



Volume Two - Specifications  
 Lot 1: Wandsworth Borough Council -  
 Provision of Grounds Maintenance, Play Area  
 Inspection and Maintenance and Nature  
 Conservation Maintenance, Cemetery  
 Maintenance & Burials and Litter Collection  
 and Site  
 Lot 2: The London Borough of Richmond  
 Upon Thames (Richmond) - Grounds  
 Maintenance and Play Area Inspection and  
 Maintenance

February 2025 – January 31 (plus 6-year extension)

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## **Section 1: Background**

The London Borough of Richmond upon Thames and London Borough of Wandsworth both have a local and national reputation for the leadership and delivery of high-quality parks, offering a range of excellent user experiences. The protection, improvement and management of these spaces are of primary importance to residents in both Borough's, who consider the quality of their environment as a priority. Both Councils have a strong and very active 'parks culture', with Parks and Open Spaces highly valued as the hub for visitors and local communities for activities, events, sports, and relaxation. This 'parks culture' is a strong contributing factor in much of the policy and decision making within both Councils.

Both Councils are very proud of their achievements and leadership within Local Authority green space management and are both committed to maintaining and improving their existing high standards and developing appropriate collaborative relationships.

Both Councils embrace innovation, with the aim of continually improving services, facilities, and experiences. Both Councils have embraced the opportunity to 'think bigger' via joint commissioning, and together have created an output-based contract specification which will produce high standards in the maintenance of its Parks and Open Spaces, support the delivery of the Strategic Principles, realise savings, and help ensure flexibility in the management of service delivery.

### **Section 1a: London Borough of Richmond upon Thames**

The London Borough of Richmond upon Thames has the largest area of public open space per head of population of any London Borough. More than one third of the Borough is open space amounting to a total area of over 2,000 hectares. The Council's Parks Team is directly responsible for the management of over 25% of this land. The remainder is made up of iconic parks and landscapes including the Royal Botanic Gardens at Kew, Richmond Park, the Thames Path, and Marble Hill Park. This network of parks and open spaces is one of the defining characteristics of the Borough and reflects the changing heritage of its community.

The London Borough of Richmond upon Thames is committed to sustaining the high-quality standards of its parks, and since 2005 the Council has invested several million pounds in park improvements, creating a legacy of excellent parks which are amongst the best in the country, as recognised by a series of prestigious awards including 'Green Flag' and a consistently high position in the Parks for London table. Every park and open space across the Borough have received investment, ranging from enhanced children's play, improvements in path surfacing, furniture and signage, and significant programmes focused on sports and pavilions.

The London Borough of Richmond upon Thames prides itself on providing safe, accessible, and stimulating parks and open spaces which are welcoming to all users, and the Parks Team listens to its residents and stakeholders to ensure our parks continue to provide high-quality facilities for all. The Boroughs 'Friends' and other community groups are one of the greatest strengths of parks and open spaces in Richmond, and the Parks Team at the London Borough of Richmond upon Thames currently engages with over seventy active groups. The strong relationship between the Borough

and its 'Friends' and other community groups and the level of participation by local people in parks and open spaces has been instrumental to its success.

The quality of the Richmond's environment and how it is managed is of paramount importance to its residents, visitors and the wildlife that depends on the diverse habitats found within the borough.

The Parks Team is dedicated to creating biodiverse, climate-adapted spaces for people and wildlife, and has an ambition to maximise its contribution to tackling the climate and nature emergencies.

To ensure the quality of Parks and Open Spaces in Richmond remain at a high level, a series of eight Strategic Principles by which Parks and Open Spaces will be managed has been developed through public consultation:

### **Strategic Principles**

The eight revised principles are:

- 1) Our parks and open space management will have biodiversity, climate change and sustainability at the forefront.
- 2) Community participation with our Friends and Community Groups will continue to be encouraged and supported.
- 3) Our parks will promote active, healthy living and social inclusion for people of all ages and abilities.
- 4) The management of Parks and Open Spaces will create a sustainable legacy for future generations.
- 5) The quality of our Parks and open spaces will continue to define the London Borough of Richmond upon Thames.
- 6) Richmond will lead in the delivery of excellent parks and open spaces services.
- 7) Through innovation, the future development of the parks will be ensured.
- 8) Richmond's Parks will offer positive experiences to all visitors.

## **Section 1b: London Borough of Wandsworth**

The London Borough of Wandsworth is one of the greenest inner London boroughs. Wandsworth is well known for the variety of high-quality greenspaces across the borough such as Wandsworth Common, King Gorges Park, Tooting Common and the iconic destination Battersea Park.

The Grounds Maintenance contract covers an area of approximately 1600 acres and includes parks commons, cemeteries sites, burial grounds, road verges, social services sites, and pocket parks. Wandsworth is a growing borough, with significant new developments such as those at Battersea Power Station and Armoury Way increasing resident and visitor numbers. The borough places significant value on the important role parks play in the lives of local people. The council have provided resources to ensure all greenspaces are maintained to the highest quality and receive regular investment and improvement.

Current satisfaction rates are high in Wandsworth with over 80% of people rating the quality of greenspaces as Good or Very Good, and of those surveyed, almost half visit a local park every day. Wandsworth has retained and increased the number of Green Flag and London in Bloom Awards year on year which reflects the ambition on the borough to continue to lead on high quality spaces that support the needs of residents and provide a vital resource to support nature, biodiversity, sport, and recreation.

Wandsworth has over 3000 recorded species across 24 identified habitat types. This rich mix of biodiversity is supported and protected through robust management practices which places nature at the heart of all maintenance and improvement projects, reflected in the wishes of residents.

The Wandsworth Parks team and greenspace partners have strong relationships with local communities and continually consult with stakeholders and Friends groups to ensure any concerns are shared and addressed, and that all works carried out in greenspaces are a collaborative effort designed to support local needs.

The key aims for the boroughs parks and open spaces are summarised in the Wandsworth Parks Strategic Objectives below:

**1. Parks for sustainability**

Greenspaces are recognised for their valuable contribution in addressing the climate emergency, the global decline in biodiversity and the needs of an increasing population. All spaces will be managed to positively address these challenges.

**2. Parks for healthy lives**

Understanding that parks play a crucial role to users for sport, play, exercise, and recreation means that parks can have lifelong impacts to physical and mental wellbeing.

**3. Parks for biodiversity**

Greenspaces provide a significant role in supporting existing species and habitats. All greenspaces will be managed with biodiversity protection, connectivity, and improvement at the heart of all management decisions.

**4. Parks for quality and excellence**

An innovative approach will be taken to continuously improve all greenspaces. Identifying and responding to the need for ongoing financial investment, seeking mutually beneficial partnerships and championing industry best practice will ensure parks continue to provide exciting, relevant, and meaningful experiences for all users.

**5. Parks for the community**

Creating long term partnerships with Friends groups, stakeholders and community groups will help engage local communities into an active involvement in their local parks. Understanding the needs of all users is a priority in driving management decisions.

**6. Parks for collaboration**

Recognising the valuable contributions of local people, stakeholder groups, contractors and park management professions Wandsworth will continue to encourage open and continuous communications about plans for parks with all.

#### **7. Parks for education, culture, heritage, and events**

The individual landscape character and historic importance of Parks will be championed and protected by ensuring users understand the landscapes around them. Parks will continue to provide a space for users to connect, explore, learn, and celebrate.

## **Section 2: Output Based Requirement**

To achieve the best possible service, utilising the knowledge and experience of specialist contractors as well as the Councils knowledge and expertise in delivering high quality services, the London Borough of Richmond upon Thames and London Borough of Wandsworth are tendering this opportunity as an output-based specification.

This output-based requirement provides a description of the contracts components and the minimum expectations required by both Councils. It is not intended to be a prescriptive set of instructions defining how requirements are to be achieved, nor is it a description of the equipment, assets, infrastructure, facilities, and other resources Tenderers will need to deliver the contract.

This output-based approach is designed to be succinct, in defining both the service level expectation and the key delivery outcomes, referred to as quality measures, and is intended to give Tenderers full choice and flexibility in how they propose to meet the Councils requirements. Tenderers are encouraged to be innovative and creative in relation to proposed service delivery methods.

The Tenderers responses to the Requirement will take the form of four method statements for Richmond:

Contract Element 1: Grounds Maintenance

Contract Element 2: Play Inspection & Maintenance

Contract Element 3: Nature Conservation Maintenance (optional for Richmond)

Contract Element 4: Cemetery Maintenance & Burials (optional for Richmond)

The Tenderers responses to the Requirement will take the form of five method statements for Wandsworth:

Contract Element 1: Grounds Maintenance

Contract Element 2: Play Inspection & Maintenance

Contract Element 3 Nature Conservation Maintenance

Contract Element 4: Cemetery Maintenance & Burials

Contract Element 5: Litter Collection (Including optional Recycling Provision) \* Wandsworth only \*

They will encompass the whole bid, and a set number of technical components which vary between the contract elements.

Tenderers are required to provide as much detail as possible in their Method Statements, covering the full range of activities to be undertaken. Both Councils are looking for a complete solution in the service areas covered by each contract element. Specific named activities within each contract element – the technical Components – require an individual response but all other activities should be covered within the relevant generic method statement. For clarity, it is suggested that Tenderers should make sure that their bids include a list of those activities included in the bid and ensure that detail for each is being submitted.

