall clear away such deposits to a recognised tipping site at their own cost.

Prevention of Pollution

Notwithstanding any legal requirements that may apply under the Control of Pollution Act, the Service Provider shall have a general duty to take all reasonable precautions to avoid pollution of the atmosphere, watercourses, or land by the discharge or deposit of any solid, liquid or gaseous substance arising from their performance of the Service. The Service Provider will be held liable for any damage so caused, and the cost of any removal, rendering harmless or any other necessary remedial treatment, will be borne by the Service Provider.

Existing Features

The Service Provider shall protect buildings, fences, gates, walls, landform, vegetation and other site features that are to remain in position during the performance of the Service. Any damage caused to existing features through the Service Provider's negligence will be reinstated at the Service Provider's expense.

Vandalism

The Service Provider shall immediately report any significant vandalism to the Authorised Officer, who may, where necessary, issue an instruction for the repair and replacement of the damaged elements.

Tipping Arrangements

The Service Provider shall ensure that all rubbish collected or arising from the performance of the Service is disposed of using recognised licensed and approved tips. No burning shall take place without the express permission of the Authorised Officer.

The cost of disposal of arisings from the regular execution of the Contract shall be borne by the Service Provider, who shall include for all charges, fees and transportation charges related to the work. (This is not withstanding the Council's wish to try to recycle as much green waste as possible).

Green Waste

The Service Provider shall be required, within its response to Question 12 of the ITT Award Criteria Questions, to submit proposals for the recycling of green waste. This shall include chipping, shredding and/or composting of uncontaminated organic plant material, such as horticultural debris, arisings from cut and collect/cut and clear/grassland regimes, tree and shrub pruning, etc. Such work may be sub-contracted subject to agreement.

Re-use of such material within the Contract for horticultural purposes may be permitted at the discretion of the Authorised Officer, and suggestions shall be included as part of the submitted response to Question 12 of the ITT Award Criteria Questions.

Removal and Disposal of Sharps

The Service Provider shall ensure that all relevant legislation, regulations and guidelines are followed and that employees are adequately trained and aware of the potential risks from sharps accidentally encountered in the course of their performance of the Service.

The Service Provider is responsible for notifying the Authorised Officer if any sharps are discovered.

Environmental Areas

The Service Provider must be aware that some sites may have areas set aside for conservation and wildlife, and must pay due regard to these areas and any animals or pond life in the vicinity, especially when applying pesticides.

Any maintenance of conservation areas will be discussed with the Authorised Officer/Site Representative and agreed in advance of any work being carried out.

Provision of Samples

The occasional provision of any sample and the disposal thereafter (e.g. topsoil, turf, fertiliser etc.) for the approval of the Authorised Officer is deemed to be included in the Contract Sum.

Use of Equipment and Machinery

The Service Provider shall ensure that when Plant or Equipment is serviced or refuelled on site the work is carried out on a suitable surface, and care is taken to avoid spillage. All health and safety and other precautions shall be observed whilst driving vehicles, and/or working with machinery, including the wearing and use of protective clothing and equipment. Sites shall not be used as short cuts, speed limits must be adhered to (and where there are no official limits common sense must prevail), and damage must be avoided to grass areas due to the inappropriate use or choice of vehicles, tyres, etc.

Vehicles, equipment and machinery shall be used appropriately and efficiently at all times to achieve the quality standard for the task required.

In the Service Provider's response to Questions 9 & 10 of the ITT Award Criteria Questions it shall provide a complete list of the machinery and vehicle mix it intends to use to serve this contract. The Service Provider shall also detail how this mix allows for the effective continuity of service and the continual achievement of required specification quality standards.

Traffic Management

The Service Provider shall ensure that whenever working on or adjacent to highways, (particularly roads where speed limits exceed 30mph) they comply with current legislation, including *Section 174 of the Highways Act 1980*, and local traffic management requirements. The provision of appropriate signage, pedestrian protection and traffic management in compliance with *Traffic Signs Manual Chapter 8 (Part 2), Road Works and Temporary Situations – Operations*, to ensure

the safety of the public, road-users and operatives shall be included in the contract sum. This responsibility shall apply to both specified works and additional or emergency working.

The Service Provider shall describe in its response to Question 16 of the ITT Award Criteria Questions how it will ensure the safety and protection of both operatives and the public when working on the highway and where the *Control of Substances Hazardous to Health (COSHH)* applies.

Play Area Surfaces/Sports Facilities

The Service Provider shall note that if any playing surfaces become unfit for play due to its negligence or omissions, then the Service Provider shall also be liable for any loss of income, administration costs and any other expenditure incurred by the Council.

Programme of Works

The Service Provider shall agree with the Authorised Officer an annual/seasonal programme of work, which could be made available to the public (e.g. published on council's website).

The Service Provider is responsible for updating the programme of Works should any amendments arise.

The Service Provider shall, in its response to Question 2 of the ITT Award Criteria Questions, set out the procedures it will put in place to demonstrate that work is being undertaken in line with the quality standards set out in the specification and how this will be clearly communicated to the Council, other customers, and where appropriate the public.

Other Works - Outside This Contract (Miscellaneous Works)

The Service Provider will be invited to seek other work in the local area which is outside of the contract on a profit sharing basis, but only with the express permission of the Authorised Officer. Miscellaneous Works which have been identified shall run alongside and not at the expense of the main contract. The Council will look to promote the services of the Service Provider to local schools, parish and town councils, landowners, developers etc., and also for reinstatement works following utilities maintenance.

The council wishes to make it known that its approval of any Miscellaneous Works outside of this core contract will be subject to an agreed profit share. The Council will use its share to enhance the service.

Miscellaneous Works will be subject to open-book management best practice. Accounts shall be made available to the Authorised Officer on request.

Sports Areas

Should demand for facilities and service income increase as a result of improved quality standards, then there will be an expectation for the Service Provider to work in partnership with the Authorised Officer to identify potential new sports areas.

Justified Complaint

There is reference throughout this document to the term 'Justified Complaint'. This term refers to those service complaints relating to the Performance Management system in Appendix 1 and is linked to the reward/payback system as described. This is additional to, and separate from, the Correction Notice and Default Notice process in the Terms and Conditions.

The following definition shall be applied in each section where Justified Complaint is referred to;

'Justified Complaint' includes, but is not limited to, complaints regarding conduct and operational competence of the Service Provider and its employees. The Service Provider shall be given an opportunity to respond to and rectify any initial customer contact relating to operational competence within the specified timescale/response times (please refer to chart in Appendix 1 for timescales). With reference to complaints on Service Provider conduct, the outcome of any investigation/hearing will therefore determine whether the complaint is justified.

Only complaints which are clearly proven to be wholly related to the Service Provider's operational competence or employee conduct etc. following the response time allowed, will be considered as Justified Complaint.

The Service Provider shall make it clear in its response to Question 2 of the ITT Award Criteria Questions how it will rectify any Justified Complaint or where quality standards have not been met.

Justified Complaint may or may not include those formal complaints via the WBC official complaints procedure. The Authorised officer will decide what is, or is not a Justified Complaint and will provide sufficient information on each case and decision to the Service Provider. An appeal process will be available on a quarterly basis where the ultimate decision shall rest with the Head of Community Services.

The Service Provider shall make a judgement as to the input required throughout the service to deliver the quality standards without incurring any Justified Complaints.

Contract Sum

The Service Provider shall include in its overall Contract Sum all items, features, areas of work etc. described in the following specification. Where items, features, areas of work etc. are not required as core work this is stated and a separate price shall be provided in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

The Contract Sum shall be the full inclusive prices and rates for the work, including all costs and expenses which may be required to provide a satisfactory service to the required standard together with all general risks, liabilities and obligations set forth in or implied as necessary to comply with the Agreement, and all other documents forming part of the Contract including but not limited to the following:-

- Labour and all costs
- Vehicles, plant and equipment and all costs
- The supply of materials, goods, storage and all costs including delivery
- Fixing, erecting and installing or placing of materials, equipment and goods in position
- All general obligations, liabilities and risks involved in the execution of the Service and reasonably implied in the documents on which the Contract is based
- Establishment charges, overheads and profit
- The Service Provider's management, administration and supervision including preparation of reports to the Authorised Officer
- Attendance at meetings and minute taking as may be required
- Costs of regular inspections and reports reasonably called for
- Supply of samples of materials
- Any other charges to cover the works or management relating to the provision of the Service

Sponsorship Sites

The Service Provider may be required during the course of the contract to provide; a procurement, management and design service for sponsorship sites throughout the borough, a price shall be included in the schedule of rates.

The Quality Standards of all Operational Tasks will apply to all Sponsorship Sites.

4. GROUNDS MAINTENANCE SERVICES

4.1. General

The Quality Standard to be achieved will differ on each site, dependent on the location and the activities that are carried out on the features that make up the site, i.e., grass, shrub beds, hedges, etc. The Council has therefore defined types so that the Service Provider will know what standard is required in each given situation.

The locations are shown on the Geographical Information System (see Appendix 1). The tasks required for each defined category are provided in the Specifications below.

The Service Provider shall, in its response to Question 1 of the ITT Award Criteria Questions, clearly detail how it will ensure that it actively monitors and continuously achieves the quality standards set out in the Operational Tasks lists as part of the specification.

4.2. Operational Task List

Grounds Maintenance Operational Task List		
No.	Operational Task	Description
1	Grass & Grassland Maintenance	Mowing and maintaining up to standard all grassed areas within the contract. Creation and maintenance of wildflower & grassland areas.
2	Hedge and Hedgerow Maintenance	Pruning and maintaining up to standard all hedges within the contract.
3	Shrub Maintenance	Pruning and maintaining up to standard all shrubs within the contract area.
4	Woodlands, Copses and Thickets	Maintaining a range of woodlands, copses and thickets according to good woodland management practice to develop and enhance biodiversity.
5	Tree Maintenance	The maintenance of the Council's tree stock within reach from ground level and Level 1 tree inspections.
6	Pond and Lake Maintenance	Maintaining a range of ponds and lakes according to good management practice to develop and enhance biodiversity.
7	Ditches, Drains, Watercourses	Maintaining a range of ditches, drains and watercourses according to good management practice to develop and enhance biodiversity.
8	Planters, Containers & Hanging Baskets	The provision, planting and maintenance of planters, containers, floral display units and hanging baskets with a range of plants including flowers, shrubs and small trees etc.
9	Border Planting and Maintenance	The planting and maintenance of borders with range of plants.
10	Sports Facilities Maintenance	Inspection and maintenance of sports playing surfaces, facilities (not including buildings) and equipment to the required standard.

11	Attendant duties	Attendance primarily during evening and weekend match fixtures/games at Cantley Park, Wokingham etc. including cleaning in between games/fixtures.
12	Cemetery maintenance	The provision of Cemetery maintenance including liaison between the Authorised Officer, undertakers, the public and the cemeteries as appropriate.
13	Play areas/Youth Provision Repair and Maintenance	The inspection, repair and maintenance of all play areas/youth equipment and facilities across the Borough.
14	Infrastructure Inspection and Maintenance	The inspection and minor maintenance of Southlake Dam, paths, bridges and hard standing areas across open spaces.
15	Open Space Furniture Maintenance	The installation (on request), inspection and maintenance of signage, benches, bike racks, planters, fencing etc. in all open space.
16	Leaf Clearance	The clearance of leaf fall and tree litter across contract areas, including paths and hard standing areas, where appropriate.
17	Litter and Detritus	Maintaining all sites within the contract according to the litter priority areas.
18	Weed and Pest Control	Maintaining sites within the contract according to the weed control requirements in priority areas. Dealing with pests as required.
19	Winter Operations	The provision of practicable winter maintenance including snow removal and gritting in the Council's priority sites and features.
20	General Reporting and Miscellaneous	The reporting of all issues on WBC property and land.
21	Customer Relationship Management	To provide sufficient compatible IT systems and employee resources to support the safe, efficient and smooth running of the services provided by the Service Provider which links fully with WBC's CRM solution.

4.3. Operational Task 1 – Grass and Grassland Maintenance

Description of Operational Task	Mowing and maintaining up to standard all grassed areas within the contract. Creating new wildflower and grassland regimes.
Service Context	Litter, including faeces, must be picked and removed prior to mowing. All grassed areas have been Specified as follows: Type 1 – Ornamental Type 2 – Amenity Type 3 – General Type 4 – Grassland Regime - Naturalised Spring Bulb Area Type 5 – Grassland Regime - Spring Flower Area Type 6 – Grassland Regime - Summer Flower Meadow Type 7 – Grassland Regime - Wild flower/non-native Meadows Type 8 – Grassland Regimes - Sightlines Type 9 – Grassland Regime - Rural Grass (Verges) Type 10 – Grassland Regime - Adjacent to Hard Surfaces Type 11 – Grassland Regime - (Footpaths within) Type 12 – Grassland Regime - (Tall Grass/Herb/Prairie Plantings) Type 13 – Grassland Regime - Annual Cut and Not Clear Type 14 – Grassland Regime - Triennial Cut and Not Clear Type 15 – Grassland Regime - Ditch Banks Type 16 – Grassland Regime - Woodland Margins Type 17 – Sports Area Type 1 - Ornamental Grassed Areas These areas of fine quality lawn are normally situated in high profile areas adjacent to features such as flowerbeds, civic buildings, gardens etc. to provide an aesthetically pleasing setting. Type 2 - Amenity Grassed Areas These are areas of good quality grass usually situated in parks, green spaces, sponsorship sites (e.g. roundabouts) and gardens, where a good quality finish is required. Type 3 - General Grassed Areas

	This type of grass is found on housing estates, highway verges, open spaces, recreation grounds etc., and comprises of the majority of grassed areas in Wokingham. Types 4-16 - Grassland Regimes These are areas where the grass is generally left for longer periods, enabling alternative management regimes e.g. grassland habitats, wildflower meadows, naturalised bulb areas etc. Type 17 - Sports Areas The Council provides a range of sport facilities including football & archery. In the future this may include cricket, American football, rugby, etc. Grass mowing maintenance is required on these sport facilities specific to the nature of the sport.
Quality Standard	All maintenance aspects of this Operational Task shall meet sports turf management, horticultural, biodiversity, sustainability good industry practice and adhere to relevant guidelines. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary requirements specific to the sports requirements and/or plant cultivar concerned to encourage healthy growth, vigour and flowering (where appropriate e.g. bulb/wildflower/grassland areas). Grass and grassland areas shall not be the source of Justified Complaint and/or Claim. Where grass clippings are collected it is expected that this material will be disposed of sustainably to reduce the overall impact on the environment i.e. it should be composted. The Service Provider will declare an area as complete only when all litter/debris has been cleared, all grass has been cut including edges and around obstacles and all surrounding paths have been cleared of cuttings. Prior to grass cutting all visible litter must be cleared <u>before</u> grass cutting commences on each site. Where shredded litter becomes apparent after cutting the Service Provider will remove such litter to prevent this causing a Justified Complaint and/or Claim. Vegetation growing at the base of all obstacles, for example signposts, lamp posts, barrier posts etc. must not be a source of Justified Complaint and/or Claim and shall be managed in accordance with the prescribed Quality Standard. This may be achieved by either mechanical or herbicidal treatment. Care shall be taken to minimise damage to site features when using mechanical methods. Any damage caused will be rectified by the Service Provider at its own

cost.

Any area which does not meet the quality standard shall be rectified within the agreed times which are described and listed in Appendix 1 so as not to cause a Justified Complaint and/or Claim.

Type 1 – Ornamental Grassed Areas

The Service Provider shall ensure that these high profile sites provide high quality grassed areas;

- As an indication, grass shall in general, be no longer than 50mm and no shorter than 15mm.
- The cut shall be uniform with a striped finish where appropriate.
- Due care and attention shall be given to grassed perimeter edges and any obstacles e.g. fence posts, trees etc.
- Edges to beds shall be maintained to provide neatly trimmed, tidy and aesthetically pleasing perimeters, sympathetic to the site's design.
- The finish shall be free of all unsightly litter, debris and free from weed flower stalks and grass culms.
- The area shall be green, providing a healthy looking sward, free from unsightly weeds / moss / bare patches-all year round.
- Paths and surrounds shall be free of clippings.
- Maintenance, including soil structure enhancement, fertilizer application and weeding etc. shall be completed to a high standard.

Type 2 – Amenity Grass

The Service Provider shall ensure that these areas are maintained as good quality turf to provide a welcoming and useable area for park and green space users, including informal games and picnics;

- As an indication, grass shall in general not be longer than 100mm and no shorter than 30mm.
- The cut shall be uniform with a striped finish where appropriate
- Due care and attention shall be given to grassed perimeter edges and any obstacles e.g. fence posts, trees etc.
- Edges to beds shall be maintained to provide neatly trimmed, tidy and aesthetically pleasing perimeters, sympathetic to the site's design.
- The finish shall be free of all unsightly litter, debris and free from weed flower stalks and grass culms.
- The collection of clippings shall be undertaken where appropriate.