### **Section 3: General Principles and Standards**

This section outlines the general, overarching values, principles and standards that will apply to any contract awarded through this Tender exercise and is provided in addition to the Generic Method Statements guidance and Specific Requirements outlined in Sections 4 and 5 respectively.

Parks and Open Spaces users demand and expect high standards and Tenderers who are successful in being awarded a contract as the result of this Tender exercise will be required to provide exceptionally high-quality services with pride and professionalism, in a spirit of collaborative working that will generate compliments from users and the Councils rather than be a source of complaints, with Tenderer management and staff expected to:

- Promote and demonstrate support of the Strategic Principles, the vision, values and priorities of both Councils and the aims and objectives of all relevant strategies and programmes, e.g. Green Flag Standards and Awards, Parks for London Green Space Quality Manual, Richmond Biodiversity Action Plan, Nature Conservation Programmes.
- Promote and encourage community involvement by actively supporting community groups, volunteers and other residents who wish to become engaged in Parks and Open Spaces issues and activities.
- Promote a culture of excellence in customer service; be open and approachable to residents and users of Parks and Open Spaces; proactively respond to incidents, enquiries and complaints, and where possible resolve issues as they arise.
- Promote tidy, responsible, and appropriate work practices, and high safety standards. Carry out all work within Parks and Open Spaces with the least inconvenience to users; remove debris or by-products as soon as is practicable and no later than the end of the working day; report defects to the Councils or other contractors; carry out high quality self-monitoring in accordance with the Contract Performance Pack '*Volume 2 – Performance Pack (Lot 1 or Lot 2)*' (B1. Performance Monitoring and Performance Review).

Tenderers are expected to be cognisant of and compliant with all relevant British (BS), European Standards (EN), International Standards (ISO), relevant legislation and Industry Specific guidance and directives governing the provision of services tendered for. Both Councils recognise that such standards are continually revised and at times existing standards may be superseded, in which case the most current standard shall be applicable. Tenderers must clearly indicate in their tender proposal which standards are applicable and confirm compliance with them.

## **Section 4: Generic Method Statements**

Not used

## **Section 5: Contract Element Specific Requirements**

This Section outlines the high-level contents of each contract element covered by this procurement exercise. Each contract element description begins with an indicative list of the activities included.

Each contract element description also includes the minimum service level expectations for several components which are of particular importance to both Councils, and which have been selected for detailed technical evaluation.

Both Councils are looking for Tenderers to provide a complete service solution and to demonstrate this throughout their bid. The description of the contents in each contract element and the components selected for evaluation are indicative only and not intended to be prescriptive or exhaustive – i.e. the content of contract element is not limited to the contents listed or the components selected for evaluation.

Tenderers have a duty to satisfy themselves that their submission addresses all aspects of both Councils requirements and that it is clear of what is included in the price, and what is not. The London Borough of Richmond upon Thames and London Borough of Wandsworth will assume that everything is included in the price unless it is stated otherwise.

The General Principles and Standards outlined in Section 3 are applicable to all contract elements.

Tenderer's Method Statements for the technical components must include details of how they will meet the stated service level and deliver the outcomes described: e.g.

- Height and quality of ornamental, amenity, nature conservation, and sports grasses
- Frequency of cuts, planting, and repair
- Line marking and maintenance of playable sports surfaces
- Manage, improve, conserve biodiversity, and protect wildlife
- Unambiguous, robust, and auditable quality management system incorporating a self-monitoring process including Key Performance Indicators and effective reporting regime.

These points are not intended to be prescriptive, all-inclusive, or exhaustive and do not provide examples for all contract elements but are provided to highlight the flexibility afforded to Tenderers in terms of submitting proposals to the Councils.

## **Section 6 – Leases (Wandsworth)**



The Council shall grant, and the Contractor shall take a lease in relation to the following premises for a term commencing on the Commencement Date upon the terms and subject to a yearly rent of a peppercorn per annum (if demanded) and other covenants as reasonably required by the Council:

LEASE of land and premises designated by the Council in the London Borough of Wandsworth at:

- a. Tooting Common Store Yard by Dr Johnson Avenue London SW17
- b. Tooting Common Staff Yard by Dr Johnson Avenue London SW17
- c. Wandsworth Common Store Yard by Baskerville Road London SW18;
- d. Putney Vale Cemetery, Roehampton Vale in the London Borough of Wandsworth, SW15;
- e. Wandsworth Cemetery, Magdalen Road in the London Borough of Wandsworth, SW18;
- f. Battersea New Cemetery, Lower Morden Lane in the London Borough of Merton; and Battersea Park Staff Yard and Storage Area by Albert Bridge Road, London, SW11

## **Contract Element 1: Grounds Maintenance**

### **Includes, but not limited to, the following activities:**

Grass Cutting, Highway Grass Verges, Vertical Cutting, Path-Side Strips, Hedge Cutting, Turfing, Overseeding, Fertilising, Verti-Draining, Edging, Herbaceous Borders, Soft Landscaping, Shrub & Rose-bed Maintenance, Carpet Bedding, Bedding Supply and Maintenance, Sustainable Planting Scheme Maintenance, Bulb Planting, Wildflower Meadows, Exterior Planting Displays, Line Marking, Running Track Marking and Maintenance, Pitch Provision and Supply and Maintenance of Equipment and Facilities, Pitch Renovation and Repair, Cleaning and Management of Toilet, Changing Facilities Parks office buildings, and Drinking Fountains, Fine Turf, Selective Weed Control, Parks & Cemetery Locking and Unlocking, Sports Bookings, Hard Landscaping, Miscellaneous Parks Infrastructure Works, Supply, Installation and Maintenance of Signage, Fencing, Gates, Bollards, Benches and Furniture and any other service or commodity the Authority deems appropriate for this contract element.

### **Introduction**

This contract element covers the most visible and defining aspects of parks and requires a very high quality and professional approach to achieve the quality results that are expected.

### **Richmond**

- It includes operations required in the provision of horticulture, sport and other grounds maintenance services within the borough's Council-managed parks and open spaces, including the river Thames towpath as well as on the public highway and on Council facilities such as schools and leased sites.
- Litter collection is included in the Council's Street Cleansing Contract
- The Council currently holds 21 Green Flag Awards and manages all its parks and open spaces to a consistently high standard, which is evident from satisfaction rating of 93% returned from users in our biannual Parks Customer Satisfaction Survey carried out in 2023.

### **Wandsworth**

- It includes operations required in the provision of horticulture, sport and other grounds maintenance services within the borough's Council-managed parks, Commons, and open spaces, as well as on the public highway and on Council facilities such as social services and leased sites.
- The Council and its Contractors currently holds 6 Green Flag Awards, have received awards from London in Bloom and manages all its spaces to (at least) these standards.
- Parks users survey carried out in 2023 showed 82% of users rate Wandsworth parks quality as good or very good.

## **Generic Method Statements: Contract Element 1 Specific Information**

Specific guidance for this Lot (see Section 4 for general guidance, on page 6):

### **Method G1: Overview and Mobilisation**

- All vehicles to be liveried in line with London Borough of Richmond upon Thames and London Borough of Wandsworth corporate standards and to be no more than six years old at any point in the contract.
- All personnel are to be always uniformed and wearing appropriate personal protective equipment when working.
- Ensure any shared or extra resources required for Contract Element 4 – Cemetery Maintenance and Burials (Richmond), are clearly shown so it is clear what the bid looks like with or without that option.

### **Method G2: Contract management and Continuous Improvement**

- A defect reporting procedure must be embedded in the day-to-day procedures for all staff / teams as part of task / site visit records. Defects to be recorded and reported are not limited to the contents of the contract but to any hazard or fault seen. A list of reported defects or concerns should be produced daily for the Client, with specific location, description, and photographs. Where defects are within the scope and authority of the Contractor, works should be planned and actioned without Client approval. Failure to report a defect will be seen as a default.

- It is proposed that the 'Parks for London' Green Space Quality Manual is used for self-monitoring by the Contractor and by the Client Officers. It is also proposed that external monitoring by 'Friends' groups and other stakeholders be undertaken using the Parks for London Green space Quality Manual.

### **Method G3: Business Continuity and Incident Management**

- This contract is generally classified as 'service type C' and must be capable of resumption within 3 days of service disruption.
- The contractor will inform the authorised officer immediately upon notification of any incidents that impact the contractor's ability to carry out day to day operational requirements and provide contingency planning. A management and reporting procedure need to be included within the contractor's daily operations.

### **Method G4: Customer Service, Community Engagement, and Value-Added Benefits**

- Please describe how the Contractor will work with the Authorised Officer on current programmes such as Green Flag Awards and might support initiatives such as 'Friendly Parks for All', Public Access Strategy and Health Agenda, where possible.
- Realising the Councils requirements for all service users to have positive experiences when liaising with contractors and partners, describe how enquires will be managed from members of the public on any aspects contained within the scope of the contract.
- Provide details about how stakeholder groups can be supported to help them achieve their aims and ambitions.
- The Council would like the Contractor to monitor public enquiries at least in part using our Confirm enquiry system.

### **Technical Components for Evaluation: Minimum Service Levels**

This section details the key components within this contract element and against which individual method statements are required. Not all the contract elements contents are included here – only key operations where specific quality measures are required.

The minimum quality standards for each component are set out but these need not necessarily be the limit of the scope or quality in these areas – Contractors should describe their own standards and operations fully, clarifying in doing so if the minimum levels will be achieved.

Components include:

#### **1A: Horticulture**

- Grass, including Sports Areas and Nature Conservation Areas
- Shrubs, Roses and Planted Borders
- Hedges
- Seasonal bedding
- Ornamental Gardens
- Wildflower Meadows
- Trees (emergency and minor work)
- Exterior Planting Displays
- Invasive Weed Management (Wandsworth only)

- 1B: Sports Pitch Bookings Management
- 1C: Sports Pitch Maintenance
- 1D: Paddling Pools (Richmond only)
- 1E: Sand Pits
- 1F: Parks Infrastructure Works
- 1G: Gate Locking / Unlocking
- 1H: Event Related Provisions (Wandsworth only)

## **Component 1A: Horticulture**

### **1A.1 Grass**

**Service Level:** The Contractor shall ensure that all aspects of grass cutting (e.g. formal, fine turf, amenity, hay cut, cut-and-collect, grass paths / desire lines and path-side strips, highway grass verges) are carried out to achieve a high standard.

### **Quality Measures**

#### **All Areas**

- Litter will be removed before grass cutting commences.
- All cutting of grass areas will be completed on the same site on the same day and will include the cutting around all obstacles.
- All grass cutting will be to a high-quality standard with no ribbing or tearing of the sward. The Contractor will ensure that any damages made to the grounds such as rutting etc. will be reported to the Client within 24 hours and repaired within 48 hours.
- There must be no damage caused to tree bases during strimming operations.
- A minimum and maximum height will be given by the Contractor in their tender of the various cutting operations.
- A detailed programme of selective weed control and fertiliser applications to formal and amenity grass areas in parks and open spaces.
- Formal grass areas to be box mown and all arisings removed from site.
- The Contractor will ensure that all grass adjacent to meadow areas will be cut regularly, up to the edge, to ensure that the meadow areas are not colonised by grass.
- All bulbs, poppy and seasonal meadows are to be cut and collected with all arisings disposed of off-site at a suitable time agreed with the Client.
- Fallen leaves will be removed from grass areas throughout the autumn and winter.
- The amenity grass cutting regime will include the 'urban' highway grass verges and shall be maintained to a standard consistent with our parks and open spaces.
- All arisings from amenity grass cutting will be evenly dispersed throughout the mown area(s) and any excessive 'clumping' of arisings will be remedied and/or removed immediately by the Contractor.
- Grass areas that become bare in parks and open spaces will be over seeded to achieve an even established sward by the Contractor.
- The last two cutting dates for all sites must be listed on the web for the public and Client.

#### **Natural Grass Areas (referred to by the Client as 'Pollination Stations')**

- All natural grass areas ('Pollination Stations') will be cut once every two-years, with a minimum of 50% being cut and collected every 12 months.
- Natural grass areas will be cut at the end of the growing season, typically from November onwards depending on growing/climate conditions, with all arising's removed immediately including from any adjacent amenity grass areas and/or hard surface areas such as paths etc.
- A mown strip will be maintained in accordance with the amenity grass cutting regime around the entire perimeter of all natural grass areas. Where natural grass areas are adjacent to boundaries and/or paths, a mowing width of 1 metre will be maintained.
- The Client may add up to 25% natural grass areas each year, throughout the term of the contract, and the Contractor shall provide a schedule of rate(s) for additional metrage.

#### **Highway Grass Verges (Rural)**

- All rural highway grass verges will be cut twice a year, typically in March and August depending on growing/climate conditions, with all arising's removed immediately including from any adjacent hard-surface areas such as footpaths, driveways, roads etc.
- The Contractor shall provide a cost for an additional third cut, which if required will be carried out in the winter (November – December).

#### **Sports Areas**

- All sports pitches and facilities such as football, rugby, cricket and cricket and baseball outfields are to be cut to the recommended height of their respective governing bodies.

#### **Path-side Strips**

- Path-side strips on nature conservation sites and the River Thames towpath vary in width from 0.5metres to approximately 2 metres.
- Throughout the growing season grass/vegetation growth on path-side strip areas will not exceed 300mm in height.
- Encroaching vegetation from adjacent areas will be removed as part of path-side strip cutting, to a height of 500mm.
- All cutting of path-side strip areas to be completed on the same site on the same day, this will include the cutting around all obstacles.

#### **Nature Conservation Areas (Hay Cutting)**

- All grass cutting on conservation sites shall be in accordance with individual site management plans and maps, Natural England Higher Level Stewardship guidance and current wildlife legislation.
- Site specific management plans outline the minimum and maximum cutting heights and timings for cuts.
- Sites will require one of the following:
  - annual late summer cut
  - early spring and late summer cut
  - or a late summer cut

- Arisings are to be left for two to three days before collection unless agreed with the Ecology Team. All arisings must then be removed from site.
- Liaison will be required with the Ecology Team and/or Authorised Officer over the areas to be cut each year.
- The areas of grass detailed below will be maintained between the following heights, with all arisings removed from site:
  - Acid grassland: Maintained at a height of no less than 100mm.
  - Semi improved neutral grassland: Maintained at a height of no less than 50mm - 75mm.
  - Poor semi improved (coarse) grassland: Maintained at a height of no less than 75mm and 100mm.
- For full details of the hay cutting regimes and areas, please refer to the contract Data Packs.
- Grass strips of 1 metre adjacent to hedges shall be left unmown and cut in accordance with the site-specific management plans and/or at the instruction issued by the Authorised Officer.
- Firebreaks will be maintained in accordance with site specific management plans.

#### **1A.2 Shrubs, Roses and Planted Borders**

**Service Level:** The Contractor shall ensure that all shrub beds, rose beds and planted borders are maintained in accordance with best horticultural practice to ensure that they are free from weeds, fallen leaves, dead or dying plant material and litter, and that there is effective pest and disease control to ensure all shrubs, roses and planted borders are healthy within the period of the contract.

#### **Quality Measures**

- The Contractor will set aside the agreed budgets per annum for the purchase of replacement planting for shrubs, roses and planted borders, all agreed annually with the Authorised Officer.
- All newly landscaped areas will be prepared, planted, maintained, and irrigated to ensure effective plant establishment in first two years.
- Weeding and hoeing of all planted areas throughout the growing season to ensure that there is less than 5% visible weed growth at any time.
- Shrubs should be pruned, when necessary, at the appropriate time of year and only with suitable hand tools, which shall be clean and sharp.
- All roses should be pruned in accordance with good horticultural practice and dead headed using suitable hand tools, which shall be clean and sharp.
- Climbing and rambling roses will be securely tied to their supporting structure or wall using appropriate purpose made fixings.
- All herbaceous and perennial planting shall be pruned, divided, dead-headed and staked, when necessary, at the correct time with suitable hand tools; where appropriate, seed heads may be left for wildlife.
- Plants will have root stock suckers and stem suckers removed regularly.

- Soil structure and soil fertility improvement will be undertaken as necessary to maintain plant health.
- Control all pest and diseases of the shrub, roses and planted borders throughout the term of the contract.
- No chemical methods will be used to control weeds, pests, and diseases as a substitute for routine maintenance. The application of chemical methods will only be authorised by the Client in extreme circumstances, where it is necessary to manage serious infestations and/or highly competitive/invasive weeds. In this scenario, the application of chemical methods will be isolated and selective, in accordance with the Council's Integrated Weed and Pest Management Policy (see link below).  
[https://www.richmond.gov.uk/media/25346/integrated\\_pest\\_management\\_policy.pdf](https://www.richmond.gov.uk/media/25346/integrated_pest_management_policy.pdf)
- Top up any existing mulched areas during the winter to maintain a consistent depth of 50mm.
- Edging of adjacent grass areas must be carried out each maintenance visit and growth must not exceed 50mm at any time.
- All 'green waste' arising from grounds maintenance operations within Wandsworth are to be recycled in the designated area at Battersea Park. The contractor will re-use screened mulch across the borough throughout the year and allow suitable vehicles for its distribution. The contractor will be responsible for applying for all required licenses to operate this provision and manage green waste within the limitations of the license.
- Any irrigation systems in place should be checked regularly and decommissioned and recommissioned over the winter period in line with manufacturers system requirements.

### **1A.3 Hedges**

**Service Level:** The Contractor shall ensure that all hedges are maintained in accordance with best horticultural practice to ensure that they are in weed and litter free condition, and to a consistent and uniform manageable height.

#### **Quality Measures**

##### **All sites**

- All hedges should be pruned using suitable hand tools to maintain a high-quality finish. The Contractor must seek approval from the Client prior to using a tractor-mounted flail for reduction work only.
- Hand pruning cuts shall be made clean and without creating any jagged broken wood or torn bark.
- All formal hedges will be evenly cut on the top and on all elevations, to a uniform width.
- Ensure that the hedges and hedge bases are kept litter free throughout the term of the contract.
- All hedge maintenance shall be scheduled outside of the bird nesting season (mid-February – early September), unless checked by an appropriately qualified person.

##### **All sites except nature conservation sites**

- No hedge shall be taller than 2.2m, unless otherwise specified or agreed.

- During pruning operations, the Contractor shall remove all litter, leaves, weeds, self-sown plants, and other debris from the hedge base. Following pruning all arising's shall be removed from site.

#### **1A.4 Seasonal Bedding**

**Service Level:** The Contractor shall design, supply, plant and maintain attractive peat-free and weed free seasonal bedding schemes at York House Gardens, Terrace Gardens and Wandsworth sites (included in Wandsworth's data pack).