	Where clippings are not collected there shall be, as far as is consistent with machinery performance, an even spread of clippings which are well mulched. • Where designated, areas shall be free from unsightly weeds and bare patches all year round. • Paths and surrounds shall be free of clippings. • Maintenance, including soil structure enhancement, fertilizer application and weeding etc. shall be completed to a high standard in designated areas as requested. Type 3 – General Grassed Areas General Grass comprises the majority of all grassed areas in Wokingham. The Service Provider shall ensure that these areas provide a generally maintained appearance. • As an indication, grass shall, in general, be no longer than 125mm and no shorter than 30mm. • The cut shall be uniform • Due care and attention shall be given to grassed perimeter edges and any obstacles e.g. fence posts, trees etc. • The finish shall be free of all unsightly litter, debris and free from weed flower stalks and grass culms. • Paths and surrounding edges shall be free of clippings. • The collection of clippings shall be undertaken where appropriate. Where clippings are not collected there shall be, as far as is consistent with machinery performance, an even spread of clippings which are well mulched. • Edges to beds shall be maintained to provide neatly trimmed, tidy and aesthetically pleasing perimeters. Grassland Regimes The Service Provider shall ensure that where these areas are identified, they shall complement any adjacent open spaces and be kept to specified litter priority standards. Working in partnership with the Authorised Officer the Service Provider will identify areas which could benefit from Grassland regimes with biodiversity in mind. As such the Service Provider shall, in its response to Question 11 of the ITT Award Criteria Questions, detail how it will actively promote and support the aim of increasing and enhancing biodiversity especially through grassland and wildflower regimes. The Service Provider shall make it clear in its response to Questions 9
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& 10 of the ITT Award Criteria Questions the machinery/equipment mix it intends to provide in order to deliver the below Grassland Regimes, particularly relating to cut and clear.

Type 4 - Grassland Regime (Naturalised Spring Bulb Areas)

The Service Provider shall allow for naturalised bulb areas and they shall be managed to ensure they provide a suitable level of seasonal impact, colour and interest. Where bulbs are planted within grass areas, cutting shall not commence until the plants have flowered and they have died down naturally after flowering. At least 6 weeks will be allowed for this to occur and timing agreed with the Authorised Officer.

Mowing will be timed to ensure full flowering each year depending on bulb genus, species and cultivar.

The selection and planting of new bulb areas will be carried out in consultation with the Authorised Officer and carried out to good horticultural practice. A price for mechanical and manual planting shall be included in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

Type 5 - Grassland Regime Spring Flower Meadow

Cut grass to 100mm in mid-June/early July and all arisings from this first cut will not be collected unless agreed with the Authorised Officer.

Thereafter, maintain grass to Type 3 specification.

Type 6- Grassland Regime Summer Flower Meadow

Cut grass to 100mm in March/April. In August/September after seed fall cut to 150mm and all arisings from these cuts will not be collected unless specified by Authorised Officer.

New Meadows

The selection and sowing/laying of new spring/summer flower meadows will be carried out in consultation with the Authorised Officer and carried out to good horticultural practice. A price shall be included in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

Type 7- Grassland Regime (Wildflower/Non-Native Meadows)

Wildflower areas and non-native meadows and plantings shall generally involve annual cut and clear. The Service Provider will liaise

with the Authorised Officer regarding the timing of cutting.

New Wildflower/Non-native meadows

The Service Provider shall make provision for the preparation, sowing and ongoing maintenance of an additional 10,000sqm per contract year of wildflowers/non-native meadows at sites agreed with the Authorised Officer. Such sites shall provide a suitable habitat to increase local biodiversity and interest. Seed mixes will be selected in agreement with the Authorised Officer. These sites shall be cut and cleared at least annually using appropriate machinery in agreement with the Authorised Officer.

Type 8 - Grassland Regime (Sightline Verges)

Maintain the grass at a maximum height of 300mm throughout the year. Arisings not cleared

Where forward vision splays or sight lines form part of the rural areas, these areas will be cut back to allow clear visibility in all directions.

All sightlines must be cut back to allow clear visibility from a position of 4.5 linear metres behind the stop and give way line of any individual road junction. From this position visibility must be clear in all relevant directions to a distance that complies with the speed limit for that particular road.

For references these distances are:-

30mph	=	90 linear metres
40mph	=	120 linear metres
50mph	=	160 linear metres
60mph	=	215 linear metres
70mph	=	295 linear metres

Where forward vision splays require cutting then the same stopping distances as dictated by the speed limit will apply.

Verges divided by a footway shall have the whole of the verge between the kerb and footway cut, plus a single swathe width beyond the footway.

Type 9 - Grassland Regime (Rural Verges)

Rural verges shall be maintained at a maximum height of 500mm and arisings not cleared.

	The rural verges will be cut to a minimum width of 1 metre from the highway. Pedestrian access on footways adjacent to rural verges shall not be the source of Justified Complaint and/or Claim or Claim. Type 10 - Grassland Regime (Adjacent to Hard Surfaces, not highways) Maintain a 1m wide strip of grass alongside hard surfaces at a maximum height of 200mm and arisings not cleared. Type 11- Grassland Regime (Tall Grass/Herb/Prairie Plantings) Cut grass/herb/prairie plantings to 100mm in January to late February, all arisings to be collected. Type 12- Grassland Regime (Footpaths Within) Cut at least a 2m wide strip to Type 3 standard. The alignment and width of the paths shall be agreed with the Authorised Officer each year prior to the first cut. A regular appraisal of the effectiveness of these paths will be assessed throughout any given contract year. Arisings not to be cleared, but well mulched. Type 13 - Grassland Regime (Annual Cut and Not Clear Areas) All herbage to be reduced to no shorter or longer than 75mm. Timing of cut to be agreed with the Authorised Officer. Type 14 - Grassland Regime (Triennial Cut and Not Clear) All herbage to be reduced to no shorter or longer than 150mm. Timing of cut to be agreed with the Authorised Officer. Type 15 - Grassland Regime (Ditch Banks) Cut a minimum 2m wide strip of grassland to 100mm in September. Arisings not collected unless otherwise specified by Authorised Officer. Type 16 - Grassland Regime (Woodland Margins) Cut a 3 metre wide strip of grassland to 100mm in September.
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Type 17 - Sports Areas

The Service Provider shall ensure that where these areas are identified, they shall meet the relevant standards for the different sports they represent e.g. football and archery. These standards shall be clearly identified in the Service Provider's response to Question 1 of the ITT Award Criteria Questions and be applied to all sports areas identified in the Contract.

Type 18 – Input 4 cuts regime

Grass shall be cut four times a year during the growing season. The cut shall be uniform with due care and attention given to grassed perimeter edges and any obstacles e.g. fence posts, trees etc.

The finish shall be free of all unsightly litter, debris and free from weed flower stalks and grass culms. Paths and surrounding edges shall be free of clippings. Arisings are not to be cleared, but well mulched.

Grass Edging/Obstacles

Edges around grass areas, fence lines, shrub beds, path edges and the base of obstacles (not including tree bases), signposts, lamp posts, barrier posts etc. must be kept clear of grass and weeds. This is to be achieved by means of herbicide and/or mechanical treatments during the grass-cutting season.

Tree Bases

The Service Provider shall carefully consider the appropriate input required for grass-cutting around trees. Damage to bark, exposed roots etc. shall result in a Justified Complaint and shall require restitution. In some areas it may be suitable to leave long grass around the base at a diameter the Service Provider feels appropriate in agreement with the Authorised Officer.

Hard Edging

The Service Provider is required to keep grass clear of all adjacent hard surfaces on annually agreed sites. It shall include in its overall price for neatly cutting back 5,000 linear metres of grass per contract year to the edges of the adjacent hard surface. All arisings to be removed and recycled where possible and the whole site to be left clean, safe and tidy.

	The locations for this work will be agreed between the Authorised Officer and the Service Provider, as and when the work arises. This work is likely to be required over many separate locations throughout the Borough, and will not be one long continuous line of edging.
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ORIGINAL

4.4. Operational Task 2 – Hedge and Hedgerow Maintenance

Description of Operational Task	Pruning and maintaining up to standard all hedges within the contract.
Service Context	Hedges and hedgerows have many functions in the design of parks and open spaces, including defining boundaries, compartmentalising sites, screening, shelter etc. They provide important wildlife habitats which often include ditches and ground level flora and fauna. Due consideration shall be given to bird nesting, wildlife and nature conservation issues in the management of these features, for example allowing selected trees to grow and establish in hedge rows in agreement with the Authorised Officer and relevant friendship and volunteer groups. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity, cause no problems to users and not be the source of Justified Complaint and/or Claim. Some hedges may require reducing during the course of the contract. Where dead plants or plant material is collected it is expected that this material will be disposed of to reduce the overall impact on the environment i.e. it shall be composted or chipped and left on site where appropriate. Consideration shall also be given to community safety issues and the potential for harbouring anti-social behaviour. The Service Provider will be expected to work closely with community safety partners including the Police, the council's Community Safety team etc. in supporting preventative and awareness raising initiatives when required. All hedges have been Specified as follows: Type 1 – Ornamental Hedge Type 2 – Hedge (Frequent Cut) Type 3 – Hedge (Annual Cut) Type 4 – Hedge (Occasional Cut) Type 1 - Ornamental Hedge These hedges are normally situated in high profile areas adjacent to features such as flowerbeds, civic buildings, gardens etc. to provide an aesthetically pleasing feature in its setting. Ornamental hedges are clipped to produce a specific shape or form which is to be maintained

	throughout the growing season. Consideration shall also be given to plant cultivar before working on ornamental hedges. Ornamental hedges may be trimmed on a number of occasions during the year. Type 2 – Hedge (Frequent Cut) These hedges are normally situated adjacent to access areas, footpaths, windows, service roads etc. These hedges are clipped to ensure there are no obstructions and are not a source of Justified Complaint and/or claim. These hedges may be trimmed on a number of occasions during the year. Arisings can be chipped and left on site where appropriate. Type 3 – Hedge (Annual Cut) These hedges are clipped to the previous year's growth unless agreed otherwise with the Authorised Officer. Arisings can be chipped and left on site where appropriate. Type 4 – Hedge (Occasional Cut) These hedges are cut with emphasis on biodiversity. Arisings can be chipped and left on site where appropriate. These hedges are likely to be cut on a 3-5 year basis.
Quality Standard	All maintenance aspects of this Operational Task shall meet horticultural and biodiversity good industry practice where appropriate. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary requirements specific to the task such as biodiversity issues, sustainable practice, and plant cultivar pruning requirements to encourage healthy growth, vigour and flowering. Any aspect of this operational task which does not meet the quality standard shall be rectified within the agreed times which are described and listed in Appendix 1. Type 1 - Ornamental Hedge The Service Provider shall ensure that these high profile areas provide high quality hedges. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim;

- Ornamental hedges shall be cut back to designated size with any extension growth no longer than 150mm.
- The top of the hedge shall be level and even, within the design of the site unless the hedge design for the site allows for specially shaped profiles.
- The profile of the hedge shall be cut to a batter where possible to encourage uniform, compact growth and prevent damage from snow.
- The hedge shall be uniformly cut along its length.
- Maintenance, including soil enhancement, pruning, fertilizer application and weeding etc. shall be completed to a high standard and be species specific.
- Self-set trees, brambles, stinging nettles etc. shall be removed.
- Litter shall not be a cause of Justified Complaint and/or Claim.
- Any dead or diseased plant material shall be removed and gaps in the hedge shall be replenished and protected to ensure continuous cover in a timely fashion.
- The base of these hedges shall be managed sustainably.
- Leaves, hedgerow flora, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint and/or Claim.
- Damage to hedges shall be treated in a recognised horticultural manner (e.g. by tying in, pruning, staking) within 48 hours of being reported.
- The Service Provider shall report infestations of pests and diseases, and be prepared to provide necessary and appropriate control methods.
- 'Tip' any new hedges to encourage dense growth, until they reach the required height.
- Only hand-weed new un-established hedges.

Type 2 – Hedge (Frequent Cut)

The Service Provider shall ensure that these hedges have a neat, attractive and well-kept appearance. These hedges shall ensure welcoming and unobstructed access and shall not be a source of Justified Complaint and/or Claim. Arisings may be chipped and left on site where appropriate, or removed for composting.

They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim;

- These hedges shall be regularly cut during the growing season, in

	a timely manner so that they are not allowed to interfere with; entrances, pathways etc. • The Service Provider will ensure that bird nesting legalisation is adhered to. • The profile of the hedge shall be cut to a batter where possible to encourage uniform, compact growth and prevent damage from snow. • The hedge shall be cut uniformly. • Self-set trees, brambles, stinging nettle etc. shall be removed when requested by the Authorised Officer. • Litter shall not be a cause of Justified Complaint and/or Claim. • Where appropriate, and identified with the Authorised Officer, any dead or diseased plant material shall be removed and gaps in the hedge shall be replenished and protected. • The base of these hedges shall be managed sustainably. • Leaves, hedgerow flora, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint and/or Claim. Type 3 – Hedge (Annual Cut) The Service Provider shall ensure that these hedges offer welcoming and unobstructed access and shall not be a source of Justified Complaint and/or Claim. Arisings will be chipped and left on site where appropriate. Annually cut hedges comprise the majority of hedge types across Wokingham. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim; • These hedges shall be annually cut at such a time so that they are not allowed to interfere with; entrances, pathways etc. and therefore not a source of Justified Complaint and/or Claim. • The profile of the hedge shall be cut to a batter where possible to encourage uniform, compact growth and prevent damage from snow. • The hedge shall be cut uniformly. • Self-set trees, brambles, stinging nettle etc. shall be removed at the request of the Authorised Officer. • Litter shall not be a cause of Justified Complaint and/or Claim. • Where appropriate, and identified with the Authorised Officer, any dead or diseased plant material shall be removed and gaps in the hedge shall be replenished and protected.
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- The base of these hedges shall be managed sustainably.
- Leaves, hedgerow flora, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint and/or Claim.

Type 4 – Hedges (Occasional Cut)

These hedges shall be maintained to maximise biodiversity and shall not be a source of Justified Complaint and/or Claim. Arisings will be chipped and left on site where appropriate. The majority would be cut every 3 to 5 years.

They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim;

- Where possible hedges will be trimmed into a shape which allows for the development of a dense hedge. Where space allows, hedgerows will be managed in order to produce a hedge with a minimum width of 2 metres. This is to encourage species rich biodiversity.
- Where hedges are identified as being of high wildlife value, specific management regimes/arrangements will be necessary.
- Litter shall not be a cause of Justified Complaint and/or Claim.
- The base of these hedges shall be managed sustainably. Leaves, hedgerow flora, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint and/or Claim.

Hedge Reduction

The Service Provider will work in partnership with the Authorised Officer to identify any hedges which require substantial reductions. The labour required shall, in most cases, be included within the contract sum, but the cost of disposal shall be priced for separately. There is, however, an acceptance that in some cases a further sum may be required to fulfil the desired outcome. A price for hedge reduction shall therefore be included in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

4.5. Operational Task 3 – Shrub Maintenance

Description of Operational Task	Pruning and maintaining up to standard all shrubs within the contract area.
Service Context	Shrubs have many functions in the design of parks and open spaces, including; defining boundaries, compartmentalising sites, screening, sheltering and providing ornamental features etc. They enhance the character and appearance of an area by adding structure, form, colour and texture to the landscape. They provide important wildlife habitats which often include ground level flora and fauna. Due consideration shall be given to bird nesting, wildlife and nature conservation issues in the management of these features. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim. Some shrub beds may require reducing during the course of the contract. Many shrub beds are over-mature and depleted. A restoration/replacement plan will be created during the contract term in partnership with the Service Provider. Where dead plants or plant material is collected it is expected that this material will be disposed of to reduce the overall impact on the environment i.e. it shall be composted or chipped on site. All shrub areas have been specified as follows: Type 1 – Ornamental Shrubs Type 2 – Shrubs (Frequent Cut) Type 3 – Shrubs (Annual Cut) Type 4 – Shrubs (Occasional Cut) Type 1 - Ornamental Shrubs These shrub areas, consisting of horticulturally-interesting, good quality plants, are normally situated in high profile areas such as parks and gardens, civic buildings, etc. to provide an aesthetically pleasing range of colour, form, texture and foliage. Ornamental shrubs are also used in mixed plantings with other plant types and are generally allowed to mature and develop naturally in their

	allotted position with the minimum of intervention. Type 2 - Shrubs (Frequent cut) These shrubs are usually planted en bloc, in variety where they can compartmentalise an area and/or form a backdrop, screen, or ornamental feature. They are normally situated in parks, amenity green space, car parks, housing areas and are situated adjacent to access areas, footpaths, windows, service roads etc. shall be clipped to ensure there are no obstructions. There will be an expectation that pay and display car parks will be cut as frequently as required to maintain access and prevent vehicle damage or claims. Type 3 – Shrubs (Annual Prune) These shrubs will be pruned according to good horticultural practice for the cultivar and clipped to a suitable cultivar standard or to the previous year's growth according to the site requirements. Arisings shall be chipped and left on site where appropriate. Type 4 – Shrubs (Occasional Cut) These shrubs are normally situated in parks, amenity green space, car parks and housing areas and require occasional control due to their situation. These shrubs are pruned to a suitable operational standard as and when the need arises. Arisings chipped and left on site where appropriate. These shrubs are likely to be pruned on a 3-5 year basis.
Quality Standard	All maintenance aspects of this Operational Task shall meet horticultural and biodiversity good industry practice where appropriate. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary requirements specific to the task such as biodiversity issues, sustainable practice, and plant cultivar pruning requirements to encourage healthy growth, vigour and flowering. Any aspect of this operational task which does not meet the quality standard shall be rectified within the agreed times which are described and listed in Appendix 1.

	Type 1 – Ornamental Shrubs The Service Provider shall ensure that these borders at high profile areas provide a high quality display according to cultivar and season. These shrubs will be pruned according to good horticultural practice for the cultivar and position. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim; • Ornamental shrubs shall be pruned according to good horticultural practice related to cultivar, season and according to site constraints and position. • Ornamental shrubs shall be pruned at such a time and frequency so that they are not allowed to interfere with; entrances, pathways, etc. and therefore shall not be a source of Justified Complaint and/or Claim. • Maintenance, including soil enhancement, pruning, fertilizer application and weed control etc. shall be completed to a high standard and be cultivar specific. • They shall be maintained to suit their purpose as ornamental features and to not cause problems for visitors and site users. • Litter shall not be a cause of Justified Complaint and/or Claim. • Any dead or diseased plant material shall be removed. Gaps in shrub beds shall be replenished and protected to ensure continuous cover in a timely fashion at the request of the Authorised Officer. • Self-set trees, brambles, stinging nettle etc. shall be removed. • Growth of more vigorous shrub cultivars shall be controlled to prevent damage and suppression by their over-domination of others. • The base of these borders shall be managed sustainably. • Leaves, hedgerow flora, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint and/or Claim. • The Service Provider shall report infestations of pests and diseases, and be prepared to provide necessary and appropriate control methods. • Plants and their support structures shall be maintained in good condition and be replaced if necessary • Borders shall be edged. Type 2 – Shrubs (Frequent Prune)
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	The Service Provider shall ensure that these shrubs provide a serviceable and pleasant feature for users, dependent on their purpose e.g. as ornamental features, compartmentalising sites, screening, shelter etc. These shrubs shall be trimmed regularly throughout the year. Arisings can be chipped and left on site where appropriate. All shrubs in car parks which are likely to be obstructions to parked vehicles shall be maintained to ensure that they are not the source of Justified Complaint and/or Claim. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim; • These shrubs shall be cut back to designated size specific to the cultivar and/or according to site constraints and position. • These shrubs shall be pruned according to good horticultural and biodiversity practice in order to allow flourishing growth where possible and constrain growth where it may interfere with access or sightlines etc. as such they shall not be the source of Justified Complaint and/or Claim. • They shall be maintained to suit their purpose as ornamental features and not cause problems for visitors and site users. • Litter shall not be a cause of Justified Complaint and/or Claim. • Any dead or diseased plant material shall be removed and replaced in discussion with the Authorised Officer. • When requested by the Authorised Officer, problem plants shall be controlled e.g. self-set trees, brambles, stinging nettles etc. • Growth of more vigorous shrub species shall be controlled to prevent damage and suppression by over-domination of others. • The profile of the shrubs shall be cut to a batter where possible to allow maximum time between cuts. • The base of these borders shall be managed sustainably. • Leaves, hedgerow flora, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint. • The Service Provider shall report infestations of pests and diseases. • Plants and their support structures shall be maintained in good condition and be replaced if necessary. Type 3 Shrubs (Annual Prune) The Service Provider shall ensure that these shrubs provide a
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	serviceable and pleasant feature for parks and open space users, dependent on their purpose and situation e.g. as ornamental features, compartmentalising sites, screening, shelter etc. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim; • These shrubs shall be cut back annually to designated size specific to the cultivar and/or according to site constraints and to good horticultural and biodiversity practice. • They shall be maintained to suit their purpose as ornamental features and to cause no problems to visitors and site users as such they shall not be the source of Justified Complaint and/or Claim. • Litter shall not be a cause of Justified Complaint and/or Claim. • Any dead or diseased plant material shall be removed and replaced in discussion with the Authorised Officer. • When requested by the Authorised Officer, problem plants shall be controlled e.g. self set trees, brambles, stinging nettles etc. • Growth of more vigorous shrub species shall be controlled to prevent damage and suppression by over-domination of others. • The profile of the shrubs shall be cut to a batter where possible to allow maximum time between cuts. • The base of these borders shall be managed sustainably. • Leaves, hedgerow flora, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint and/or Claim. • The Service Provider shall report infestations of pests and diseases. • Plants and their support structures shall be maintained in good condition and be replaced if necessary. Type 4 - Shrubs (Occasional Cut) These shrubs shall be pruned according to site constraints in order to allow flourishing growth where possible and constrain growth where it may interfere with access or sightlines etc. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity and cause no problems to users and not be the source of Justified Complaint and/or Claim. These shrubs shall be pruned according to good horticultural and biodiversity practice in order to provide aesthetically pleasing blocks and shapes and shall be maintained to cause no problems
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	to visitors and site users as such they shall not be the source of Justified Complaint and/or Claim; • Litter shall not be a cause of Justified Complaint and/or Claim. • Any dead or diseased plant material shall be removed where there are justified reasons. • When requested by the Authorised Officer, problem plants shall be controlled e.g. self set trees, brambles, stinging nettles etc. • Growth of more vigorous shrub species shall be controlled to prevent damage and suppression by over-domination of others • The profile of the shrubs shall be cut to a batter where possible to allow maximum time between cuts • The base of the borders shall be managed sustainably to encourage desirable ground level fauna and flora. Bases shall be free from litter and unsightly debris, but leaves, mulch, and organic material may remain in situ if they are causing no harm or Justified Complaint. Shrub Bed Reduction The Service Provider will work in partnership with the Authorised Officer to identify any shrub beds which require substantial reductions. The labour required shall be included within the contract sum, but the cost of disposal shall be priced for separately as an extra cost. There is, however, an acceptance that in some cases a further sum may be required to fulfil the outcome. A price for shrub bed reduction shall therefore be included in Annex F Lot 2 Pricing Schedule – Schedule of Rates. Shrub Bed Restoration/Replacement Any restoration, redesign and replanting of shrub bed areas will be carried out in partnership with the Authorised Officer. Local communities (particularly in housing areas) shall be consulted. Working in partnership, it is expected that the Service Provider will offer planting plans and schedules to illustrate any requested restoration, redesign and replanting. The design of new areas shall offer, where practicable, sustainable approaches to landscape design e.g. prairie planting, provide variety and year-round colour/interest. This element of work shall be priced separately and is not included within the contract sum.
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4.6. Operational Task 4 – Woodlands, Copses and Thickets

Description of Operational Task	Maintaining a range of woodlands, copses and thickets according to good woodland management practice, to develop and enhance biodiversity and not be a source of Justified Complaint and/or Claim.
Service Context	The Council has responsibility for maintaining a number of woodlands, copses and thickets throughout the borough, which are maintained for biodiversity, visual amenity and outdoor recreational purposes.
Quality Standard	All maintenance aspects of this Operational Task shall meet horticultural and biodiversity good industry practice where appropriate. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary requirements specific to the task such as biodiversity issues, sustainable practice, and plant cultivar pruning requirements to encourage healthy growth, vigour and flowering. Any aspect of this operational task which does not meet the quality standard shall be rectified within the agreed times which are described and listed in Appendix 1; • Litter in woodlands, copses and thickets shall not be a source of Justified Complaint and/or Claim. • The Service Provider shall notify the Authorised Officer of any evidence of fly-tipping, children's dens etc. • Woodlands, copses and thickets bordering pathways, roads, properties, access areas, sight lines etc. shall be maintained so that physical and visual access is maintained and that they are not a source of Justified Complaint and/or Claim. • Thickets, scrub, bramble, bracken etc. are to be cut in discussion with the Authorised Officer. The Service Provider is to carry out coppicing works to areas in discussion with the Authorised Officer. This does not form part of the core works but will be carried out on an ad hoc basis. It is therefore excluded from the contract sum but shall be priced in Annex F Lot 2 Pricing Schedule – Schedule of Rates. To increase biodiversity arisings shall be chipped and left on site or a log pile habitat created, or composted where appropriate. The Service Provider shall inform the Authorised Officer immediately of any vandalism, damage, or potentially dangerous trees that may require attention.

4.7. Operational Tasks 5 – Tree Maintenance (Ground Level Only)

Description of Operational Task	The maintenance of the Council's tree stock, which can be reached from ground level without the use of ladders, elevated work platforms or climbing equipment. Planting, maintenance and assisted establishment of new and newly planted trees. This task could be achieved using extended pole equipment. This task includes level 1 tree inspections.
Service Context	Maintenance of trees will be in accordance with the council's draft tree policy. Maintenance includes, but is not limited to; • The control of problematic epicormic growth and crown-raising to prevent obstruction to footways, roads, signs, benches etc. or growth which interferes with access and sightlines etc. • The planting and maintenance of newly planted trees to good industry standards in agreement with the Authorised Officer. • Severing and removal of ivy from trees at the request of the Authorised Officer. The maintenance of trees reached from ground level shall not be a source of Justified Complaint and/or Claim. Due consideration shall be given to bird nesting and nature conservation issues in the management of trees. The Service Provider will check that trees do not have conservation status, in a conservation area or have TPOs using the maps provided. In adverse weather there will be an expectation that the Service Provider will be available to remove problematic fallen tree debris during normal working hours. Tree Inspections The Service Provider will be expected to carry out Level 1 tree inspections at either the request of any enquirer or the Authorised Officer.
Quality Standard	All maintenance aspects of this Operational Task shall meet arboricultural and biodiversity good industry practice and adhere to relevant guidelines. The Operational Task shall be completed by

	trained operatives who understand and are aware of the necessary requirements specific to the tree species concerned to encourage healthy growth, vigour and flowering. Plant material and arisings are to be collected or chipped on site. Where it is suitable for arisings to be removed, it is expected that this material will be disposed of to reduce the overall impact on the environment i.e. it shall be composted. Where Operatives identify damage to trees which can be carried out from ground level it is expected that the Service Provider will rectify this. Epicormic growth and lower minor branches causing obstructions are to be removed as part of this regular maintenance programme. This will also include removal of suckers and re-growth on stumps as part of a regularly updated work programme. The Service Provider will work with the Authorised Officer to identify any additional sites during the course of the contract. The Service Provider shall note any damage or vandalism to trees or tree stakes in the vicinity whilst carrying out any operational task and report any such damage to the Authorised Officer at the end of each working day. Any missing or damaged tree ties shall be replaced as necessary when a maintenance visit occurs at the site. New and Newly Planted Trees The Service Provider will undertake a set work programme of tree planting throughout the borough. Trees shall be planted to a high industry standard, and be sourced from appropriate tree growers. The Authorised Officer shall be consulted on tree cultivar and type before any new tree purchase. The Service Provider will work with the Authorised Officer to create and establish 5 year plans for all newly planted trees. All work associated with the plan shall be carried out by the Service Provider Tree Inspections The Service Provider will be expected to carry out Level 1 tree inspections at either the request of any enquirer or the Authorised Officer. Operators who carry out Level 1 tree inspections shall be adequately trained; for example, have completed the Lantra Basic Tree Survey and Inspection course (or recognised equivalent). Inspections shall be included within the contract sum.
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4.8. Operational Task 6 – Pond and Lake Maintenance

Description of Operational Task	Inspection and maintenance a range of ponds and lakes according to good pond and lake management practice to develop and enhance biodiversity, recreational and leisure use.
Service Context	All ponds and lakes require an annual inspection. The Borough Council has responsibility for maintaining a number of ponds and lakes which are maintained for biodiversity and outdoor recreational purposes (e.g. Southlake Angling Club).
Quality Standard	Inspection Inspection of ponds and lakes shall be carried out by trained operatives who have good working knowledge of aquatic (pond and lake) and biodiversity good industry practice. Inspections shall be carried out annually with the Authorised Officer. Any issues resulting from the inspection will inform an agreed work programme and shall be carried out by the Service Provider. Any agreed works will not form part of the Contract Sum; a price shall be included in Annex F Lot 2 Pricing Schedule – Schedule of Rates. Maintenance All maintenance aspects of this Operational Task shall meet aquatic (pond and lake) and biodiversity good industry practice and adhere to relevant guidelines. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary requirements specific to pond and lake maintenance and biodiversity. Ponds and Lakes are to be maintained in a condition where litter, debris, rubbish etc. is not the cause of Justified Complaint and/or Claim. All arisings shall be removed from site. The Service Provider shall notify the Authorised Officer of any evidence of fly-tipping etc.

4.9. Operational Task 7 – Ditches, Drains and Watercourses

Description of Operational Task	Inspecting and maintaining a range of ditches, drains and watercourses according to good management practice to develop and enhance biodiversity and to alleviate flooding.
Service Context	The Council has responsibility for maintaining a number of ditches, drains and watercourses which are maintained for biodiversity and to alleviate flooding. Working with numerous external organisations the Service Provider shall be expected to have a partnership approach in dealing with issues as they arise. This task does not include car park and roadway drains and gulleys. It is recognised that ditches, drains and watercourses are important and endangered habitats for biodiversity. Working with the Authorised Officer a suitable management regime will be created to manage these sites and features. All the ditches that are within areas of the contract can be found on the maps provided in Appendix 10 and listed in the bill of quantities. There is a total of circa 8000m of which circa 1300m are classified as 'critical'.
Quality Standard	Inspection of ditches, drains and watercourse shall be carried out by trained operatives who have good working knowledge of flood prevention methods and biodiversity good industry practice. Ditches shall not be the source of Justified Complaint and/or Claim. The Service Provider shall; • Inspect the entire length of each 'critical' open ditch on an annual basis (dates to be agreed). For all drains classified as 'critical' the Service Provider shall liaise with the Authorised Officer. • Inspect non-critical ditches every three years. • Record the condition on a record sheet. • Record sheets shall be returned to the Authorised Officer within 48 hours of inspection. If any defect/blockage is considered an imminent safety hazard it shall be reported to the Authorised Officer immediately. A programme of works will be issued for any necessary works identified within the inspection sheets. • In an emergency the Service Provider shall respond within one hour (within working hours) of receipt of instruction from the Authorised Officer, to clear any drainage channel or ditch which is causing or likely to cause flooding. Any debris removed shall be removed and disposed off-site.

	The Service Provider shall notify the Authorised Officer of any evidence of fly-tipping, children's dens etc. Litter shall not be a cause of Justified Complaint and/or Claim. A programme of works for ditch maintenance will be agreed with the Service Provider after each inspection. Works carried out to critical ditches shall be included in the contract sum. These works will typically include clearing culverts at ditch ends, removing blockages, fly tipping etc. Ad hoc works on non-critical ditches will be carried out on an ad hoc basis and a price for this included in Annex F Lot 2 Pricing Schedule – Schedule of Rates. Excavation of critical or non-critical ditches shall not form part of the contract sum. The Service Provider will carry out all operational tasks on these sites in a manner which protects habitats and enhances biodiversity e.g. only removing scrub where it interferes with the flow of water. The Service Provider during the Contract Period of maintenance shall inform the Authorised Officer immediately of any vandalism, damage, or potential dangers that may require attention.
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4.10. Operational Task 8 – Planters, Containers, & Hanging Baskets

Description of Operational Task	The supply, planting and maintenance of planters, containers, floral display units and hanging baskets with a range of plants including annuals, herbaceous perennials, shrubs, grasses, small trees etc. at designated locations within the Borough.
Service Context	Planters, containers, floral display units and hanging baskets provide a colourful feature for many areas of open space, contributing to the local quality of life of the neighbourhood and enhance biodiversity. In particular they are used in urban areas and are relied on to provide much needed colour, structure and visual impact to towns and villages especially for Thames and Chiltern In Bloom competitions. They shall be maintained to suit their purpose, be aesthetically pleasing, cause no problems to users and not be a source of Justified Complaint and/or Claim. In addition, the design of planters, boxes, floral display units and hanging baskets may need to be carried out in consultation with the local community groups. The design of these features shall provide variety and year round colour/interest. It is expected that the Service Provider will provide planting plans and/or planting lists to illustrate the desired effect of all planters, boxes, floral display units and hanging baskets. These will need to be agreed jointly with the Council's Authorised Officer in advance. The requirement of this service is currently minimal.
Quality Standard	All maintenance aspects of this Operational Task shall meet horticultural good industry practice. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary requirements for planting design and arrangements and caring for the cultivars concerned to encourage healthy growth, vigour and flowering. The Service Provider shall ensure that these high profile structures and units provide outstanding displays; • They shall be planted to a high quality standard using cultivars that are suitable for the container and provide exceptional interest, variety, colour and form. • Where possible plants shall be sourced locally. • Containers shall be fit for purpose and be in good condition. • Soil/compost shall be of good structure and texture suitable for the container and chosen cultivars. • Maintenance, including irrigation, soil enhancement, water retention polymers, pruning, dead-heading, fertilizer application and weeding etc. shall be completed to a high standard and be species/cultivar specific.