#### **Quality Measures**

- The Contractor will set aside the agreed budgets per annum for the purchase of replacement planting for shrubs, roses and planted borders, all agreed annually with the Authorised Officer.
- Supply and arrange for the collection/delivery to site of all plant material. Where possible all plant material should be locally sourced.
- Maintain original shape and size of each bed throughout the period of the contract unless the Client directs otherwise.
- During bed preparations, the Contractor will fork over the soil, incorporate a suitable amount of organic fertiliser, remove all stones over 50mm, weeds and other undesirable materials and achieve a fine tilth on surface.
- All bedding shall be clear of litter, fallen leaves, weeds and debris, dead flowers, dead or dying plant material (including dead heads), rogue plants.
- Edging of adjacent grass areas must be carried out each maintenance visit and growth must not exceed 50mm at any time.

#### **1A.5 Ornamental Gardens (Richmond Only)**

**Service Level:** Dedicated staffing and the maintenance of traditional gardens as areas of high-quality horticulture. The gardens contain a mix of seasonal bedding, roses, herbaceous perennials, bulbs, ornamental grasses and hedging, specimen shrubs, managed in accordance with the appropriate section of the specification and professional horticultural practice.

#### **Quality Measures**

- Qualified gardeners will be provided as full-time and dedicated staff from Monday to Friday each week at the following locations:  
York House Gardens, Twickenham  
Terrace Gardens, Richmond
- Any surplus time will be spent on additional gardening duties within the parks the staff are based in.
- The Contractor will compost all suitable herbaceous and non-woody waste at the designated composting stations, to create a clean soil conditioner for use within York House Gardens and Terrace Gardens.



- Controlled or notifiable weeds will not be composted, and any identified invasive weeds will be reported to the Client.

### **1A.6 Wildflower Meadows**

**Service Level:** The Contractor shall maintain all wildflower meadows to ensure a high-quality display.

#### **Quality Measures**

- Carry out an early season cut on all sites, unless otherwise agreed, when plants are 100-150mm tall so that the flowering stems are removed; late March is an approximate timing.
- Carry out early season removal of creeping thistle, nettle, burdock and couch and other invasive and/or highly competitive weeds as required.
- Carry out a final cut at an appropriate time to suit the meadow type and what is flowering; mid-September is an approximate timing for native meadows, non-native meadows require site-by-site judgement. Cuts can be as late as end of November. Arisings to be left for two to three days before collection.
- Areas of low growing wildflower lawn will be maintained at a height of no less than 100mm.
- Established grass paths need to be mown regularly in accordance with the amenity grass cutting regime.
- The meadows need to be inspected monthly between February and October by a knowledgeable person and an update included in the Performance Monitoring Report on weed growth, species dominance and corrective actions required, including photographs.

#### **Eco – Grassland (Wandsworth)**

- Low growing wildflower lawn: prioritise the use of clean, sharp non-powered hand tools. Where authorisation is given to use mechanical tools, the Contractor shall ensure that appropriate operational control procedures are in place to prevent soil contamination from the use of machinery. All cut material should be removed no longer than 48 hours after cutting. This work will be undertaken twice annually as instructed by the Authorised Officer between in March and then between September and October.
- All grassland habitats except for wildflower verges and poor semi improved coarse grassland shall be always kept manually free of leaf litter. Leaf litter shall not be removed by mechanical means as this will be detrimental to invertebrate fauna. All accumulated leaf litter shall be removed off site for green waste composting unless otherwise instructed.
- Wildflower verges: will be managed in line with the Plantlife Good Verge Guide and as instructed by the Authorised Officer.
- Green hay collect and spreading: As instructed by the Authorised Officer areas may need enhancement through the distribution of freshly harvested hay crop at or just before the point of seed set. This should be done in line with Plantlife Green Hay guidance Plantlife Meadows | Green Hay: how to cut, collect and spread. This work will usually be undertaken in late July / early August and may only occur on days with cool temperatures and good cloud cover.
- Harrowing and rolling: As instructed by the Authorised Officer specific operations may require use of a tractor or horse mounted tine harrow, chain harrow or roller. Vehicles or horses must pass at a suitably slow speed to ensure effective operation. All harrow equipment must be in good condition, and suitably weighted to ensure effective scarification.

### **1A.7 Exterior Planting Displays**

**Service Level:** The Contractor will provide and maintain high quality, peat free hanging baskets, collars, barrier troughs, horse troughs and other planters across the borough.

**Information for Tenderers:** The core display quantities required are listed in the contract Data Pack, along with additional community baskets needed in recent years. Tenderers must provide costs for both Spring/Summer and Winter displays; however, the London Borough of Richmond Council is in the process of considering removing the winter hanging basket display.

#### **Quality Measures**

- Contractor to provide a species list according to the colour pallet provided by the Client.
- The Contractor will supply the core summer and winter displays (troughs and freestanding displays only) as per the contract Data Pack.
- The Contractor is to provide and install any additional hanging baskets requested by the service, businesses, or community groups.
- The Contractor is to ensure that all displays are suitably fed, watered, and maintained throughout both seasons.
- The Contractor will use its own discretion as to when summer displays should be removed and notify the Client seven working days in advance.

### **1A.8 Trees (Emergency and Minor Work)**

**Service Level:** The Contractor will liaise with the Council's Arboricultural Contractor and Council Tree Team to ensure parks trees are safe and well-managed.

#### **Quality Measures**

- Shall clear any fallen branches up to a maximum size of 150mm in diameter and will report and larger fallen branches to the Council's Arboricultural Contractor and/or Council Tree Team within 1 hour of discovery.
- Notify the Council's Arboricultural Contractor and Council Tree Team of any dangerous tree situations such as dead, dying, leaning trees, hanging branches or any other situations likely to present an urgent danger or hazard to the public, surrounding property or features.
- Notify the Council Tree Team of any trees subject to root-lift, split, fungal infection or any other situations likely to present a future danger or hazard to the public, surrounding property or features.
- Notify the Council Tree Team of tree related work needed from a parks management perspective – such as crown lifting to facilitate mowing or pruning to clear footpath head height, or young trees that have tied or need re-staking, new tree ties or mulching.
- The Contractor shall provide non-routine schedule of rates for the reinstatement of grounds, where trees have been removed. Each unit will be metre squared and to a depth of 50cm, and including the removal of all wood-chipping and tree waste related material prior to the reinstatement of grounds:
  - 1) Reinstatement with soil and seed
  - 2) Reinstatement with turf

### **1A.9 Invasive Weed Management (Wandsworth Only)**

**Service Level:** The Contractor will control any incidence of invasive weeds, including and with specific focus on invasive non-native species (INNS). Appropriate control measures will be proposed with all INNS occurrences being recorded and reported to the authorised officer.

#### **Quality Measures**

- Biosecurity should be embedded in the way you work. All tasks should include appropriate actions to prevent the introduction and or spread of invasive non-native species (INNS). This should be informed by the GB Non-native species secretariat guidance and approved by the Authorised Officer.
- Contractors are to provide and deliver an integrated weed management plan across all sites.
- Chemical treatment is to be approved in all cases by the Authorised Officer and appropriate record keeping in line with PA1 and PA6 and will only be used as a last resort to manage invasive and non-native invasive weeds, where other practices have been unsuccessful. Appropriate reporting is expecting in all cases where chemical applications are required.

### **Component 1B: Sports Pitch Booking Management**

**Service Level:** The Contractor will provide effective and efficient management of the sports pitch bookings, to at least sustain it at its current level.

**Information for Tenderers (Richmond):** The Contractor will retain the income from sports pitch bookings; fee levels will be set by the Council's Elected Members on an annual basis, with changes being applied each April. The Contractor will be consulted as part of the process and are obliged to update all regular bookings of changes in advance.

**Information for Tenderers (Wandsworth):** The council are seeking proposals as part of this component for the allocation of these funds, for example through an income-share, or other mechanism. Fee levels will be set by the Council's Elected Members on an annual basis, with changes being applied each April. The Contractor will be consulted as part of the process and are obliged to update all regular bookings of changes in advance.

#### **Quality Measures**

- Provide and operate an effective booking system for sports pitch bookings including an auditable income collection system, conditions of hire and agreements for block bookings of ten weeks or more.
- Open-book accounting will be required, and the Contractor will provide the Client with a monthly sports income report.
- Operate, clean, and maintain the changing facilities as necessary and required to facilitate bookings.
- Monitor pitch usage to manage ground condition and prevent over-playing / unauthorised use.
- Marketing should be undertaken as needed to increase usage.

### **Component 1C: Sports Pitch Equipment and Maintenance**

**Service Level:** The Contractor is required to maintain safe and level playing surfaces with effective weed and pest control throughout the term of the contract.

## **Quality Measures**

### **Overall service**

- All pitch and sports facility markings will be carried out in accordance with the requirements of the respective governing body for the sport or activity, unless instructed otherwise by the Client.
- All markings must be clear and true for all fixtures throughout the playing seasons.
- Carry out necessary maintenance throughout the playing seasons (such as scarification, harrowing, rolling, spiking, irrigation, sanding etc.) to ensure that all surfaces are kept to a good playable standard throughout the term of the contract.
- Identify and schedule necessary renovations to all playing surfaces prior to, throughout and at the end of all playing seasons and keep the Client and stakeholders up to date.
- The Contractor will inspect all surfaces prior to all fixtures and carry out any necessary reinstatements immediately upon identification to ensure that the facilities are safe for play.
- Ensure the playing surfaces are always safe and playable during the term of the contract.
- All pétanque ('Boules) area surfaces will receive topping-up, as, and when required.
- Supply and application of approved selective herbicides, pesticides, and fertiliser to all locations with sporting activities.
- Provide staff to attend site to give access to users to pavilions for sports bookings.