	• Any dead or diseased plant material shall be removed and gaps shall be replenished and protected to ensure continuous cover in a timely fashion. • Due consideration shall be given to biodiversity issues in the planting and management of these planters, boxes, floral display units and hanging baskets; e.g. select single flower cultivars to encourage bees. • Where dead plants or end of season plant material is collected, it is expected that this will be disposed of to reduce the overall impact on the environment i.e. it shall be composted.
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4.11. Operational Task 9 – Border Planting and Maintenance

Description of Operational Task	The preparation, maintenance, supply and planting of border areas with a range of plants including, but not limited to, seasonal bedding, bulbs, herbaceous perennials, grasses, shrubs, small trees, prairie planting etc. This Operational Task includes some Sponsorship Sites.
Service Context	Planted borders and seasonal bedding provide a colourful feature to many areas of open space, contributing to the local quality of life. Borders can be planted with bulbs, herbaceous perennials, seasonal bedding plants, ornamental grasses, small shrubs, prairie plantings etc. to provide a colourful display that complements the open space. They shall be maintained to suit their purpose, be aesthetically pleasing, enhance biodiversity, and cause no problems to users. Only the supply and planting of seasonal bedding plants shall be included in the contract sum. Soil enhancement shall be included in the preparation of borders where seasonal bedding displays have been agreed, and shall be included in the contract sum. Due consideration shall be given to bird nesting and biodiversity issues in the management of these borders. Where dead plants or plant material is collected it is expected that this material will be disposed of to reduce the overall impact on the environment i.e. it shall be composted. All border areas have been specified as follows: Type 1 - Ornamental Borders Type 2 - Amenity Borders Type 3 - General Borders Type 1 - Ornamental Borders These border areas are normally situated in high profile areas adjacent to features such as roundabouts, war memorials, gardens, civic buildings etc. to provide aesthetically pleasing features. Ornamental borders provide colour, height and visual impact, whilst also providing an important biodiverse habitat. Type 2 - Amenity Borders

	These borders are usually situated in parks, green spaces and gardens, where they can enhance the green space by adding colour and interest. Amenity border areas are usually located in less high profile areas compared to ornamental borders but are nonetheless important for the local communities they serve. Type 3 - General Borders These borders are usually situated in housing areas and other areas of open space outside of parks and civic spaces where they can enhance the area by adding colour and interest and enhance biodiversity.
Quality Standard	All maintenance aspects of this Operational Task shall meet horticultural and biodiversity good industry practice. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary requirements specific to the plant cultivars concerned to encourage healthy growth, vigour and flowering. The Service Provider will supply high quality seasonal bedding plants for all Sponsorship sites. A plant list will be agreed at the appropriate time with the Authorised Officer. Where possible it is expected that plants are sourced locally. Soil enhancement and chemical use will be agreed with the Authorised Officer. Border preparation includes, but is not limited to; cultivation, incorporation of organic material/compost, fertiliser, levelling off etc. The design of new border areas shall be in consultation with and approved by the Authorised Officer. Where appropriate consultation with stakeholders' e.g. In Bloom groups, local communities particularly in housing areas shall be undertaken. The design of these areas shall provide variety and year-round colour/interest whilst maximising the biodiversity potential e.g. using single flowering cultivars as opposed to double. Emphasis on sustainable planting e.g. matrix/prairie planting will be expected. The Service Provider may be asked to provide planting designs, plans and lists to illustrate the desired effect of all border areas. Type 1 – Ornamental Borders The Service Provider shall ensure that these high profile areas provide high quality planting; • Ornamental borders shall be planted as detailed in the agreed planting plan/design to a high horticultural standard using cultivars

that provide an exceptional display in terms of interest, variety, colour and form.

- Ornamental Borders shall be prepared to a high horticultural standard.
- Maintenance, including irrigation, soil enhancement, pruning, dead-heading, fertilizer application and weed control etc. shall be completed to a high standard and be cultivar specific.
- Any dead or diseased plant material shall be removed and gaps in the border shall be replenished and protected to ensure continuous cover.
- Ornamental Borders shall be neatly edged.
- Litter shall not be a cause of Justified Complaint and/or Claim.

Type 2 – Amenity Borders

The Service Provider shall ensure that these borders are of high quality and provide a welcoming and useable area;

- Amenity borders shall be planted to a high quality standard using cultivars that provide interest, variety, colour and form.
- Maintenance, including irrigation, soil enhancement, pruning, dead-heading, fertilizer application and weed control etc. shall be completed to a high standard and be cultivar specific.
- Any dead or diseased plant material shall be removed and gaps in the border shall be replenished and protected to ensure continuous cover in a timely fashion.
- Litter shall not be a cause of Justified Complaint and/or Claim.

Type 3 – General Borders

The Service Provider shall ensure that these borders are of good quality and provide a welcoming and useable area;

- General borders shall be planted to a good quality standard using species that provide interest, variety, colour and form.
- Maintenance, including irrigation, soil enhancement, pruning, dead-heading, fertilizer application and weed control etc. shall be completed to a high standard and be cultivar specific.
- Any dead or diseased plant material shall be removed and gaps in the border shall be replenished and protected to ensure continuous cover in a timely fashion.
- Litter shall not be a cause of Justified Complaint and/or Claim.

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4.12. Operational Task 10 – Sports Facilities Maintenance

Description of Operational Task	Inspecting sports playing surfaces, facilities (not including buildings) and equipment and maintaining to the required standard on all such areas within the contract. This includes preparing them for play, marking out, and erecting appropriate equipment relevant to the sport (e.g. goal posts on football pitches, nets to tennis courts etc.).
Service Context	The Council provides a range of sport facilities which at the current time includes football and archery on natural surfaces and tennis, netball and hockey on artificial surfaces. Grass mowing maintenance is covered by Operational Task 1. However, additional work to ensure the playing surface meets the relevant Sport England (or equivalent) standard is required. If a different standard is required this will be agreed with the Authorised Officer. This task shall include testing for Legionella and E.coli within the services pavilion water systems. A price shall be included in Annex F Lot 2 Pricing Schedule – Schedule of Rates. The mix of sports in the contract may alter over time. Any changes will be agreed in advance with the Authorised Officer and the contract amended, as appropriate. Outdoor sports facilities are located at Cantley Park, Laurel Park, East Park Farm, Chalfont Park, Bigshotte Park, Keephatch Park, Sandford Park, Waverley Way, Elizabeth Park, Chestnut Park, and Barkham Rec.
Quality Standard	The standards which follow shall be clearly identified, detailed and explained in the Service Provider's response to Question 1 of the ITT Award Criteria Questions and be applied to all sports areas identified in the Contract. Pitches and playing areas are to be prepared to a standard appropriate for their intended use, and in good time (depending on sport) for any games to be played. Sports facilities shall not be a source of Justified Complaint and/or Claim. Regular inspections of sports facilities are to be carried out prior to any fixture/booking or at a frequency agreed with the Authorised Officer. All maintenance aspects of this Operational Task shall meet horticultural/groundsmanship and sports facility management good industry practice. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary sports requirements specific to the playing surface concerned and ensure a

playable/useable surface is maintained as required by users.

Maintenance Operational Tasks include but are not limited to:-

- Setting out, marking and remarking natural sports pitches.
- Renovation of worn areas, for example goal mouths on natural surfaces, at the close of season using innovative and contemporary methods which may include soil dressing, stone burying or disc overseeding etc. (see below)
- Optimal aeration/linear decompaction of natural surfaces.
- Mowing to recognised standards for each sport.
- Weed control as appropriate on all surface types (any chemical which stains hard surfaces shall not be used).
- Maintaining the playing surface to standards acceptable to users.
- Installing, taking down, and inspection & maintenance of all equipment such as posts, nets etc.
- Tennis courts shall be regularly inspected at a frequency agreed with the Authorised Officer to ensure that playability is maintained and that minor repairs are undertaken.
- Synthetic pitch inspection and maintenance; including drag brushing/grooming and localised infill at the appropriate interval (see Appendix 8).

Aeration

Aeration of natural sports surfaces will be carried out regularly, preferably by Vertidrainage/linear decompaction or other contemporary/innovative methods. The Service Provider shall make it clear in its response to Question 1 of the ITT Award Criteria Award Questions how they intend to provide optimal aeration.

Renovation

Renovation of the whole sports pitch/area shall be carried out, with worn areas (e.g. goal mouths) receiving particular care and attention. A work programme shall be agreed with the Authorised Officer. This shall be carried out immediately at the close of season in order to create the most optimum playing surface at the start of the following season. The Service Provider shall make it clear in its response to Question 1 of the ITT Award Criteria Questions how it intends to provide suitable renovation. The Service Provider shall be aware that most pitches are not suitable for renovation due to the quantity of stones likely to be exposed to the goal mouth surface.

The Service Provider will only use topdressing or topsoil which has

been approved by the Authorised Officer. A sample may be requested.

The Service Provider shall vary the location of pitches and playing areas as directed/necessary to alleviate wear, increase carrying capacity and facilitate renovation.

The Service Provider shall replace any missing or damaged net support clips/hooks and report any damaged goal posts within the contract sum.

It may be required for the Service Provider to tape/fence off severely worn areas (e.g. goal mouths) because of the shared use nature of the park or open space. Decision on this requirement will be made in agreement with the Authorised Officer.

Land Drainage

There are believed to be 15 land drainage inspection covers situated throughout Cantley sports fields. The Service Provider shall carry out inspections to ensure the free flow of water is taking place. The Service Provider shall remove all sediment from the catch pits as required. Any problems with free flow of water will be reported immediately to the Authorised Officer. This is not part of the core contract but included in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

As part of the land drainage inspection, the Service Provider will also inspect and keep clear the four outfalls along Bell Foundry Lane; this will be included in the contract sum.

Some pitches can become water logged during the winter months and playability affected. The Service Provider shall work with the Authorised Officer to identify pitches which may benefit from land drainage solutions.

Legionella and E.coli Testing

The Service Provider shall inspect and test changing room shower/water system to ensure the system is safe, clean and useable.

Posts and Post Sockets

Posts shall be dismantled and stored at the close of previous season.

Post sockets shall be properly maintained and made safe outside the season to prevent trip hazards.

The Service Provider shall be paint all posts (per pitch) including stays etc. before erecting them in time for the new season.

Sports Area Marking

Prior to marking out, the entire pitch surface must be inspected to ensure that pitches are safe for use. Any litter or debris shall be removed from the pitch surface. Any holes or dips which have appeared will be back filled and firmed as appropriate to the level of the surrounding area. The topsoil/soil structure (of a type and quality approved by the Authorised Officer) will be provided by the Service Provider.

Prior to marking out, the Service Provider shall inspect goal posts (including sockets), backstays, nets and net hooks to ensure that the equipment is safe and in good condition for use. The Service Provider shall immediately report any defects to the Authorised Officer.

Re-marking shall be carried out at a frequency agreed with the Authorised Officer.

Match Fixtures/Bookings

Prior to any booked activity the playing surface, facilities and equipment will be visually inspected for safety and playability (timing to be agreed with the Authorised Officer). Completed inspections shall be submitted to the Authorised Officer. If minor repair (see Appendix 4) is required, this will be expected to be actioned by the Service Provider immediately; any major defects shall be reported to the Authorised Officer as soon as possible. If the Service Provider feels that cancellation of the fixture/booking is appropriate because the surface is unsafe; the Authorised Officer must be informed immediately. The final decision on playability shall rest with the match referee and/or the Authorised Officer.

The WBC Booking Secretary will forward match fixtures and cancellation on Monday's for weekday fixtures and Thursday's for weekend fixtures.

The Service Provider shall ensure that pitches are in optimum condition for all match fixtures including any non-scheduled matches.

Partnership Working

The Authorised Officer will on occasion request a report from the

	Sports Turf Research Institute to assess standards and recommend improvements. This shall be priced for separately in Annex F Lot 2 Pricing Schedule – Schedule of Rates. The Service Provider will work in partnership with the Authorised Officer to develop a clear programme of works (management plan) for each site where sporting activities are carried out. This work programme shall include all associated requirements for example; pitch areas, footpaths, opportunities for enhancing parkland and biodiversity etc. The use of selective chemicals to control moss, weeds in grass etc. must only be used with the written agreement of the Authorised Officer but will be included in the contract sum. There will be an expectation to adopt new methods of good industry practice as they come along, and work in partnership with the Authorised Officer to deliver an excellent service to sports users. The Service Provider shall work in partnership with the Authorised Officer to encourage the use of the council's sports facilities and where possible, and appropriate, suggest the inclusion of new sports. The Service Provider shall ensure that sports facilities provide good quality playing surfaces at all required times for the service users and that this service will not be the source of Justified Complaint and/or Claim. The Service Provider shall note that if any playing surfaces become unfit for play due to its negligence or omissions, then the Service Provider shall also be liable for any loss of income, administration costs and any other expenditure incurred by the Council. On occasion sport clubs may request a meeting with the Service Provider to discuss any issues or concerns they have regarding the playing surface. Any meeting shall only be undertaken with the knowledge and agreement of the Authorised Officer.
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4.13. Operational Task 11 – Attendant Duties

Description of Operational Task	The provision of an attendant or attendants for sports and events fixtures primarily at Cantley. The presence of an attendant is required for evening and weekend fixtures to lock and unlock, provide a reassuring presence, to clean in between fixtures and provide a winter gritting service as necessary (amongst other duties). These are to be carried out in such a way, so as not to be a source of Justified Complaint and/or Claim.
Service Context	Attendants are primarily required at Cantley Park, Wokingham during evenings and weekends for all sports and events fixtures. Attendant duties may be required elsewhere at other sites during the course of the contract. Attendant duties form part of the overall contract sum. During adverse winter weather it is required that attendant duties will also include the gritting of features on the site for safety purposes. ‘Normal’ cleaning of the building and changing rooms will be undertaken under a separate corporate contract and is NOT required as part of this task. Please refer to Appendix 9 for pricing guidance.
Quality Standard	The Service Provider will provide a member of staff (occasionally more than one) to attend primarily Cantley Park for weekend/evening activities as per booking fixtures which are circulated by the WBC Booking Secretary. Bookings can be scheduled at various times of the day and days of the week. The Service Provider shall ensure that a member of staff (occasionally more than one) is available for the duration of the time requested. Attendant duties may include but are not limited to the following; site inspections, fixture set up, car parking, cleaning, litter picking, salt gritting, locking/unlocking facilities, general reporting etc. The Service Provider shall ensure that the attendant(s) on duty are easily contactable by the Authorised Officer (and vice versa) should the need arise. Sports Bookings and Fixtures Sport fixtures are taken by the WBC Booking Secretary. The Service Provider will be required to liaise directly with the Pitch Booking Secretary with regards to bookings. The Service Provider will also place details of sports fixtures on the relevant notice board at

Cantley.

Events

Event bookings are taken by the WBC Events Secretary.

The WBC Events Secretary will send booking information via email to the Service Provider. There may be a requirement for attendant duties. If the requirement falls outside normal working hours then this will be considered as ad hoc work.

The Service Provider shall liaise directly with the Events Secretary with regards to events bookings and any attendant duties required.

Facilities & Equipment

The attendant shall ensure that the facilities and equipment required for the relevant sports booking(s) are in an appropriate condition prior to the fixture. This may include placing corner flags, moving samba goals to and from store, inspecting pitches for hazardous objects etc.

To be included in this task is the dismantling and re-erection of the tennis court nets and the erection and storage of the netball posts when required.

Any damaged equipment must be immediately repaired or replaced (where possible) and reported to the Authorised Officer as soon as possible. A stock of sports equipment will be provided by the Authorised Officer, and shall be appropriately stored by the Service Provider as part of the contract.

Should any facility be unfit for use (outside normal working hours), the attendant shall be able to make a valid judgement and inform any user before the commencement of the fixture. This judgement shall be made in consultation with referees, club officials etc. The Authorised Officer shall be informed of any such cancellation on the morning of the next working day, and the reasons why, in writing.

Floodlights

The Service Provider shall check that when the floodlights are in use, that all lamps are in good working order. Any faults shall be reported to the Authorised Officer by the next working day in writing.

Changing Rooms and Toilet Facilities

The Service Provider is advised that there is a separate cleaning

	Contract for changing room and toilet facilities. During and between sports fixtures/bookings the attendant is expected to clean the changing rooms and toilet facilities. The cleanliness of these facilities shall not be the source of Justified Complaint and/or Claim during this time. The attendant is required to replenish the toilet facilities between fixtures with soap, toilet paper etc. The attendant shall maintain a record of any cleaning activity undertaken during the course of the fixture/booking and provide a copy to the Authorised Officer on the morning of the next working day. The attendant shall ensure that all facilities are secure at the end of each fixture/booking. The attendant shall also be responsible for turning on/off all relevant lights, water and power supplies at the start/finish of each fixture/booking. All arisings from the above cleaning activities must be disposed appropriately at the earliest opportunity. First Aid The Service Provider shall maintain a suitable first aid kit for sports use which is supplied and stocked by the Service Provider. The first aid kit shall be inspected before each fixture and a log kept indicating this has taken place. The Service Provider shall ensure that the attendant holds a recognised qualification in First Aid in order that they may be able to assist in the event of an incident or emergency. Any person deputising for the attendant will also hold a recognised first aid qualification. A copy of such qualification shall be provided to the Authorised Officer for record keeping. The attendant will maintain an Accident Book and keep a record of any incidents that occur and of any First Aid that was administered and materials used. Lost Property The attendant will ensure that all lost property is recorded appropriately and that Customer Services are notified. Any unclaimed lost property (after 6 months) shall be disposed of. Failure to Open Facilities
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	Should the facility open late or not at all, the Service Provider could receive a Justified Complaint. The Service Provider will in addition reimburse the service users for any loss of income that result from its failure to open the facility. Winter and Adverse Weather Events The attendant will be required to ensure, as far as practicably possible, that facilities remain useable throughout adverse weather. This may include gritting/salting of; steps/slopes, pathways, car parks etc. The Service Provider will provide and store within the cost of the contract any grit/salt and spreading equipment required. The attendant shall report to the Authorised Officer any impact from adverse weather. For example; trees blown down, flooding, snow etc.
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4.14. Operational Task 12 – Cemetery Maintenance and Attendant Duties

The Service Provider is advised that this Operational Task is (in part) currently under review. Grave-digging, the burial of cremated remains and sexton duties may be required during the course of the contract. These tasks shall be priced in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

Description of Operational Task	The provision of a cemetery maintenance service including liaison between the Council's Authorised Officer, Funeral Directors, undertakers, the public etc.
Service Context	Together with other Operational Tasks the following is required in the boroughs 2 open and 1 closed cemeteries; • A courteous, dignified and professional service to customers including, but not limited to; the bereaved, clergy, funeral directors, grave-diggers etc. is expected when delivering this operational task. • Liaison with monumental masons. • Selecting and marking grave spaces in consultation and agreement with the Authorised Officer. • Assisting with exhumations as required (as a guide there have been two in the past 5 years). • Cemetery inspections, minor repairs and improvements to; roads, paths, signage etc. (as per Operational Tasks 14 and 15). • Installation of memorial plaques, benches, memorial tree/shrub planting etc. • To attend strewing/scattering of ashes ceremonies (as a guide this is likely to be approximately twenty per year) • To check the name plaque on coffins before burial. • To carry out other works as described in other operational tasks.
Quality Standard	This Operational Task shall be provided in a manner which meets cemetery management, horticultural and biodiversity good industry practice. All maintenance aspects of cemeteries shall comply with the relevant operational task standards and not be a source of Justified Complaint and/or Claim. The Operational Task shall be completed by trained operatives who understand and are aware of the necessary cemetery requirements for a dignified, safe and professional service provision. On the day of the burial, (in case problems arise) at least 2 hours prior to any burial/interment the Service Provider will be expected to carry out the following duties; • Visual inspection of the Cemetery/grave for safety/condition prior

	to the burial service. • Check the grave markings are in place prior to burials and that the correct marker has been used. • Inspect the grave to check it is to the correct size and depth, and is in good visual order. • Check the name plaque on coffin before burial. In addition the Service Provider will carry out the following. • Collect the burial register from the Council Offices and attend the Cemetery where the burial is taking place to secure the Minister's signature into the register and then return the register to the Council Offices. • Liaison with monumental masons. • Selecting and marking grave spaces together with Authorised Officer. • Attendant duties and general assistance with exhumations as required (as a guide there have been two in the past 5 years). • Installation of memorial plaques, benches, memorial tree/shrub planting etc. as supplied by the Authorised Officer. • Attendant duties and general assistance with strewing/scattering of ashes ceremonies (as a guide this is likely to be approximately twenty per year). • To check the name plaque on coffins before burial. • To carry out other works as described in other operational tasks. The cemetery maintenance service will deliver: • General grounds maintenance of sites including mowing, pruning etc. • Safety inspection and minor repair of paths, car parks and cemetery furniture and features. (As per Operational Tasks 14 and 15). • Testing of monuments/headstones as required by the Authorised Officer. This is not included in the contract sum; a price shall be given in the schedule of rates. • The Service Provider shall not carry out any maintenance Works during burials. The Authorised Officer must be contacted on the day prior to work being carried out to ensure that no burials are planned. The Service Provider must take all necessary care to ensure that damage does not occur to grave markers, headstones/monuments, edging stones, urns etc. Any damage caused by the Service Provider could result in a Justified Complaint. The Service Provider will also be responsible for rectifying the damage at their expense and within a
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	timescale agreed by the Authorised Officer regarding notification of the next of kin. Completed inspections shall be submitted to the Authorised Officer. If minor repair work is required this will be expected to be actioned by the Service Provider (immediately if required for burial service) and the Authorised Officer shall be informed of any major defects in a timely manner.
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ORIGINAL

4.15. Operational Task 13 – Play Area/Young People’s Provision Repair and Maintenance

Description of Operational Task	The inspection, repair and maintenance of all WBC play and young people’s equipment and facilities across the Borough to ensure safety and usability. This service also includes the installation of smaller items such as signs, posts, benches, bins, gates etc.
Service Context	Play areas, youth shelters etc. are an essential recreational and social provision for the development of play in childhood. Good maintenance and vigilant inspection of these facilities and equipment is essential to ensure a safe and rewarding experience for the children who use them. The Service Provider is required to inspect, maintain and carry out minor repairs to all play and young people’s equipment and facilities include the entire site and up to 20 metres outside the boundary (or the nearest equipment if the boundary is not identified). A range of surfaces are used in play areas including, but not limited to grass, sand, tarmac, woodchip, wet-pour, eco bond, rubberised safer surfaces, gravel, paving, reinforced grass mat, etc. Quality Standards of other Operational Tasks are also applicable.
Quality Standard	The Service Provider is required to carry out regular inspection, maintenance and minor repair of all features within play and young people’s sites and facilities in addition to regular maintenance covered by other Operational Tasks. Inspections, maintenance and minor repair shall be carried out to ensure high quality safety standards are met in accordance with the latest manufacture instructions, national and EU regulations & standards. Inspectors shall be qualified to operational RPII (Register of Play Inspectors International) Standard. The inspection, maintenance and minor repair of play and young people’s equipment and facilities shall not be the source of Justified Complaint and/or Claim. The Service Provider will respond to requests from the Authorised Officer/Customer Services to go to any playground where vandalism, defective equipment or any other hazard has been reported. The Service Provider will reach the reported site within one hour of the request being made within working hours. The Service Provider will make the site safe and will report to the Authorised Officer when the job is complete.

	This Operational Task includes the removal of problem pests, for example wasp nests and the reporting of anti-social and criminal behaviour. An independent annual inspection report is commissioned annually by the Authorised Officer. Any remedial works following the inspection shall be carried out in accordance with the service level agreement (see Appendix 1). Inspection The Service Provider shall provide a complete inspection service for play and young people's sites and facilities which includes all matters relating to the safe use of the site. Operational inspections, as defined by National & European standards, shall be carried as defined in Annex F Lot 2 Pricing Schedule – Bill of Quantities on all play and young people's equipment and facilities. The Authorised Officer shall be advised of the regular inspection route that will be taken each week. Completed inspection sheets shall be sent to the Authorised Officer by Monday 10am the following week, at the latest. Upon inspection (or by means of another notification) any safety hazards identified shall be rectified immediately or the equipment/ area be taken out of public use as required by the service level agreement (see Appendix 1). Heras fencing, or equivalent, shall be used to secure equipment or sites which are not in use or have been decommissioned because of any health and safety concern. Specific explanatory signage shall be approved by the Authorised Officer and shall be put in place to explain reasons for closure. As an example, the current inspection sheet is provided in Appendix 2. It is anticipated that inspections will be digitalised in the future and the Service Provider shall be expected to offer appropriate solutions to move to a digital inspection system. All hazards shall be highlighted within the inspection sheet. If hazards are considered to be significant, the Authorised Officer shall be informed immediately. Hazards can include, but are not limited to; wasp nests, dangerous trees, hazardous items/substances, persons acting suspiciously, vandalism etc. Inspections shall accurately record all health and safety concerns. Limited or inaccurate inspections shall result in the issuing of a Justified Complaint. The council's correction notice and default
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	system will be applied if inspections are found to be found false or inaccurate. The Authorised Officer will carry out random inspections, which will provide the evidence to inform the score of KPI no. 3 (see Appendix 1). Maintenance The Service Provider shall provide a complete maintenance service for play and young people's sites and facilities which includes all matters relating to the safe use of the site. Play and young people's equipment and facilities shall be maintained in a clean and tidy condition which include, but is not limited to, cleaning site features and equipment (including graffiti removal), litter removal (including, but not limited to, chewing gum, bird droppings, tree & leaf litter, glass, faeces etc.), algae & moss removal, weed removal, vegetation encroachment pruning/removal etc. Specialist cleaning is not included in this contract. Play grade bark safety surfaces shall be maintained to a minimum depth of 300mm (12 inches), evenly distributed, raked, and not compacted, to allow maximum impact absorption. A bark top up is carried out twice a year in July and September. A sample of any play bark intended to be used will be provided to the Authorised Officer for approval. Play bark shall not be distributed without the confirmation of the Authorised Officer. On occasion and at the Authorised Officer's request, the Service Provider may be required to paint and/or stain equipment. All lubricants, paint (including primers and rust sealants) and preservative stain will be to the manufacturer's specification. A sample of any paint or stain intended to be used shall be provided to the Authorised Officer for approval. Suitable preparation and treatment prior to painting/staining shall be carried out to a high professional standard. All finished paintwork will be 'feathered' to give a smooth surface free of runs. Painting and staining shall not be the source of Justified Complaint and/or Claim. Where painting and staining falls short of the specified standard the Authorised Officer will demand immediate rectification, at the Service Provider's own cost. Minor Repair Where spare parts for minor repairs/maintenance are required, only
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	those specific to, and approved by the original play equipment manufacturer, will be used, unless otherwise agreed with the Authorised Officer. All spare parts/fixings shall be of high quality and meet relevant safety standards. Spare parts shall be included within the contract sum. Minor repair work (see Appendix 4) does not include installations or larger wet-pour repairs. The Service Provider will be expected to provide 80 square metres of secure covered storage for spare parts and items of equipment, some of which may be 4 metres high. The Service Provider will collect spare parts and items of equipment from the Authorised Officer, as required, and will make suitable arrangements for the delivery of larger items directly to its depot. For newly installed facilities or items the Service Provider will inspect to ensure installation has been carried out correctly.
Information Specific to Operational Task	As play equipment is used by young people, all staff involved in this Operational Task shall be trained in safeguarding best practice, legislation, regulations, guidelines etc. Appropriate DBS checks, training and qualifications must be held by any Service Provider employee that visits these sites. The use of selective chemicals to clean surfaces, control moss and weeds in play areas etc. must only be used with the agreement of the Council's Authorised Officer.

4.16. Operational Task 14 – Infrastructure Inspection and Maintenance

Description of Operational Task	Inspection and minor maintenance of paths, bridges and hard standing areas across contract areas. This operational task also includes the inspection, minor repair and maintenance of Southlake Dam (see Appendix 3).
Service Context	Paths, bridges and hard standing areas including service area car parks, occasionally require minor maintenance to ensure the condition and structure of the surface does not deteriorate, and is therefore not a source of Justified Complaint and/or Claim. It is important that all paths, bridges and hard standings are maintained to ensure the risk to personal health and safety of the public and users is minimised.
Quality Standard	This Operational Task includes the inspection and minor maintenance or repair to paths, bridges, hard standings etc. Required inspections include, but are not limited to; • Edging and kerbing • Service area car parks • Path surfaces • Bridges • Hard standings • Drain & access chamber covers etc. • Southlake Dam (see Appendix 3) The Service Provider will be expected to inspect all of the above as designated by the Authorised Officer; • Priority 1 (weekly inspection) - Southlake Dam • Priority 2 (6 monthly inspection) - Bridges • Priority 3 (annual inspection) - Paths, service roads, car parks etc. Inspections will be visual only and no engineering expertise etc. is required. Maintenance and minor repairs (see Appendix 4) include but are not limited to; • Small amounts of tarmac repairs • Small amounts of paving, edging repairs etc. • Pointing/repair of small areas of walls and brick/stonework The Service Provider is also expected to report any defects discovered outside the period of inspection, if it is likely to source of

	Justified Complaint and/or Claim. Following inspection, any minor defects are expected to be resolved by the Service Provider, major defects will be reported as above and the Authorised Officer will be responsible for arranging relevant repairs. A record of all minor infrastructure repairs shall be kept by the Service Provider. For guidance on minor repairs see Appendix 4.
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4.17. Operational Task 15 – Open Spaces Furniture Maintenance

Description of Operational Task	Inspection, cleaning and minor maintenance of open space furniture.
Service Context	This Operational Task includes the inspection, cleaning and minor maintenance/repair of open spaces furniture, including but not limited to:- 1. Benches/ Seats 2. Picnic Tables 3. Bollards/Barriers 4. Fencing (See Appendix 5) 5. Gates 6. Goal posts/sockets 7. Signage 8. Cycle Racks/Stand 9. Lighting columns 10. Planters 11. Life bouys
Quality Standard	The Service Provider shall ensure that all open spaces furniture is fit for purpose at all times. All furniture shall be inspected as a minimum annually. The frequency and timing of inspections of open spaces furniture shall be agreed with the Authorised Officer. Cleaning, minor repairs and maintenance issues shall be implemented immediately following discovery. Any furniture requiring more substantial repair shall be referred to the Authorised Officer for attention. A record of all minor furniture repairs shall be kept by the Service Provider. For guidance on minor repairs see Appendix 4.

4.18. Operational Task 16 – Leaf/Tree Litter Clearance

Description of Operational Task	The clearance of leaf fall and tree litter across sites and features, including paths and hard standing areas. This task is not restricted to autumn and winter but also includes spring/summer leaf fall and tree litter.
Service Context	Leaf fall and tree litter can cause interference with usage of facilities, can present a slip hazard on paths, and can become an unsightly feature in some open spaced areas (picnic areas, equipped play areas, cemeteries, flower borders etc.). In addition it has the potential to cause damage to fine turf or interfere with sports facilities (football pitches, hockey or tennis courts etc.). It is recognised that leaf fall and tree litter can have significant biodiversity benefits. As such it may not be appropriate to collect leaf fall and tree litter in a number of areas e.g. woodlands, copses, thickets, field hedges, shrub borders, large grasslands/parklands etc. Where leaf fall and tree litter is collected it is expected that this material will be disposed of to reduce the overall impact on the environment i.e. it shall be composted.
Quality Standard	All designated sites (to be identified in partnership with the Service Provider) shall be kept clear of leaves and tree litter which cause problems or are the source of Justified Complaint and/or Claim. As a guide, sites have been listed below in order of importance (the lists are not definitive and are an example only); 1. Playgrounds, Sports Sites, Cemeteries, Civic Buildings etc. 2. Car parks, hard surfaces & footpaths etc. 3. Amenity green space, urban verges etc. 4. Natural/Semi-natural Open Spaces etc. The Service Provider together with the Authorised Officer shall agree an annual work programme for all identified areas for leaf clearance. This Operational Task includes the collection or moving, by mechanical means or otherwise, of leaf fall, tree litter etc. from all applicable areas. The Service Provider is expected to make a judgement as to the operational input required to maintain sites to a level which does not generate Justified Complaint and/or Claim.

4.19. Operational Task 17 – Litter and Detritus

Description of Operational Task	Maintaining all sites in a state where litter is not the source of Justified Complaint and/or Claim.
Service Context	The Council has responsibility for maintaining a range of sites to acceptable standards and tolerances of littering and detritus. Faeces, including dog faeces is classified as litter, and is to be treated as such. The sweeping of service area car parks for example Cantley, Laurel Park, Ashenbury etc. shall not be included within the contract sum but priced for separately in Annex F Lot 2 Pricing Schedule – Schedule of Rates.
Quality Standard	All sites shall be kept free from litter and detritus which cause problems or are the source of Justified Complaint and/or Claim. The Service Provider is expected to make a judgement as to the operational input required to maintain sites to a level to achieve this. As a guide, sites have been listed below in order of importance (the lists are not definitive and are an example only): 1. Playgrounds/Civic Buildings /Cemeteries N.B. Play areas will include the entire play area and up to 20 metres outside the fence line or the nearest equipment if no fence line is present. 2. Housing areas, highways, Sports Pitches 3. Parks and amenity open spaces, urban verges 4. Natural/Semi-natural Open Spaces All arisings must be collected and removed from site.