### **Football and Rugby**

- Prior to the erection of posts, the Contractor shall paint posts, inspect all post sockets for signs of damage, rot, blockage, or instability and replace any which indicate a likelihood of failing during the playing season.
- After the dismantling of posts all sockets shall be covered with appropriate socket covers.
- The Contractor shall provide post protector pads to facilitate bookings, and these should be inspected and replaced accordingly should they be damaged and/or not conform with the National Governing Body (RFU) guidelines.

### **Cricket**

- Ensure that the best possible wicket is prepared for each fixture, ensuring that the entire square is utilised throughout the playing season.
- Ensure that when the squares are not being used, they are fenced off using suitable and attractive materials to create an effective barrier.
- Ensure that the wickets are weed, moss, pest, and disease free throughout the term of the contract.
- Water when appropriate in periods of hot weather, in liaison with the Client.

### **Baseball**

- Ensure that the best possible infield and outfield is prepared for each fixture, ensuring that the entire playing area is safe for play.

### **Bowls**

- Grass growth adjacent to the perimeter troughs must not exceed 40mm at any time.
- Shall be responsible for all automated irrigation systems and ensuring that the apparatus is set up and serviced regularly in accordance with manufactures guidelines and any defects reported to the Client within two hours of identification.
- Ensure that the greens are weed, moss, pest, and disease free throughout the term of the contract.
- Ensure that the best possible playing surface is prepared for each fixture, ensuring that the entire green is utilised throughout the playing season.

#### **Court sports (multi-use games areas, pétanque area, basketball)**

- Check and maintain ancillary equipment including basketball hoops. Replacements can be obtained using the allocated sports equipment budget with the Council's approval.
- Ensure pétanque (boules) surfaces are inspected and topped-up as necessary, when required, to ensure they are always playable.
- Ensure all hard surfaces remain clear of leaves, litter, weeds, moss, and debris.
- Carry out regular checks (and record keeping) of any hoops, goals, fencing and gates.
- Remarking of lines within MUGAs within appropriate products (as instructed by Approved Officer) to maintain defined court lines.

#### **'Red-Gra' Playing Surfaces**

- The Contractor shall mark out 'Red-Gra' surfaces in accordance with bookings and the programme of use.
- Ensure that the best possible playing surface is prepared for each fixture, ensuring that the surface is level, firm and free of any irregularities.
- Keep the surface free of litter, detritus, and loose impediments.

### **Component 1D: Paddling Pools (Richmond Only)**

**Service Level:** The Contractor shall take day to day responsibility for the maintenance and operation of paddling pools, ensuring that they are clean, safe, and useable throughout the term of the contract.

**Information for Tenderers:** The pools are opened on days of good weather, loosely defined as days when the nearest Met Office weather station forecasts "feels like" temperature (i.e. takes account of wind strength) will reach 20 Degrees Celsius or above and there is little chance of rain. Typically, this means the pools are open from late May to approximately the end of September.

#### **Quality Measures**

- All paddling pools will be clean and open for use by 10am each day.
- On open dates, pools are to be filled to the correct depth ensuring that a suitable amount of disinfectant is used, and the chemical levels are then checked and logged no less than once every four hours during periods of use for the purposes of carrying out a safety inspection and water quality test.
- The Contractor will share records of all visits, water testing and chemical applications at the Client's request.
- Drain, clean, and refill the pools as needed to ensure good levels of cleanliness and hygiene.

- When a pool or its surrounds is found or reported to contain any hazardous contaminants such as glass or animal fouling the pool will be drained and cleaned within one hour.
- Ensure the area around the pool is safe and undertake removal of any litter, glass, or other debris from the paddling pool and surrounding areas prior to and during usage, reporting any concerns to the Client within one hour.

### **Component 1E: Sand Pits (including Play Bark areas)**

**Service Level:** The Contractor shall be responsible for the inspection and maintenance of sand and bark pits, allowing for the replenishment and replacement of material in their tender submission to ensure that they are maintained to a high standard.

#### **Quality Measures**

- The Contractor will allocate the agreed budgets per annum to cover costs of safety surface sand and mulch across all park sites.
- The depth of sand or bark should be maintained to no less than 250mm, de-compacted and replenished as necessary throughout the term of the contract.
- Where sand pits contain fixed play equipment, the sand levels will be maintained to ensure the equipment base fixings are not exposed.
- Regularly inspect and remove from the areas any material (such as glass, stones etc.) which would be a danger or hazard to the user, inspect all surrounds and report any areas of concerns (such as trip hazards etc.) to the Client within two hours of discovery.
- All sand pits will be disinfected as necessary to maintain clean and safe conditions, using a bleach free sterilising agent to the manufacturers recommended dilution.
- The pits and surrounding areas should be weed, litter and detritus free at any time.

### **Component 1F: Parks Infrastructure Works (Furniture & Fittings)**

**Service Level:** The Contractor shall supply a vehicle, two members of staff, all tools and machinery required to carry out small tasks, repairs and improvements as requested by the Client.

**Information for Tenderers:** Details of the types of work and estimated frequency can be found in the contract Data Pack. The work is not limited to those tasks indicated. Larger tasks may be subcontracted if agreed by the Client, depending on workload.

#### **Quality Measures**

- Work with the Client team during mobilisation to create and agree a system of requesting, costing, prioritising, programming, and tracking individual tasks, visible by both parties.
- Ensure that tasks are completed by the agreed date.
- All furniture, fittings and infrastructure will be inspected every three months and any damage or hazards reported immediately to the Client within two hours of identification.
- Benches will be maintained clean and free from graffiti, bird droppings, sap etc. and in a condition fit for public use. Any sharp extrusions will be removed.
- Wooden benches, seat and tables will be treated with a weather resistant stain every three years as required as part of the winter maintenance programme.

- The Contractor will allocate budgets per annum to cover costs of materials and furniture needed to undertake requested tasks. Costs being charged to the budget will be agreed for each task.

### **Component 1G: Locking / Unlocking (Selected Sites)**

**Service level:** The Contractor will reliably lock and unlock the gates and toilets at the designated parks and cemeteries to protect these assets and facilitate daily access.

**Information for Tenderers:** Tenderers are to cost for all sites shown in the data pack, however, the London Borough of Richmond upon Thames Council is in the process of reviewing the amount of 'locked sites' and potentially reducing the total amount.

#### **Quality Measures**

- Undertake the service every day of the year, including Christmas and Bank Holidays.
- Open the designated park, cemetery, and toilets no later than 7.30am each morning.
- Lock the park, cemetery, and toilets at dusk, ranging from 4pm in December to 9.30pm in summer; please see opening times in the Contract Data Pack for exact details. Some gates may start to be closed 20 minutes before the stated time but the main gate in each park must remain open until then. All locking must be done within 1.5 hours of the published time.

### **Component 1H – Event Related Provisions (Wandsworth Only)**

**Service Level:** Parks events provide local people and visitors with a range of exciting and positive experiences. Ensuring safe and well-organized events that support the council's objectives is a high priority. The contractor will provide staffing, vehicles, equipment, and all associated support for the delivery of Events within Battersea and other specified parks through the period of the contract.

#### **Quality Measures**

- Working with instruction from the Authorised Officer the contractor will provide support, equipment and resourcing in the build and derig of event infrastructure. The lists of equipment to be transported/ installed/ derigged are neither definitive nor exhaustive and may change from year to year.
- The Contractor will ensure that Events are delivered with minimal disruption to Park Operations and all resources required to support events in greenspaces will be in addition to and not at the expense of resources dedicated to the ongoing Horticultural and general maintenance requirements as set out in previous sections. The requirement for Events support includes but is not limited to:

#### **Fireworks Event, Battersea Park**

##### **Equipment and staffing resources:**

- Provide all the materials (agreed in advance), and build bonfire or alternative event focal point for both event days as required, including removal of all debris after and any required reinstatement works/ returfing of the ground as a result.
- Installation and derig of front line met barrier (min approx. 200 units), Heras in identified areas (min approx. 1,000 units) and crowd control barriers (min approx. 1,000)
- Drop off and installation of event furniture including tables, chairs and any other furniture required for the event.
- Installation and derig of gazebos, including large marquees.
- Installation and derig of Euro-matting required across All Weather Pitch for additional egress.
- Placement and collection of all hired tower lights according to the site map provided.
- All JCB work required by the events team relevant to the event.
- Placement and removal of all bins required for the waste of the event including all recycling for the event.
- Collection and removal of any waste created by the pyrotechnical team.
- Collection and removal of any waste created by any of the technical suppliers associated with the event onsite.
- Collection and removal of waste from all traders on day before event, setup before the event opens on both event days, and day following event.
- Litter clearance after both event days completed before park re-opening the following day.
- Staff to monitor fall out zone on both event days. This is required from the start of the park clearance until the fall out zone is deemed safe for the public (min 16 staff including 2 supervisors).
- Provision of toilets attendants for both event days for two separate toilet blocks.
- Provision of relevant numbers of management and supervisory staff to manage the teams onsite.
- Make allowances for all unavailable sports pitches before and after the event (as directed by the Authorised Officer) and communicate with all associated clubs and groups, seeking alternative arrangements wherever possible.