4.20. Operational Task 18 – Weed and Pest Control

Description of Operational Task	The integrated control of weeds including harmful and invasive weeds in such a manner that there is no Justified Complaint and/or Claim. The Service Provider shall manage/remove invasive and harmful weeds on all areas covered by this service. A planned programme of eradication shall be provided by the Service Provider to deal with Japanese Knotweed and Giant Hogweed. Other invasive and harmful weeds such as Ragwort, Himalayan Balsam, Rhododendron ponticum etc. shall be managed if they become a source of Justified Complaint and/or Claim. The removal of pests which either impact on the carrying out of all operational tasks or are the cause of complaint.
Service Context	The Council has responsibility for maintaining a range of sites to acceptable standards and tolerances of weed control. These standards will be applied to all areas under this contract, but will not apply to grass or grassland areas. The management and integrated control of harmful and invasive weeds shall be included within the contract sum. The Service Provider shall ensure suitable pest control measures to deal with a range of pests including but not limited to; wasps/bee nests, moles etc. This will be carried out on an occasional and by need basis e.g. where moles are damaging sports surfaces, wasp nests impacting on play areas or sports surfaces etc. Pest control shall be included within the contract sum.
Quality Standard	The Service Provider is expected to make a judgement as to the operational input required to maintain sites which minimises the use of chemicals to a level which does not become the source of Justified Complaint and/or Claim. All sites shall be kept free from weeds which cause problems or are the source of Justified Complaint and/or Claim. As a guide, sites have been listed below in order of importance (the lists are not definitive and are an example only); 1. Playgrounds, Cemeteries, Sports Facilities, hard-standing surfaces and features, Civic Buildings etc. 2. Car parks, hard surfaces, housing areas 3. Amenity areas, parks

	4. Natural/Semi-natural Open Spaces The Service Provider together with the Authorised Officer shall agree an annual programme for all identified areas for weed control. The Service Provider shall provide the necessary 5 year plans which detail the control and eradication of invasive and harmful weeds such as Japanese Knotweed, Giant Hogweed etc. This shall be made available to the Authorised Officer when requested. A list of locations that are currently controlled has been provided in Appendix 10. The Service Provider shall remove unsightly weed remains following herbicidal spraying which could otherwise be a source of Justified Complaint and/or Claim. Scrub, bramble and bracken areas shall be reduced in discussion with the Authorised Officer. The Service Provider shall arrange for pest control for reported incidents of pests which include but is not limited to; • Wasp nests which could endanger the public (e.g. in Play Areas) or impact any operational task. • Moles which cause interfere with sports surfaces. Such pests shall not be the source of Justified Complaint and/or Claim.
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4.21. Operational Task 19 – Winter Operations/Adverse Weather/Weather Events

Description of Operational Task	Collaborative Work There is a Council-wide collaborative (suspended service) approach to managing adverse weather, weather events etc. The Service Provider will be expected to work alongside other services and contractors to provide an effective service at the direction of the council's Community Resilience Team. In-service weather response The provision of practicable maintenance operations including snow removal, gritting and dealing with adverse weather. This task shall be carried out during the normal operating week (not out of hours). This operational task will be included within the contract sum.
Service Context	Collaborative Work The Service Provider will be expected to make staff available and have suitable equipment to participate in the Council's collaborative response to adverse weather events. An out of hour's service will be expected in severe/adverse weather conditions or events. The Council participates in an early warnings system in partnership with the Environment Agency and the Meteorological Office, which provides the impetus to call out the Service Provider at short notice. In-service weather response On occasions where services are not suspended there may still be a requirement to deploy resources to keep areas under this contract open and safe. The provision of practicable maintenance operations including snow removal, gritting and dealing with adverse weather. A list of priority sites and features (under this contract) is to be agreed with the Authorised Officer at the time of adverse weather. Throughout adverse weather, agreed sites and features shall remain open, and may require gritting. This includes snowfall, frost/freezing conditions, localised flooding etc. The Service Provider will be required to supply and apply salt/grit during cold inclement weather as agreed with the Council's

	Authorised Officer to protect the public and service users so as to avoid Justified Complaint and/or Claim. The type of grit used will be agreed by the Authorised Officer.
Quality Standard	The Service Provider will work in partnership to fully support the Council's Community Resilience Team in their response to adverse weather. The Service Provider will work in partnership to fully support the Authorised Officer in their response to adverse weather in times when service is not suspended. Application rates may vary according to weather conditions e.g. temperatures (actual and predicted) and ground conditions (snow ice etc.) The Service Provider will minimise the use of grit/salt/de-ice to prevent collateral damage. The Service Provider will provide and store within the cost of the contract any grit/salt and spreading equipment required. The Service Provider is required to fill grit/salt in appropriate grit/salt bins, or other related duties, as directed by the Authorised Officer to ensure there is adequate supply as and when required. Flooding In times of localised flooding the Service Provider shall have quick access to suitable equipment to deal with the associated impact, at the request of the Authorised Officer. This is not included within the contract sum and a price shall be provided in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

4.22. Operational Task 20 – General Reporting

Description of Operational Task	The general reporting of all relevant incidents on WBC property and land to the Authorised Officer. General reporting shall be included within the contract sum.
Service Context	The Council works closely with different departments and agencies to ensure appropriate levels of education, awareness and enforcement is in place to help maintain an attractive and clean local environment for the communities in Wokingham.
Quality Standard	The Service Provider will report site problems such as graffiti, abandoned cars, fly tipping, vandalism, anti-social behaviour, damage, broken equipment, dead/dangerous trees and any other issues related to operational tasks etc. upon discovery in a timely manner to the Authorised Officer in a recordable format. For the purposes of graffiti the following typologies apply, the report shall clearly identify which typology has been reported at which locations; • Graffiti type A – Offensive (racist, political, sexist, homophobic, or defamatory etc.) • Graffiti type B – Detrimental (visually unattractive)

4.23. Operational Task 21 – Customer Relationship Management (Dynamic Reporting)

Description of Operational Task	To provide sufficiently compatible IT systems and employee resources to support the safe, efficient and smooth running of the services provided by the Service Provider, which links fully with WBC's CRM solution. CRM shall be included in the contract sum.
Service Context	The Councils Contact Centre & customer website will be the access point for the public to contact and report all apparent service failures, comments and requests. The CRM process flow exists for all customer facing services provided by this contract. These include detailed actions for Contact Centre staff, the Council's staff in other departments, and the Service Provider's employees, to agreed timescales or Service Level Agreements (SLA's). As such the Service Provider is required to have full remote access to CRM (Microsoft Dynamics). When a notification of a request is received via a mediated route (e.g. email, phone etc.), contact centre staff will triage the request and allocate directly to the Service Provider where appropriate. For online self-serve requests, customers will be routed to the Service Provider where appropriate (dependant on predetermined eligibility questions). Any request to the Service Provider must be dealt with as described in Appendix 1. The general principle is that the Service Provider will be given the opportunity to rectify any enquiry or complaint. Where the complaint is either serious in itself, or about the Service Provider's failure to respond to the notification of a problem within the agreed SLA or code of practice response times, it will be regarded as a Justified Complaint and will become the subject of a formal investigation by the Authorised Officer. The council's complaint procedure may be used thereafter to investigate thoroughly any instances of service failure.
Quality Standard	The Service Provider is required to have access to the Council's CRM system. All customer reported requests, enquiries and complaints shall be logged by the Council and assigned to the Service Provider "in real time" via the Councils CRM system. All responses to the Council shall be logged by the Service Provider on the CRM system to allow continuous monitoring of performance, updates to the customer and CRM record. The Service Provider is required to install sufficient and secure IT

	equipment (software & hardware) at its own cost to enable a direct computer link into the Councils CRM and enable the Council to contact the Service Provider via e-mail. The number of terminals shall be sufficient to ensure effective and efficient management of the workload. The Service Provider is required to provide electronic “real time” recording of the services in response to the CRM requests to aid the effective and efficient flow of information. The Service Provider will provide all data electronically including performance monitoring data, schedules of daily and weekly work, weighbridge tickets, invoicing and statements etc.
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APPENDICIES

APPENDIX 1 – Performance Management

This indicative performance management system has been created to measure the way in which the outcomes (as listed in 2.1 Contract Outcomes) are being delivered. The outcomes are derived from the relevant council's policies and strategies.

There will be an annual incentive payment and/or payback system of REDACTED made to the Service Provider separate from the contract sum which relates to the increased, maintained or decreased scores against annual targets set for ten Key Performance Indicators (KPIs).

KPI Reward and Payback Chart

Wokingham Borough Council has established ten KPIs by which to measure the service provider's performance. Reasonable but challenging annual targets will be agreed and rewards set against actual achievements. It is recognised that targets will need to be realistically adjusted each year to achieve continuous improvements, based on the circumstances and conditions at the time. Each KPI may be weighted differently. An example is set out below.

EXAMPLE ONLY

Years 1-3	Service Provider will receive	
KPI improves to any extent	100%	REDACTED
KPI maintained	TBA	TBA
Average goes down by <2%	-10%	REDACTED
Average goes down by >2%	-20%	REDACTED
Average goes down by >5%	-50%	REDACTED

A minus figure indicates that the Service Provider will pay that amount back to the Council for allowing the service to deteriorate. Any payback sums will be incorporated into a Service Development Fund which can be used to improve and enhance any aspect of the grounds maintenance service, but especially biodiversity or sports pitch improvements. Please note that this is in addition to and completely separate from the Correction/Defaults system as set out in the Conditions of Contract which will still apply.

The cost of customer consultation exercises, inspections etc. in monitoring KPIs will be met by the Council.

Baseline figures for future targets are currently being developed and agreed. It will become more difficult to gain improvement once attainment has been met, targets will therefore be reviewed regularly.

It is expected that the Service Provider will work with the Council's Authorised Officer to refine and develop this performance management system, particularly to establish future targets and develop e-formats, especially in the first and early years of the contract.

	Wokingham Grounds Maintenance Contract KPIs																							
KPI No	KPI			Contract Period Annual Targets																				Annual Reward (£)
		2016-17		2017-18		2018-19		2019-20		2020-21		2021-22		2022-23		2023-24		2024-25		2025-26		2026-27		
		T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	
1.	Average annual Cleaner and Greener inspections score																							
2.	Average annual independent inspections score																							
3.	Play area inspections completed satisfactorily																							
4.	Stakeholder/customer satisfaction																							
5.	Sports user satisfaction																							
6.	No. Justified Complaint Grass																							
7.	No. Justified Complaint hedges, copse & shrubs																							
8.	No. Justified Complaint Other																							
9.	Biodiversity performance																							
10.	Partnership working & problem solving approach																							

		Total REDACTED
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ORIGINAL

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

Key Performance Indicator 1:

Title: Average annual Cleaner and Greener inspection score.

Definition: The maintained, increased or decreased average annual score of Authorised Officer's quarterly inspections of key representative sites and randomly selected sites.

Outcome(s): No.3. Service performed to at least minimum specified standard on every site.

What needs to be measured: The quality of service of operational tasks on randomly selected and key sites, by means of a prescribed score sheet.

Indicator: Increase/Maintained/Decrease in the average percentage score achieved.

Recording / measuring system: Prescribed score sheets and spreadsheets.

Evidence: Original score sheets and photographs.

Key Performance Indicator 2:

Title: Average annual independent inspections score.

Definition: The maintained, increased or decreased in the annual summer inspection of randomly selected sites by an independent person(s) of expertise.

Outcome(s): No.3. Service performed to at least minimum specified standard on every site.

What needs to be measured: The quality of service of operational tasks on randomly selected and key sites, by means of a prescribed score sheet.

Indicator: Increase/Maintained/Decrease in the average percentage score achieved.

Recording / measuring system: Prescribed score sheets and spreadsheets.

Evidence: Original score sheets and photographs.

Key Performance Indicator 3:

Title: Play area inspections completed satisfactorily.

Definition: The satisfactory completion of all required inspections according to the WBC preferred inspection system.

Outcome(s): No.3. Service performed to at least minimum specified standard on every site No. 6. Improved service for specific areas.

What needs to be measured: The quality and quantity of inspections required by the WBC preferred inspection system which were carried out satisfactorily.

Recording / measuring system: Prescribed score sheets, spreadsheets and/or electronic recording system.

Evidence: Score sheets, spreadsheets and data pulls.

Key Performance Indicator 4:

Title: Stakeholder/customer satisfaction.

Definition: Percentage increase in target stakeholder satisfaction.

Outcome(s): No 1. Improved customer and user satisfaction levels for targeted users and designated sites. No. 6. Improved service for specific areas.

What needs to be measured: Customer satisfaction of nominated stakeholders/customers/users for example; Resident Associations', Wokingham's Biodiversity Forum, Involved Tenants, Bloom Committees, local friendship groups (FOTE, WVTA), Client Officer Groups, Town and Parish Clerks, Funeral Directors etc. all of whom may be invited to attend the Cleaner and Greener Green Spaces Forum.

Indicator: Increased/Maintained/Decreased average percentage satisfaction score achieved.

Recording / measuring system: Online/hard copy satisfaction survey.

Evidence: Data collected via database, forum minutes and hard copy surveys.

Key Performance Indicator 5:

Title: Sports user satisfaction.

Definition: Percentage increase in sports user satisfaction.

Outcome(s): No 1. Improved customer and user satisfaction levels for targeted users and designated sites. No. 6. Improved service for specific areas.

What needs to be measured: Satisfaction of nominated sport facility users such as football, hockey & archery clubs.

Indicator: Increased/Maintained/Decreased average percentage satisfaction score achieved.

Recording / measuring system: Online/hard copy satisfaction survey of WBC Sports Development Officers, Club Secretaries and referees.

Evidence: Data collected from completed surveys, minutes from Green Space forum.

Key Performance Indicator 6:

Title: Number of annual Justified Complaints for grass.

Definition: Number of annual Justified Complaints against the target for operational task 1.

Outcome(s): No 2. Continued reduction of customer complaints over the course of the contract.

What needs to be measured: Number of Justified Complaints against the agreed annual target.

Indicator: As definition.

Recording / measuring system: Number of Justified Complaints. A 'Justified Complaint' includes complaints regarding conduct and operational competence. The Service Provider will be given an opportunity to respond to and rectify any initial customer contact relating to operational competence within the specified timescale/response times (please refer to chart below for timescales). With reference to complaints on Service Provider conduct, the outcome of any investigation will therefore determine whether the complaint is justified.

Justified Complaints may or may not include those formal complaints via the WBC official complaints procedure.

An appeal process will be available on a quarterly basis where the ultimate decision maker will be Head of Community Services.

Evidence: Data collected via Excel spreadsheet and background data relating to the complaint.

Key Performance Indicator 7:

Title: Number of annual Justified Complaints for hedges, copse and shrubs.

Definition: Number of annual Justified Complaints against the target for operational tasks 2, 3 and 4.

Outcome(s): No 2. Continual reduction of customer complaints over the course of the contract.

What needs to be measured: Number of Justified Complaints against the agreed annual target.

Indicator: As definition.

Recording / measuring system: Number of Justified Complaints. A 'Justified Complaint' includes complaints regarding conduct and operational competence. The Service Provider will be given an opportunity to respond to and rectify any initial customer contact relating to operational competence within the specified timescale/response times (please refer to chart below for timescales). With reference to complaints on Service Provider conduct, the outcome of any investigation will therefore determine whether the complaint is justified.

Justified Complaints may or may not include those formal complaints via the WBC official complaints procedure.

An appeal process will be available on a quarterly basis where the ultimate decision maker will be Head of Community Services.

Evidence: Data collected via Excel spreadsheet and background data relating to the complaint.

Key Performance Indicator 8:

Title: Number of annual Justified Complaint - other.

Definition: Number of annual Justified Complaints against the target for all other operational tasks.

Outcome(s): No 2. Continual reduction of customer complaints over the course of the contract.

What needs to be measured: Number of Justified Complaints against the agreed annual target.

Indicator: As definition.

Recording / measuring system: Number of Justified Complaints. A 'Justified Complaint' includes complaints regarding conduct and operational competence. The Service Provider will be given an opportunity to respond to and rectify any initial customer contact relating to operational competence within the specified timescale/response times (please refer to chart below for timescales). With reference to complaints on Service Provider conduct, the outcome of any investigation will therefore determine whether the complaint is justified.

Justified Complaints may or may not include those formal complaints via the WBC official complaints procedure.

An appeal process will be available on a quarterly basis where the ultimate decision maker will be Head of Community Services.

Evidence: Data collected via Excel spreadsheet and background data relating to the complaint.

Cleaner & Greener Response & Action Times

All priority Health and Safety works (not play areas, see expanded below)

The Service Provider (SP) will complete work, remove risk, remedy an enquiry/service request, or provide an action plan within 2 hours (within contracted hours), which is then communicated to the enquirer and the Authorised Officer. The Council has a separate contract which responds to urgent or priority calls outside of the contracted hours.