**Date(s):**

- The Saturday and Sunday closest to November 5th each year - exact dates to be advised the events team with a minimum of 6 months' notice.

**Remembrance Day, Battersea Park**

Provide the required resourcing to ensure the following equipment and works can be installed and derigged according to the event schedule provided. The equipment and task list is not exhaustive and may change from year to year.

Drop off and installation of event furniture including tables, chairs and any other furniture required for the event:

- Installation and derig of gazebos, including large marquees.
- Litter clearance before and after the event.
- Make allowances for all unavailable sports pitches before and after the event (as directed by the Authorised Officer) and communicate with all associated clubs and groups, seeking alternative arrangements wherever possible.



**Date(s):**

- 11th November (or nearest day close to it as advised by the Event Organiser)

**Summer in Battersea Park (Includes Armed Forces Day and Live at the Bandstand), Battersea Park**

**Equipment and staffing resources:**

Provide the required resourcing to ensure the following equipment and works can be installed and derigged according to the event schedule provided. The equipment and task list are not exhaustive and may change from year to year.

- Installation and derig of crowd control barriers (min approx. 1,000)
- Drop off and installation of event furniture including tables, chairs and any other furniture required for the event.
- Installation and derig of gazebos, including large marquees.
- Litter picking throughout each event day.
- Collection and removal of any waste created by any of the technical suppliers associated with the event onsite.
- Collection and removal of waste from all traders and technical suppliers.
- Placement and removal of all bins required for the waste of the event including all recycling for the event.
- Provision of relevant numbers of management and supervisory staff to manage the teams onsite.
- Make allowances for all unavailable sports pitches before and after the event (as directed by the Authorised Officer) and communicate with all associated clubs and groups, seeking alternative arrangements wherever possible.

**Date(s):**

- 4 weekends during June in July with last weekend coinciding with Wimbledon finals

**Summer in other Parks (E.G. Shillington Gardens & Furzedown)**

**Equipment and staffing resources:**

Provide the required resourcing to ensure the following equipment and works can be installed and derigged according to the event schedule provided. The equipment and task list are not exhaustive and may change from year to year.

- Drop off and installation of event furniture including tables, chairs and any other furniture required for the event.
- Installation and derig of gazebos, including large marquees.
- Litter picking throughout each event day.
- Collection and removal of any waste created by the event.

**Date(s):**

- 1 weekend during June

**Pagoda Anniversary, Battersea Park**

**Equipment and staffing resources:**

Provide the required resourcing to ensure the following equipment and works can be installed and derigged according to the event schedule provided. The equipment and task list is not exhaustive and may change from year to year.

- Drop off and installation of event furniture including tables, chairs and any other furniture required for the event.

**Date(s):**

- Saturday nearest to 16th June each year

**Friends of Battersea Park BBQ, Battersea Park**

**Equipment and staffing resources:**

Provide the required resourcing to ensure the following equipment and works can be installed and derigged according to the event schedule provided. The equipment and task list is not exhaustive and may change from year to year.

- Drop off and installation of event furniture including tables, chairs and any other furniture required for the event.
- Installation and derig of gazebos, including large marquees.
- Litter picking throughout the event.
- Collection and removal of any waste created by the event.

**Date(s):**

- Mid-June

**Other Events**

Annually the Authorised Officer will provide a schedule of events that affect the sports pitch bookings and routine maintenance schedules. This will be provided at the start of the calendar year, a minimum of 4 months prior to the first event. Subsequent updates will be made with a minimum of 3 months' notice.

## **Contract Element 2: Play Area Inspection and Maintenance**

### **Includes, but not limited to, the following activities:**

Repair and Maintenance, Routine Inspections, Operational Inspections, Annual Inspections, Cleaning of Play Area Surfacing and Outdoor Fitness Area Surfacing (including moss/algae treatment), and any other service or commodity the Authority deems appropriate for this contract element.

This contract element includes the inspection, maintenance, and cleaning of play areas. The term 'play area' includes formal and natural playgrounds, outdoor fitness equipment, paddling pools, sand pits (including play bark), skate parks, multi-use games areas, BMX tracks and any other facility that may be constructed during the contract.

### **Generic Method Statements: Contract Element 2 Specific Information**

Specific guidance for this Lot (see Section 4 for general guidance, on page 6):

#### **Method G1: Overview and Mobilisation**

- All vehicles to be liveried in line with London Borough of Richmond upon Thames and London Borough of Wandsworth corporate standards and to be no more than six years old at any point in the contract.
- All personnel are to be always uniformed and wearing appropriate personal protective equipment when working.

#### **Method G2: Contract management and Continuous Improvement**

- A defect reporting procedure must be embedded in the day-to-day procedures for all staff / teams as part of task / site visit records. Defects to be recorded and reported are not limited to the contents of the contract but to any hazard or fault seen.
- The Contractor will undertake visual and operational level play inspections in accordance with ROSPA guidelines, including all play equipment, fencing, gates, safety surfaces and ancillary items.

#### **Method G3: Business Continuity and Incident Management**

- This contract element is generally classified as 'service type C' and must be capable of resumption within 3 days of service disruption.

#### **Method G4: Customer Service, Community Engagement, and Value-Added Benefits**

- Realising the Councils requirements for all service users to have positive experiences when liaising with contractors and partners, describe how enquires will be managed from members of the public on any aspects contained within the scope of the contract.
- Provide details about how stakeholder groups can be supported to help them achieve their aims and ambitions.
- The Council would like the Contractor to monitor public enquiries at least in part using our Confirm enquiry system.

## **Technical Components: Minimum Service Levels**

This section highlights the minimum acceptable standards in certain areas of operation. Not all the contract contents are necessarily included here – only key operations where specific quality measures are required.

Components include:

2A: Play Area Inspection and Maintenance

2B: Play Area Cleansing

### **Component 2A: Play Area Inspection and Maintenance**

**Service Level:** The Contractor shall ensure that play areas and equipment (including fencing and gates) are safe and useable throughout the term of the contract, with good records kept and made available to the Client.

#### **Quality Measures**

- Play area inspections will be carried out in accordance with ROSPA (Royal Society for the Prevention of Accidents) guidelines throughout the term of the contract. These shall include the identification of hazards from vandalism, use or weather conditions, the stability of the equipment, cleanliness, equipment ground clearances, sharp edges, missing parts, excessive wear (of moving parts) and structural integrity.
- Provide engineers that are ROSPA certified and experienced in working with play related equipment, surfacing, furniture, and apparatus.
- Undertake routine and operational inspections of all equipment at appropriate intervals, including related furniture/apparatus such as fencing and gates and make safe any fault or vandalism which might result in injury to any person using the equipment.
- Include the inspection and maintenance of skate parks, outdoor fitness equipment, paddling pools, sand pits and natural play equipment.
- Immobilise any equipment that is found to be unsafe, fence off with robust fencing and display appropriate warning signs with the Contractors and Clients branding.
- Report any problems to the Client within one hour of discovery.
- Carry out routine lubrication and adjustment of play related equipment, furniture and apparatus as required during inspections.
- All inspections must be recorded (via appropriate software e.g. PI Company) and made available to the Client.
- Must include in their tender submission provision to arrange annual inspections to be carried out by an independent Register Play Inspectors International (RPII) certified inspector.
- Inspect all surfaces for wear and damage and repair any damaged wet-pour safety surfacing up to 1 square metre in size.
- The Contractor will undertake a programme of painting play equipment where appropriate / as needed, to ensure longevity and condition in accordance with the Client's instruction.
- The Contractor will allocate the agreed budgets per annum to cover costs of parts, subcontracted repairs, equipment replacement, liaising and ordering directly from suppliers and play contractors.

- The contractor will allocate the agreed budgets per annum for the installation of replacement equipment on existing sites where it is approved by the Authorised Officer.

### **Component 2B: Play Area Cleansing**

**Service Level:** The Contractor shall ensure that the play areas, MUGAs, skate parks, fitness areas, tennis courts and related equipment, apparatus/furniture and surfaces are kept clean and free from moss, algae (incl. other plant/fungal growth) and detritus throughout the term of the contract.

#### **Quality Measures**

- The Contractor will use suitable equipment (such as a steam cleaner/jet washer) to ensure that all equipment, furniture, apparatus, and surfaces are moss, algae, weed, litter, detritus, graffiti, and dangerous object (e.g. glass) free throughout the period of the contract.
- All sites will receive a winter 'deep clean' scheduled between 1 October – 31 March each year. The Contractor will provide the Client with a schedule in advance.
- Report any concerns such as vandalism and trip hazards, to the Client within two hours of discovery.
- Remove all non-official posters, out of date posters, old cable ties, graffiti and report any issues to parks officer.

### **Contract Element 3: Nature Conservation Maintenance (Richmond Optional)**

#### **Includes, but not limited to, the following activities:**

Permanent and rotational scrub (woody and bramble) management, hedge management, waterside tree pollarding and coppicing, riverside management, pond, and wetland management including permit and licence applications, maintenance of boardwalks and fishing platforms and silt management/removal. Supply and maintenance of equipment and facilities, incorporating ad hoc provision of boats and any other service or commodity the Authority deems appropriate for this contract element are also included.

This contract element covers works to support legally protected and/or Richmond Biodiversity Action Plan species or Wandsworth Biodiversity Strategy habitats (including other local and national ecology and environment policies) and requires a very high quality and professional approach

together with a sensitivity to the timings of work and a good attention to detail, to achieve the quality standards that are expected.