General Service Enquiry, Request or Complaint

The Service Provider will either complete work, remedy situation, or where a timely resolution is not possible, provide an action plan to resolve complaint/enquiry within the below response times (contracted hours).

An action plan can include, for example, a timetable for carrying out work, arranging site meetings, communication with customers, contacting stakeholders/external contractors etc. Completion dates/milestones will be included in any plan.

Failure to respond within the stated response times shall result in a Justified Complaint and shall therefore negatively impact on all KPI's. This is separate from the council's correction notice and default system which could be actioned simultaneously.

General

Complaint/Enquiry Type	SP Response to Customer Time	SP Action Time (within working week)
1. Grass & Grassland	24 hours	3 days
2. Hedges	24 hours	3 days
3. Shrubs	24 hours	3 days
4. Woodlands, Copses & Thickets	24 hours	3 days
5. Sightline Issues	24 hours	24 hours
6. Trees	24 hours	3 days
7. Ponds & Lakes	24 hours	3 days
8. Ditches, Drains & Watercourses	24 hours	3 days
9. Containers etc.	24 hours	3 days
10. Ornamental Borders	24 hours	3 days
11. Sports Pitches & Courts	24 hours	24 hours
12. Cemeteries	24 hours	3 days
13. Play Areas (non-priority)	24 hours	3 days
14. Buildings & Infrastructure e.g. fencing	24 hours	3 days
15. Furniture e.g. benches	24 hours	3 days
16. Leaf Clearance	24 hours	3 days
17. Litter & Detritus	24 hours	2 days
18. Invasive weeds e.g. Japanese Knotweed	24 hours	3 days
19. Winter Operations	24 hours	24 hours
20. Alleged SP damage	24 hours	3 days
21. Alleged SP misconduct	24 hours	3 days
22. Other	24 hours	3 days

Priority SP Action Times for Play Areas

Operational Task	SP/Client Response to Customer Time	SP Resolution Action Time
Damaged/vandalised equipment	24 hours	1hr
Surfacing safety issues	24 hours	1hr
Broken glass	24 hours	1hr
Needles & Sharps	24 hours	1hr
Trees	24 hours	1hr
Other	24 hours	1hr

Key Performance Indicator 9:

Title: Biodiversity performance.

Definition: The increased/maintained/decreased number of sites which are managed effectively for bio diversity.

Outcome(s): No. 7. Improved biodiversity-based maintenance regimes, focussed on target species and habitat, together with careful site management to ensure sites are maintained according to need.

What needs to be measured: The number of occasions where the Service Provider has suggested/made site changes/improvements, contributed to management plans, supported biodiversity groups and the amount of staff training hours per year to encourage bio diversity and bio diversity awareness.

Recording / measuring system: Spreadsheets, monthly/quarterly client meeting, green space forum, record staff training, bio diversity officer's report will be used to indicate the number of occasions where the Service Provider has shown improvement to biodiversity.

Evidence: Spreadsheets, photographs, staff training record and bio diversity officer's report.

Key Performance Indicator 10:

Title: Partnership Working & Problem Solving Approach

Definition: The number of recorded examples of partnership working and problem solving.

Outcome(s): No.4. Partnership working and problem solving approach.

What needs to be measured: The number of occasions where a partnership and problem solving approach has been achieved through a compliments system along with scores from the MPis.

Indicator: Increased/Maintained/Decreased the annual target.

Recording / measuring system: A spreadsheet recording the number of compliments will be used to indicate the number of occasions where the Service Provider has shown improvement to a partnership working and problem solving approach.

Evidence: General correspondence, meeting minutes, case studies etc. related partnership working and problem solving.

The methodology for recording/measuring KPIs is still in a formative stage and subject to enhancement/alteration in discussion with the Service Provider.

	The council will work with the Service Provider to develop and define a number of Management Performance Indicators of which some examples are provided in the table below.																						
MPI No	Management Performance Indicators linked to KPI number 10 (Partnership Working)	Contract Period Annual Targets																					
		2016-17		2017-18		2018-19		2019-20		2020-21		2021-22		2022-23		2023-24		2024-25		2025-26		2026-27	
		T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A	T	A
1.	Assistance provided in preparing Management Plans (No. of plans)																						
2.	Support in providing Community Involvement/Projects/Volunteer hours (No. of hours)																						
3.	Contribution to changing Customer perception (No. of hours)																						
4.	Assistance/support in Changing Management Regimes (No. of occasions/sites)																						
5.	Identifying opportunities and delivering reduced pesticide use (Percentage decrease against previous year actual)																						
6.	Sports surface quality improvement (Percentage improvement in impact/ball roll test)																						
7.	Staff training – multi-skilling, bio diversity, customer perceptions/service understanding (No. of hours)																						
8.	No/% maps and/or Bills updated accurately																						
9.	Savings and new income streams achieved																						

Example definition of Management Performance

Title: Number/percentage of maps/bill updated accurately

Definition: The increased/maintained/decreased/improved/amended number of maps

Outcome(s): No. 2 – Update and maintain map and quantity records.

What needs to be measured: The number of occasions where the Service Provider has actively worked in partnership with the Authorised Officer to update maps and quantities.

Recording / measuring system: Spreadsheet recording all occasions where updates have been completed satisfactorily as a result of this partnership working approach.

Evidence: Spreadsheets, maps and bills of quantity.

Track record: Currently no baseline, but may be established in the first year.

Management Performance Indicators and their definitions will be developed with the Service Provider during the first year of the contract.

EXAMPLE - Wokingham Borough Council Key Representative Sites and Front Copy Inspection Template 2016

(For average annual Cleaner and Greener and Independent inspection KPI no. 1 and 2)

The inspection scores are summarised in the table below. They have been colour coded on a traffic light system. Green is good, amber needs some attention and red for unsatisfactory. Details follow this page.

Scores: 75%+ = Green; 70-74% = Amber; Below 70% = Red.

No.	Site	Area	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
1	A4	N	N/A			
2	Ashenbury Park	N	N/A			
3	Charvil Rec	N	N/A			
4	Crockhamwell Road Car Park	N	N/A			
5	Headley Road Car Park	N	N/A			
6	Highway Site	N	N/A			
7	Housing site?	N	N/A			
8	Housing site?	N	N/A			
9	Hurst Park	N	N/A			
10	Property site?	N	N/A			
11	Southlake	N	N/A			
12	Woodley Library	N	N/A			
13	Cantley Park	SE	N/A			
14	Carnival Pool Car Park	SE	N/A			
15	Elmsfield	SE	N/A			
16	Highway Site	SE	N/A			
17	Housing site?	SE	N/A			
18	Housing site?	SE	N/A			
19	Property site?	SE	N/A			
20	Shute End Council Offices	SE	N/A			
21	Shute End/Paddocks Car Park	SE	N/A			
22	St Sebastian's Cemetery	SE	N/A			
23	Woosehill Meadows	SE	N/A			
24	Woosehill Spine Road	SE	N/A			
25	Barkham Rec	SW	N/A			
26	Car Park?	SW	N/A			
27	Car Park?	SW	N/A			
28	Highway site?	SW	N/A			
29	Highway Site?	SW	N/A			
30	Housing site?	SW	N/A			
31	Housing site?	SW	N/A			
32	Laurel Park	SW	N/A			
33	Property site?	SW	N/A			
34	Property site?	SW	N/A			
35	Riverside Park	SW	N/A			

36	Shinfield Cemetery	SW	N/A			
	Averages		N/A			

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EXAMPLE - Randomly Selected Sites 2016

(For average annual Cleaner and Greener and Independent inspection KPI no. 1 and 2)

No.	Site	Area	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec
1		N	N/A			
2		N	N/A			
3		N	N/A			
4		N	N/A			
5		N	N/A			
6		N	N/A			
7		N	N/A			
8		N	N/A			
9		N	N/A			
10		N	N/A			
11		SE	N/A			
12		SE	N/A			
13		SE	N/A			
14		SE	N/A			
15		SE	N/A			
16		SE	N/A			
17		SE	N/A			
18		SE	N/A			
19		SE	N/A			
20		SE	N/A			
21		SW	N/A			
22		SW	N/A			
23		SW	N/A			
24		SW	N/A			
25		SW	N/A			
26		SW	N/A			
27		SW	N/A			
28		SW	N/A			
29		SW	N/A			
30		SW	N/A			
	Averages		N/A			

Inspection Scoring Guidance Notes

0	Failure – Fails to meet the specification standard and no effort has been made to carry out work. Work has been omitted for a considerable time.
1+	Very Poor – Fails to meet the specification standards and requires significant work to reach standards required.
2-3+	Poor – No real effort has been made to meet the specification standard and work has been carried out inadequately.
4+	Very unsatisfactory – Some effort has been made to meet the specification standard but work has been carried out inadequately.
5-6.9	Unsatisfactory – Work has been carried out, workmanship inadequate or frequencies insufficient to meet specification standards.
7- 7.4	Partly satisfactory – Work has been carried out, workmanship not quite to standard or frequencies almost meet specification standards but remain unsatisfactory.
7.5	Satisfactory – Meets specification standard adequately.
8	Good – Meets some specification and good practice standards well, others adequately.
8.5	Very Good – Meets specification standard well.
9	Excellent – Meets specification standard exceptionally well.
10	Outstanding – Meets specification standards exceptionally well and exceeds in some areas.

**EXAMPLE - Wokingham Borough Council Key Representative Sites
Inspection Sheet 2015/16**

(KPI 1)

Scores: 7.5-10 = Green 7-7.4 = Amber 0-6.9 = Red

Site Name :

Task	Comments	Score
1. Grass & Grassland Maintenance		
2. Hedge and Hedgerow Maintenance		
3. Shrub Maintenance		
4. Woodlands, Copses, Thickets		
5. Tree Maintenance		
6. Pond & Lake Maintenance		
7. Ditches, Drains, Watercourses		
8. Planters, Containers & Hanging Baskets		
9. Border Planting and Maintenance		
10. Sports Facilities Maintenance		
14. Infrastructure Maintenance		
15. Open Space Furniture Maintenance		
16. Leaf Clearance		
17. Litter and Detritus		
18. Weed and Pest Control		
20. General Reporting		
Total		

	Divide by number of criteria	
	Average	

ORIGINAL

APPENDIX 2
Inspection
Areas &
Pitches.

– Example
Sheets: Play
Sports

Weekly Football Pitch Inspection Sheet																			
N.B. Any remedial work undertaken to equipment or pitches is to be noted in the comments section																			
Any health and safety issues to be noted below and also reported verbally to WBC Parks Team and noted below in the sign/date box																			
All pitch inspections to be carried out in accordance with Contract Book No 2 of 3 , Clause no 4.2.1.10																			
EAST PARK FARM 1				Yes	No	N/A	COMMENTS/FURTHER ACTIONS REQUIRED												
GOAL POSTS UPRIGHT & SECURE																			
BACKSTAYS IN PLACE & SECURE																			
GRASS CUTTING DUE PRIOR TO NEXT EVENT																			
GRASS WEAR & TEAR, Tick as appropriate				Good	Bad														
LINE MARKING VISIBILITY & ACCURACY																			
PENALTY SPOTS IN PLACE & CLEARLY VISIBLE																			
RESPECT LINES IN PLACE & VISIBLE																			
STONES, LITTER & DEBRIS REMOVED FROM PITCH																			
PITCH CHECKED FOR RUTS/DIPS/HOLES & TRIP HAZARDS																			
DIPS & HOLES BACKFILLED & FIRMED																			
REPAIRS UNDERTAKEN SPORTS PITCHES							Any Repairs undertaken must be added to comments section below												
ROLLING REQUIRED OR RECOMMENDED																			
MOLE HILLS PRESENT ON PITCH																			
WEATHER CONDITIONS		Circle as appropriate			DRY		WET		FROZEN		SNOW		COLD		WARM		HOT		
Comments & Additional Information																			
SIGN				DATE				Time											
WBC Officer Notified Verbally of Urgent Health & Safety Issues																			
SIGN				DATE				Time											

WOKINGHAM BOROUGH COUNCIL ENVIROMENT SERVICES PLAYGROUND INSPECTION SHEET



SITE: -

WEATHER: -

DATE: -

INSPECTED BY: -

Enter a tick against items that pass inspection and a cross against items that fail. Faults that are rectified are classed as having passed

CLASS	Mounting	Frame	Steps & Rails	Shute	Seats	Chains	Shackles	Bolts	Bearings	Pivot	Paintwork	Rubber (SURFA)	Bark (SURFB)	Graffiti	Greased	Self-Closing	Bins Empty	Litter Pick	ACTION / VANDALISM REPORT
SEAT	SEATS																		
SIGN	SIGNS																		
FENC	FENCE & GATES																		

COMMENTS

PARTS TO BE ORDERED

To be forwarded to the Play Development Officer within 5 working days of the inspection

Signature _____

APPENDIX 3 – Southlake Dam Information & Surveillance Checklist

Southlake (Nightingale Road, Woodley) is retained by a 4.4m high embankment dam which falls under the Reservoirs Act 1975. As such the dam is inspected by Site Engineers to oversee the continuing integrity of the earth works, outflow and other general conditions.

The below Surveillance Checklist is required to be completed at the frequency contained within so that any issues which may affect the safety of the dam are detected and dealt with promptly by the Service Provider. Each month the completed form shall be filed alongside the Prescribed Form of Record (blue book) for the reservoir, which will be held at the Service Provider's depot.

Piezometer recordings are required at the intervals detailed on the Surveillance Checklist and are located at the rear of the reservoir embankment (access to the embankment is through private property in Burgess Close). The recordings shall then be logged.

The Service Provider will also be required to take regular recordings of the reservoirs 'Water Level' using the Water Depth Gauge by the spillway.

All recordings will be kept up to date by the Service Provider and will be made immediately available to the Authorised Officer and Site Engineer on request. However, the Service Provider shall submit the Surveillance Checklist each month to the Authorised Officer.

In the event that there is an abnormal change when taking a reading, the Authorised Officer and Site Engineer shall be alerted immediately and a report be made available within 1 hour.

The Service Provider needs to maintain the dam in as clear a state as possible. Fly tipping shall be removed and the Authorised Officer notified. Litter and detritus removed. Pathways are cut through the current vegetation so that the Site Engineer can have a clear view the embankment surface; it is a requirement that this area is maintained so that inspections can continue satisfactorily.

The Service Provider shall make available the Senior Supervisor or Contract Manager for twice yearly meetings with the Authorised Officer and Site Engineer.

Upon discovery, holes and burrows shall be recorded then dug out and back filled with hogging and capped with topsoil. It is recommended that the Service Provider keep a supply of hogging (Type 2 Scalpings or similar) on site in an agreement with the Authorised Officer.

The perimeter of the dam shall, as much as possible, be maintained securely, and the screening kept in good order so as to prevent complaints from residents and the walking public.

The Service Provider must maintain adequate access to the 2 chambers in line with the outflow.

The Service Provider will be required to clear litter and detritus from the margin of the reservoir extending 2m from the bank.

Wokingham District Council South Lake Routine Surveillance Checklist

DRAFT SHEET FORR COMMENT 04/06/14

Date: Inspected by:

Summary of recent weather:

Introduction

South Lake is retained by a 4.4m high embankment dam which falls under the Reservoirs Act 1975. This surveillance checklist is required to be completed at the frequency stated below so that any issues which may affect the safety of the dam are detected and dealt with promptly. Each month the completed form should be filed alongside the Prescribed Form of Record (blue book) for the reservoir, which is held at the Maintenance Contractor's depot in Wokingham (Quandron, Unit 4, Station Road, Wokingham).

PART 1 - To be completed weekly

- Visit the spillway at the left-hand end of the reservoir

Record water level in reservoir

Date	cm on gauge board	Approx. depth over spillway crest (visual estimate)
Week 1:		
Week 2:		
Week 3:		
Week 4:		

Comments:

- 60cm on the gauge board is approximately level with the spillway crest.
- Water levels also need to be entered into the Prescribed Form of Record (blue book) for the reservoir, which is held at Maintenance Contractor's depot in Wokingham.
- Notify the Supervising Engineer if the level exceeds 80cm on the gauge board.

PART 2 - To be completed monthly unless:

- (i) the water level is 5cm or more above the spillway crest, or
- (ii) any 'yes' responses have been made within the last two monthly surveillance reports, in which case it should be completed weekly

- Walk along entire length of embankment crest and downstream toe.
- If anything adverse is noticed (i.e. if any of the responses below are 'yes') then notify the Supervising Engineer (contact details below).

Record Piezometer levels

	Top piezometer	Bottom Piezometer
Depth to water (m)		
Normal maximum (m below cap level)	2.2	0.51

	Yes	No	Comments
Are recorded water levels higher than the normal maximum (i.e. depth readings less)?			

Check reservoir and spillway entrance:

	Yes	No	Comments:
Is the grill over the spillway blocked or obstructed?			
Is there any debris within the reservoir which could wash down and block the spillway?			
Have the concrete filled sandbags either side of the spillway entrance deteriorated or moved?			
Is there any evidence of increased movement at the spillway wing walls?			