It includes operations required to ensure all habitats are maintained, enhanced, and improved within Council owned or managed Nature Conservation Sites and the Thames towpath. Areas will be managed to in line with the following Council policies:

Richmond:

- Richmond Nature Conservation Strategy
- Richmond Tree Policy
- Richmond Climate Change Strategy
- London Local Nature Recovery Strategy
- Site-specific Management Plans

Wandsworth:

- Wandsworth Environment and Sustainability Strategy
- Wandsworth Biodiversity Strategy
- Wandsworth's Tree and Woodland Delivery Framework
- London Local Nature Recovery Strategy
- site-specific Management Plans

**Information for Tenderers (Richmond):** This contract element is optional for the London Borough of Richmond upon Thames. The Council currently owns and manages 21 Nature Conservation Sites, with another in preparation, and six islands within the tidal Thames. All sites vary in size and complexity of management and may be whole sites or areas within larger green spaces specifically managed for the benefit of priority habitats, priority and protected species, habitat connectivity, landscape character and / or other biodiversity value. The sites range from statutory designated Commons, Metropolitan Open land/Green Belt and Local Nature Reserves to non-statutory Sites of Importance for Nature Conservation (SINC's) known Nationally as Local Wildlife Sites. Some also have Green Flag Awards and have received awards from London in Bloom for Biodiversity. Where possible these sites or areas are also managed to facilitate public access to nature.

**Information for Tenderers (Wandsworth):** Wandsworth currently owns and manages over 23 sites for biodiversity and this number is expected to continue to increase. All sites vary in size and complexity of management and may be whole sites or areas within larger green spaces specifically managed for the benefit of priority habitats, priority and protected species, habitat connectivity, landscape character and / or other biodiversity value. The sites range from statutory designated Commons, Metropolitan Open Land, and Local Nature Reserves to non-statutory Sites of Importance for Nature Conservation (SINC's) known Nationally as Local Wildlife Sites. Some also have Green Flag Awards and have received awards from London in Bloom for Biodiversity. These sites are also managed to facilitate public access to nature.

## Generic Method Statements: Contract Element 1 Specific Information

Specific guidance for this Lot (see Section 4 for general guidance, on page 6):

### **Method G1: Overview and Mobilisation**

- All vehicles to be liveried in line with London Borough of Richmond upon Thames and London Borough of Wandsworth corporate standards and to be no more than six years old at any point in the contract.
- All personnel are to be always uniformed and wearing appropriate personal protective equipment when working.

### **Method G2: Contract management and Continuous Improvement**

- A defect reporting procedure must be embedded in the day-to-day procedures for all staff / teams as part of task / site visit records. Defects to be recorded and reported are not limited to the contents of the contract but to any hazard or fault seen. A list of reported defects or concerns should be produced daily for the Client, with specific location, description, and photographs. Where defects are within the scope and authority of the Contractor, works should be planned and actioned without Client approval. Failure to report a defect will be seen as a default.
- It is proposed that the 'Parks for London' Green Space Quality Manual is used for self-monitoring by the Contractor and by the Client Officers. It is also proposed that external monitoring by 'Friends' groups and other stakeholders be undertaken using the Parks for London Green space Quality Manual.

### **Method G3: Business Continuity and Incident Management**

- This contract is generally classified as 'service type C' and must be capable of resumption within 3 days of service disruption; the exception is Burials within the Cemeteries option which is classified as 'service type B', capable of resumption within 24 hours.

### **Method G4: Customer Service, Community Engagement, and Value-Added Benefits**

- Service Level: The Contractor will liaise with customers and stakeholders to improve the service and resolve issues, and will provide support to community activities where beneficial and appropriate.
- Information for Tenderers: The London Borough of Richmond upon Thames engages with over seventy active 'Friends' groups for parks in their Borough.
- Information for Tenderers: Wandsworth Council engages with 7 active "Friends" groups, 2 Management Advisory Committees and 3 civic amenity societies.

#### **Guidance notes**

- Describe the Contractor's approach to customer service and how enquiries and complaints will be dealt with.
- Describe how the Contractor plans to engage with the various stakeholders involved in the Borough's parks and open spaces and what support might be provided for joint improvements.

- Describe how the Contractor intends to invest in the industry locally, via initiatives such as apprenticeships, traineeships, work experience, central Governments 'Kickstart' scheme etc.

### **Technical Components for Evaluation: Minimum Service Levels**

This section details the key components within this contract element and against which individual method statements are required. Not all the contract elements contents are included here – only key operations where specific quality measures are required.

The minimum quality standards for each component are set out but these need not necessarily be the limit of the scope or quality in these areas – Contractors should describe their own standards and operations fully, clarifying in doing so if the minimum levels will be achieved.

Components include:

- 3A: General Nature Conservation Maintenance
- 3B: Hedge & Linear Boundary Features Management
- 3C: Rivers, Ponds, and Wetlands Management
- 3D: Scrub Management
- 3E: Miscellaneous Works (Wandsworth)
- 3F: Non-Routine Works

### **Component 3A: General Nature Conservation Maintenance**

**Service Level:** The Contractor shall ensure that all tasks shall be undertaken at the correct time of year, in accordance with the site-specific management plans and instructions from Authorised Officers.

#### **Quality Measures**

- Prevent the introduction and or spread of invasive all non-native species, in all areas.
- Where non-natives species are identified, the Contractor shall assist the Council's in proactive management which will be instructed/agreed by Authorised Officers.
- All tasks should prioritise the use of clean, sharp non-powered hand tools. Where authorisation is given to use mechanical tools, the Contractor shall ensure that appropriate operational control procedures are in place to prevent soil contamination from the use of machinery.
- All operations adjacent to rivers (River Wandle, Beverley Brook, River Thames, River Crane, and Duke of Northumberland River) shall be delivered in line with the aims and objectives of the relevant River Catchment Management Plans and as directed by the Authorised Officer.
- The Contractor shall adhere to access instructions by Authorised Officers and have a clear understanding of the difference between formal and informal surfaced paths and "desire lines" within all habitat areas.
- Carry out routine inspections of formal and informal surfaced paths and coordinate necessary surface repairs under the instruction of Authorised Officers.



- Selective removal of vigorous species as instructed by the Authorised Officer. All arising's including roots shall be removed off site for green waste composting unless instructed otherwise by the Authorised Officer.
- Habitat scrapes shall be created in accordance with the site-specific management plans and using approved machinery as instructed by the Authorised Officer.
- Permeable and / or porous surfaced footpaths shall be always kept in suitable condition to facilitate safe public access by all (including those with mobility issues). Where topping up is required the material shall match the existing and shall be appropriately laid to prevent erosion and ensure good integration with the existing surface.
- Creation and maintenance of habitat features shall include dead wood piles, stag beetle 'loggeries', habitat piles, and hibernacula. All habitat creation will be in accordance with site specific management plans and/or instruction of the Authorised Officer.
- Temporary fencing of newly created habitats shall be required as instructed by the Authorised Officer and maintained in a good condition.
- All nature conservation areas shall be free of litter, at all times.

### **Component 3B: Hedge & Linear Boundary Features Management**

**Service Level:** The Contractor shall ensure that all nature conservation hedges are managed for biodiversity.

#### **Quality Measures**

- All works to be undertaken in compliance with wildlife legislation, habitat best practice and in line with individual site management plans. Pre/post site visits with the Authorised Officer will be required.
- Hedges will be maintained in accordance with the frequencies detailed in site specific management plans, or instructions from an Authorised Officer.
- Hedges will be pruned with clean, sharp hand tools and/or tractor-mounted equipment and shaped in accordance with site specific management plans.
- All arisings shall be removed from site, and where possible composted at authorised locations unless instructed otherwise.
- Hedge laying: In locations where hedges require rejuvenation and / or where dense growth is required hedge laying will be instructed by the Authorised Officer.
- Hedge planting and establishment: All hedgerow creation shall be in accordance with instructions from the Authorised Officer and shall only use plants and trees of a known UK provenance, with the appropriate plant passports.
- Dead hedging: Shall be used to create habitat and will be in accordance site specific management plans and/or the instruction of the Authorised Officer.

### **Component 3C: Rivers, Ponds, and Wetlands Management**

**Service Level:** The Contractor shall carry out the maintenance of rivers, ditches, ponds (and Islands within ponds) and wetlands which may require waterside tree pollarding, aquatic vegetation management including obtaining all necessary licensing and permits.

### **Quality Measures**

- All works to be undertaken in compliance with wildlife legislation, habitat best practice and in line with individual site management plans. Pre/post site visits with the Authorised Officer will be required.
- All waterbodies and adjacent margins should be free of litter (incl. fishing tackle etc.).
- Aquatic planting: This includes free floating, submerged rooted and floating-leaved rooted plants which shall be in accordance with instructions from the Authorised Officer and shall only use plants and trees of a known UK provenance, with the appropriate plant passports which shall be planted as instructed by the Authorised Officer.
- The management of emergent and marginal wetland vegetation thinning shall be undertaken manually, or mechanically with the permission of the Authorised Officer.
- Desilting: In exceptional circumstances and only in response to significant accumulation of silt and organic detritus, mechanical desilting may be requested by the Authorised Officer.
- Ditch Management: The Contractor shall ensure that all ditches are intact and regularly inspected and relieved of any debris, litter, leaf litter and obstructions, or damage, with all related spoil/arising removed from site and disposed.
- Erection of seasonal warning signs: The Contractor shall be expected to assist the Council with proactively recognising seasonal hazards at waterbodies such as surface ice sheets, blue-green algae outbreaks etc. and assist in the arrangement of necessary signage, which will be agreed/instructed by the Authorised Officer.
- All wetland invasive non-native species will be eradicated or controlled in accordance with the GB Non-native species secretariat species specific management advice.