Check sheet piles and upstream face:

	Yes	No	Comments:
Is there any evidence of movement of the capping beam?			
Is there any evidence of settlement or erosion of the ground behind?			
Are there any signs of vermin activity (Moles, Rabbits etc.)?			

Check upstream slope of dam and crest path:

	Yes	No	Comments:
Is there any evidence of settlement or movement?			
Is there any evidence of cracking or gullying?			
Do any of the trees appear unhealthy, unbalanced or unstable?			
Is there any evidence that the crest has overtopped?			

Check toe and downstream slope of dam:

	Yes	No	Comments:
Are any of the cleared paths blocked or inaccessible?			
Are there any signs of new active vermin activity (particularly badgers)?			
Has any additional garden waste been tipped?			
Is there any evidence of settlement or movement?			
Is there any evidence of cracking or gullying?			
Is there any sign of water emerging from the manhole cover at the downstream toe? (no need to lift cover)			
Are there any signs of leakage or erosion of fine soil particles from the dam?			

Supervising Engineer contact details:

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APPENDIX 4 – Minor Repair Guidance: Infrastructure, Furniture and Play Areas/Equipment

General

All minor repairs will be carried out and recorded in a partnership working approach. The Authorised Officer will be kept updated on an agreed basis on all minor repair work. The Service Provider will be required to keep a log of minor repairs, and this shall be submitted monthly to the Authorised Officer for review.

The Service Provider shall make provision to carry all necessary equipment to carry out minor repairs as part of this contract.

Minor repairs, include but are not limited to, repairs to paths/roads/hardstanding's, bridges, play equipment, open spaces furniture, sports surfaces and equipment (including nets), grass verges, signs etc.

Any feature associated with the contract shall not be a source of Justified Complaint and/or Claim. The Service Provider will make safe and/or remove from site any damaged feature or items upon report or discovery.

The Service Provider is expected to carry out minor repairs within the contract price. 'Minor' equates to work that would typically only take 1-2hrs for up to two staff: e.g. typical examples would include, but are not limited to;

- Up to 0.2 cubic metres repairs to pathways/roads/car parks/other hard standing/amenity grassland/sports surfaces
- Up to 3m of timber replacement on benches/bridges etc.
- Removal of offensive graffiti off all features within contract
- Straightening and resetting of any leaning posts
- Loosening and retying/removal of tree ties
- Up to 5 linear metres of pointing in brickwork, paving etc.
- Relay up to 1sq/m paving which is loose/unsafe
- Repair/replace padlock as supplied by Authorised Officer

Play Areas/Equipment:

Minor repair/maintenance on play and young people's equipment and facilities includes but are not limited to;

- Wet-pour repairs up to 40 cm squared, gluing down loose tiles, repairing holes in tiles up to 10cm squared
- Replacing small items such as, split links, roll pins, nuts, washers, bolts, etc. (See Appendix 6)
- Minor welding
- Filling of holes, eroded areas, etc. to make good soil/turf/tarmac/paving surfaces
- Holes in chain link fencing, re-stapling of chain link and weldmesh fencing

- Installation of replacement parts as provided by the Authorised Officer, such as swing seats, chains, bearings, retaining boards, nets, ropes, flooring, roofing etc.
- Oiling/greasing, hinges, bolts, locks, roundabouts/rotary equipment etc.
- Repair/replace padlocks as supplied by Authorised Officer.
- Repair/replace timber slats and/or wooden fencing.

The Authorised Officer shall be made aware immediately when a request for a minor repair requires more substantial work.

The Service Provider is typically expected to carry out play area minor repairs/maintenance within the contract price.

The Service Provider will be required to keep a record of minor repairs/maintenance, and this shall be outlined in the weekly inspection sheets.

APPENDIX 5 – Fencing, Gates and Styles: Minor Repair Guidance

All minor repairs to fencing/gates/styles etc. will be carried out and recorded in a partnership working approach. The Authorised Officer will be kept updated on an agreed basis on all minor repair work. The Service Provider will be required to keep a log of minor repairs, and this shall be submitted monthly to the Authorised Officer for review.

The Service Provider shall make provision to carry all necessary equipment to carry out minor fencing repairs as part of this contract. The service is responsible for many types of fencing situated in various settings. Fencing repairs shall be carried out by competent and adequately trained staff.

The Service Provider is typically expected to carry out minor fencing repairs within the contract price. 'Minor' equates to work that would typically only take 1-2hrs for up to two staff: e.g. typical examples would include, but are not limited to;

- Up to 3m of damaged trip rail/styles/kissing gates
- Up to 6m of post and rail fencing
- Up to 2m Straightening and re-wiring chain-link fencing
- Bolts/hinges/latches/locks on all types of gates

If the work is considered to be more substantial, the Authorised Officer shall be made aware so that appropriate action can be taken.

The Service Provider shall keep a log of minor fencing repairs, and this shall be submitted monthly to the Authorised Officer for review.

APPENDIX 6 – Play Area Additional Information

Replacement Parts / Items

To be provided by Authorised Officer/installed by Service Provider

Specific manufacturer's parts including (but not exclusively):

- Swing chains, bearings and shackles
- Swing seats (including inserts)
- Wooden panels/step slats/log cladding/fence slats/seat slats/floor panels etc.
- Play equipment seats, handles and footrests (e.g. for rocker, springers etc.)
- Ropes (e.g. for nets and adventure trail equipment)
- Rubber tiles
- Padlocks for gates etc.
- 'No Dogs' signs
- Play Area signs, site names etc. (excluding maintenance warning signs)
- Heras Fencing (for safety purposes etc.)
- Timber and/or retaining boards

TO BE PROVIDED BY THE SERVICE PROVIDER

Including (but not exclusively)

- Standard and tamper-proof nuts, bolts, screws, bolt covers, pop rivets etc. (all to be zinc plated, galvanised or stainless steel)
- Quicklinks and split links
- Cement
- Lubricants
- Paint (including primers, rust sealants etc.)
- Preservative stain
- Graffiti remover
- Disinfectant
- Rubber buffers for gates
- Tile adhesive and bond
- Wetpour for repairs (granules and resin)
- Wood filler and metal filler
- Protective fencing (orange, high visibility plastic, warning barrier type)
- Maintenance warning signs and fixings – MUST be of a design approved by the Authorised Officer
- Adhesives including screw/bolt fixing adhesive
- Cable-ties
- All tools required for the Specific Works (e.g. grease guns, drills, sanders, tools for tightening tamper-proof bolts etc.)

- Adequate equipment/tools to immobilise any piece of play equipment (e.g. chains, padlocks)
- Loosefill surfacing (bark nuggets) up to 180 M³ per annum

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Play Area Signage

The Service Provider will supply and fix signs to inform the public of the reasons/issues related to any works e.g. emergency works/refurbishment/de-commissioning/vandalism/damage etc.

Suitable signage will be agreed with the Authorised Officer prior to being installed. Signs must be designed to enable them to be securely fixed to/positioned on an individual item of equipment and/or gates or railings.

Signs must be weatherproof and sufficiently durable for any weather conditions, e.g. aluminium. Cardboard or similar flimsy material is not acceptable.

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APPENDIX 7 – Archery

Marking out Archery range

As Archery Ranges are an unusual feature the information below is intended as a guide but the Service Provider is expected to carry out their own checks to ensure the range is marked out in accordance with the GNAS guidelines.

The Cantley Archery Range is marked to allow the archers to shoot towards the north.

Target line marking will take place at 10, 20, 30, 40, 50, 60, 80 and 100 yards (solid line) from the Shoot Line if imperial target lines are requested and at 10, 15, 20, 30, 40, 50, 60, 70 and 90 metres (dashed line) from the Shoot Line if metric target lines are requested. The maximum tolerance permitted under GNAS rules are plus or minus 6 inches up to and including 50 yards and plus or minus 12 inches above 50 yards if target lines are imperial and plus or minus 15 cm up to and including 50 metres and plus or minus 30 cm above 50 metres if the target lines are metric. The Service Provider shall normally work to within half these tolerances to avoid any problems.

The shooting line is marked in an east to west layout and would normally extend to 75 metres. A wait line shall be marked 5 metres behind the shoot line and a tent line a further 5 metres behind the wait line.

Range Preparation

Prior to each archery shoot (or weekly whichever is sooner) during the playing season, the Service Provider shall be required to inspect the range. At each inspection any stones, flints, litter or other debris found on the range shall be collected and removed from site. Glass or other harmful debris shall be removed immediately.

Following each shoot, the Service Provider will repair and aerate any damaged areas.

APPENDIX 8 – Synthetic Pitch

The Service Provider shall inspect the artificial surface and surrounding fence and gates on a weekly basis. The Service Provider shall Report to the Authorised Officer immediately any faults or damage that requires attention.

Using the manufactures guide, the synthetic pitch shall be maintained to the manufactures/installers (McArdles Guide, see Appendix 10 on USB Memory Stick) recommendation in the manner to ensure that the pitch adheres to the relevant sporting bodies' requirements. The equipment the Service Provider intends to use on the artificial pitch shall be approved by the Authorised Officer prior to use and will comply with the manufacturer's recommendations.

Manufacturers Recommended Maintenance Regime

ACTIVITY	FREQUENCY	
	Minimum	Recommended
DRAG BRUSHING / GROOMING	Weekly	Twice Weekly
LEAF/FLORA COLLECTION	As Required	Weekly (In Season)
PITCH INSPECTION TO INCLUDE SEAMS / GENERAL CONDITION	Monthly	Fortnightly
CHEMICAL WEED/MOSS TREATMENTS	As Required	Quarterly
OUTSOURCED SPECIALIST MAINTENANCE	Half Yearly	Quarterly
FACILITY INSPECTION REPORT	Annually	Half Yearly
LINE MARKING (FOR PAINTED LINES)	As Required	As Required
CHECK DRAINS AND CESSPITS / WALK ON MATS / FENCING	Annually	Half Yearly

The Service Provider shall supply and apply and work the sand in to all areas of the artificial surfaces any additional sand requiring. The Authorised Officer will approve the sand.

APPENDIX 9 – Pricing Guide

Introduction

The contract will be awarded on the basis of the Most Economically Advantageous Tender (MEAT), subject to an overall budget cap for core work, as described below. Additional sums are available for a reward/payback system. A reserve fund for unforeseen ad hoc work is available, but not guaranteed.

Over the course of contract term there is a requirement for the Service Provider to work closely with the Authorised Officer to identify efficiency savings which can be used to enhance the service elsewhere or be taken as direct savings by the council. The council will need to consider the transfer of assets and devolved management to town and parish councils during the course of the contract term. In addition, the area will see housing development growth currently forecast to be around 30,000 new dwellings with associated green space, most of which is likely to be adopted by WBC. There is therefore an essential need for a high degree of flexibility and a partnership approach.

General Guidance

The contract is subject to a budget cap of REDACTED for core work in year 1 (2016-17).

In addition, there will be a reward/payback sum of REDACTED available for achievement of KPIs.

Bids that exceed the cap for core work may be deemed to be non-compliant and would not be evaluated further. In addition, there will be some requirement for ad hoc work on an open-book basis. The amount of work will fluctuate from year to year depending on a wide variety of factors. Ad hoc work cannot be guaranteed. Ad hoc work is funded separately to the core work and will be awarded, as necessary, in accordance to the rates submitted by the Service Provider in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

The agreed amount for core work will be paid in 12 equal monthly instalments.

The reward sum will be a single payment, based on the achievement of KPIs as outlined in Appendix 1, paid after the evaluation and agreement of performance for the preceding year.

All ad hoc and additional work will be paid as an additional sum, added to the regular monthly payment, in the month following successful completion of the work.

NOTE: The figures below are offered for GUIDANCE ONLY. They do not constitute a specification or a list of requirements or suggested work patterns. The Council requires innovative and creative approaches to achieving the specified standards described in the Operational Tasks, both at tender stage and throughout the contract. The council is seeking improved quality standards within the agreed expenditure.

The Council recognises that the approach it wishes to adopt in this contract requires an element of interpretation and flexibility. In order to assist the Service Provider, the following information indicates typical work regimes based on historical performance.

1.1. Operational Task 1 (Grass Cutting)

WBC currently cuts grass as follows;

- The majority of grass in the borough is currently 'General Grass' which is cut monthly during the growing season. It is often the case that this level of frequency is not appropriate during different times of the year. The Service Provider shall offer flexibility in relation to the input required to deliver an appropriate grass cutting service throughout the year.
- Sightline verges are cut 4 times per year
- The majority of 'Grassland' regime is currently cut and not cleared. However there is an ambition to increase floral diversity. The Service Provider is asked to seriously consider an equipment mix and disposal arrangements (preferably composting) which will allow for increasing the quantity of Grassland areas and especially cut and clear areas, over the course of the contract.

1.2. Operational Task 2 (Hedge and Hedgerow Maintenance)

- Hedges are cut on an annual basis.
- There is an ambition to use the typologies more widely. The Service Provider will work with the Authorised Officer to identify appropriate typologies.

1.3. Operational Task 3 (Shrub Maintenance)

- Listed shrub beds are cut on an annual basis.
- There is an ambition to use the typologies more widely. The Service Provider will work with the Authorised Officer to identify appropriate typologies.

1.4. Operational Task 4 (Woodlands, Copses and Thickets)

- Currently no core work; only managed on an ad hoc basis i.e. when causing sightline, access or damage issues.

1.5. Operational Task 5 (Tree Maintenance)

- There is a small amount of ground level work relating to tree maintenance. For information, currently the council is spending approximately REDACTED on epicormic growth, and REDACTED on planting new trees including post planting tree per annum.

1.6. Operational Task 6 (Ponds & Lakes)

- Inspection as core work, other work on ad hoc basis only. Exception Southlake, see Appendix 4.

1.7. Operational Task 7 (Ditches, Drains and Watercourses)

- Ditch vegetation clearance is carried out once a year on critical/specified sites. Drains and watercourses are only managed on an ad hoc basis.
- There is an ambition to move towards more biodiversity friendly methods. The Service Provider will work with the Authorised Officer to identify appropriate methods.

1.8. Operational Task 8 (Planters/Containers/Hanging Baskets)

- There are only 2 small planters (at Shute End) currently in contract. These shall be an exceptional example of container planting.

1.9. Operational Task 9 (Border Planting and Maintenance)

- There are 16 ornamental borders on sponsored highway roundabouts.
- There is an ambition to raise horticultural and biodiversity standards within ornamental borders. The Service Provider will work with the Authorised Officer to identify appropriate changes to sustainable prairie planting.

1.10. Operational Task 10 (Sports Facilities Maintenance)

- See Quality Standard

1.11. Operational Task 11 (Attendant Duties)

- Cleaning between match fixtures/bookings is carried out within the core value.
- A price in Annex F Lot 2 Pricing Schedule – Schedule of Rates is required for general cleaning.
- As a guide, in 2014/15 hours spent attending were as follows;
 - 200 hours weekdays (07:00-17:00)
 - 600 hours weekdays (17:00-22:00)
 - 800 hours weekends

1.12. Operational Task 12 (Cemetery Maintenance)

- Currently there are attendant duties performed (avg. 25-35 interments per year) by the Service Provider.
- Other cemetery services shall be priced for separately in Annex F Lot 2 Pricing Schedule – Schedule of Rates.

1.13. Operational Task 13 (Play area/Youth Provision Repair Maintenance)

- There are 100 play areas (see Appendix 10)
- Operational safety inspection, minor repair and maintenance of 5 play areas is carried out twice weekly.

- Operational safety inspection, minor repair and maintenance of 95 play areas is carried out once a week.
- Play Areas with bark surfacing currently receive two 90cubic metre top ups per annum.

1.14. Operational Task 14 (Infrastructure Inspection and Maintenance)

- See Appendix 4/5 for repair guidance.

1.15. Operational Task 15 (Open Spaces Furniture Maintenance)

- See Appendix 4/5 for repair guidance.

1.16. Operational Task 16 (Leaf Clearance)

- Currently hard standing on property sites, Cantley Park, tennis courts, cemeteries are cleared once per year.

1.17. Operational Task 17 (Litter and Detritus)

- See quality standard.

1.18. Operational Task 18 (Weed and Pest Control)

- Core work currently includes an annual weed killer/moss killer application on all shrub beds, tennis courts, cemeteries, hard surfaces.
- The council will likely approve the use of residual herbicides such as Flazasulfuron.
- The Service Provider is likely to have to deal with half a dozen wasp nests per year and occasional moles on sports pitches annually.

1.19. Operational Task 19 (Winter Operations)

- See Quality Standard.

1.20. Operational Task 20 (General Reporting)

- See Quality Standard.

1.21. Operational Task 21 (Customer Relationship Management)

- Requirement to have compatible systems with Microsoft Dynamics and other e-technologies.
- Requirement to supply sufficient employee resources to deal with customer contact.
- See Quality Standard.

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