### **Component 3D: Scrub Management**

**Service Level:** The Contractor shall carry out permanent and rotational scrub (woody/bramble or ruderal vegetation) management to deliver good habitat condition.

#### **Quality Measures**

- All works to be undertaken in compliance with wildlife legislation, habitat best practice and in line with individual site management plans, Pre/post site visits with the Authorised Officer will be required.
- All cuttings and arising material shall be removed off site for green waste composting unless instructed otherwise by the Authorised Officer.
- Coppicing will be undertaken with clean, sharp hand tools and/or mechanical tools under the instruction of the Authorised Officer.

### **3E: Miscellaneous Works (Wandsworth)**

#### **Waterfowl Management**

- The Contractor will undertake an annual programme of waterfowl (Branta Canadensis) population control in accordance with the specifications of DEFRA General Licence GL41. As instructed by the Authorised Officer, operations shall take place every 14 days between

February and June annually and may only include pricking eggs, oiling eggs, or destroying eggs and nests. Most nest locations are on lake islands and will require the use of a non-powered boat.

- The Contractor shall plot every nest and record the method of each control action, success of each control action and total numbers of adult birds on each visit. The aim is to prevent recruitment to the population; should any recruitment occur numbers and locations of chicks must be included in the record. All records must be provided to the Authorised Officer in a format readable in QGIS within 48 hours of each operation.

#### **Boardwalks and Fishing Platforms**

- The Contractor shall inspect all boardwalks, fishing platforms and footbridges daily for damage and degradation. Any areas requiring repair shall be immediately removed from public access by temporary barriers appropriate to the specific site as approved by the Authorised Officer. Minor repairs including but not limited to replacement of anti-slip treatments, shall be completed within 96 hours and all temporary barriers removed promptly upon completion. Care should be taken to prevent tools, materials or equipment or fluids such as grease or oil entering the waterbody. Requirement for major repairs shall be reported to the Authorised Officer the same working day for action.

#### **Maintenance of Water Levels and Aeration**

- The Contractor shall keep all boreholes, pumps, hosepipes, aerators, and cascades in full working order always to fulfil the critical need for appropriate depth and good O2 levels in waterbodies. To include regular inspections, filter checks and ensuring systems are working correctly.
- The Contractor shall also maintain portable temporary aerators and associated power machinery to ensure that emergency aeration can be provided and operated continuously within 2 hours of failure of permanent machinery and / or extreme weather conditions until permanent machinery is restored and / or instructed by the Authorised Officer.
- Requirement for major repairs shall be reported to the Authorised Officer within 1 hour for action.

#### **Fish Management**

- Fisheries registration information is held by the Authorised Officer. To maintain a healthy mixed species fishery at 3 sites a rolling annual survey programme shall be undertaken. This will assess (but is not limited to) fish populations size, species mix, individual fish size, weight, and health.
- The Contractor shall ensure that all necessary Environment Agency permits and licenses are in place prior to survey commencing and that the work is undertaken by operatives with up-to-date Institute of Fisheries Management Certificates in Fisheries Management.
- A project plan shall be submitted for approval by the Authorised Officer for each survey prior to the application for permits / licenses. A report shall be submitted to the Authorised Officer no later than 4 weeks after the survey date to inform the need for future management actions including adjustments to populations or species mix.
- Upon separate instruction from the Authorised Officer, the Contractor shall undertake fish movements to reduce or increase populations sizes and / or to amend species composition.

### **Woodland Thinning**

- Will be done by hand or by handheld power tools to the indicated individual plants within habitat parcels and shall not happen during the nesting season (Feb – August inclusive).
- Works may require the complete removal of trees including roots and / or may require the cutting flush to ground level of trees to allow regrowth from the base to create future coppice. All works will be detailed clearly to ensure the appropriate approach is applied on a case-by-case basis and may only be undertaken following specific instruction from the Authorised Officer.

### **Mixed species broadleaved woodland creation**

- All woodland habitat creation shall be in line with guidance available on the London Urban Forestry Resource Hub (London Urban Forest Resource Hub | London City Hall) and shall only use plants and trees of a known UK provenance and with the appropriate plant passports. Species will be chosen to form a functional woodland habitat ensuring structural complexity and an integrated habitat mosaic and diverse microclimates and shall include woodland flora.
- All habitat creation shall only be undertaken following instruction. from the Authorised Officer

## **3E: Non-Routine Schedule of rates**

**See below a list of items for which a schedule of rates is requested:**

### **Bridleway and permissive horse path management/per m2**

To ensure that all horse and riders have a safe usable passage through Richmond's parks and open spaces. Pre and post site visits will be required.

- Surface harrowing or turning
- Supply and topping up with appropriate surface material.

### **Scrub (woody and bramble)/per m2**

This may be required if additional scrub works are required. Pre and post site visits will be required.

- Bramble clearance per 100m2 (to cover additional work on small sites)
- Bramble clearance for 1000m2 (to cover additional work on large sites, primarily Ham Lands)
- Woody scrub clearance per 100m2.

### **Habitat scrape/per m2**

Scrapes may be required to remove high nutrient topsoil or to create ephemeral wetlands. Surplus material to be used for alternative habitat (bee banks) or fill in nearby dips (as directed by Ecology Team) unless removal is specified by Ecology Team. Pre and post site visits will be required.

- Maximum depth of 0.5m
- Gentle slopes with no sharp angles
- Impacts to nearby trees must be assessed and necessary adaptations made.

### **Habitat features/per m2**

Habitat features such as dead wood log piles, stag beetle 'loggeries', habitat/brush piles, and hibernacula. Location and size to be agreed on site with Ecology team. All features to be in line with relevant guidance such as (PTES How to build a log pile - Stag Beetles (ptes.org)) using material from the surrounding area. Pre and post site visits will be required.

### **Hedge planting/per m2**

Where new hedges are required local native hedge whips to be supplied and planted in accordance with relevant good practice and direction from Ecology team. Pre and post site visits will be required. Unless directed otherwise, spec will be:

- 5 whips planted per metre
- Double staggered row

### **Hedge laying/per m2**

In locations where hedges require rejuvenation and / or where dense growth is required, hedgelaying will be instructed by the Authorised Officer. Hedges will be laid only when most growth is at least 7 years old or above 3m height. Pre and post site visits will be required.

- This must be undertaken by suitably trained and experienced operatives accredited by the National Hedgelaying Society (NHLS (hedgelaying.org.uk)) using hand tools only.
- Arisings to be used on site for habitat creation unless requested to be removed off site.

### **Plug Planting**

As instructed by the Authorised Officer areas may need supplementary plug planting to enhance species diversity.

- This work will usually take place in May and June and should be undertaken using hand tools only. Only plug plants with appropriate plant passports and from a known UK provenance may be used.
- Each plug shall be planted in an individual hole which has been dug to the same depth as the plug to avoid trapping air below roots.
- All transplanted plugs shall be watered within one hour of planting and additional watering for six weeks may be required in dry conditions.

## Contract Element 4: Cemetery Maintenance & Burials (Richmond Optional)

### **Method G1: Overview and Mobilisation**

- All vehicles to be liveried in line with the London Borough of Richmond upon Thames and London Borough of Wandsworth approved corporate standards and to be no more than six years old at any point in the contract.
- All staff must wear company uniform, or suitable, approved attire (in relation to burial attendants) and use appropriate personal protective equipment when working.

### **Method G2: Contract management and Continuous Improvement x**

- A defect reporting procedure must be embedded in the day-to-day procedures for all staff / teams as part of task / site visit records. Defects to be recorded and reported are not limited to the contents of the contract but to any hazard or fault seen across all sites. A list of reported defects or concerns should be produced daily for the Client or authorized officer, with specific location, description, and photographs. Where defects are within the scope and authority of the Contractor, works should be planned and actioned without Client approval. Failure to report a defect will be seen as a default.
- It is proposed that the 'Parks for London' Green Space Quality Manual is used for self-monitoring by the Contractor and by the Authorised Officers.
- Tenders are required to provide information detailing how to address reporting/requests by stakeholders and users.

### **Method G3: Business Continuity and Incident Management**

- This contract is generally classified as 'service type C' and must be capable of resumption within 3 days of service disruption; the exception is Burials within the Cemeteries option which is classified as 'service type B', capable of resumption within 12 hours.
- The contractor will inform the authorised officer immediately upon notification of any incidents that impact the contractor's ability to carry out day to day operational requirements and provide contingency planning. A management and reporting procedure need to be included within the contractors daily operations.

### **Method G4: Customer Service, Community Engagement, and Value-Added Benefits**

- Please describe how the Contractor will work with the Authorised Officer on current programmes such as Green Flag Awards, WESS and any new and emerging council policies and strategies.
- Realising the Councils requirements for all service users to have positive experiences when liaising with contractors and partners, describe how enquires will be managed from members of the public on any aspects contained within the scope of the contract.

## **Component 4A: Cemetery Maintenance**

### **Grass**

**Service Level:** The Contractor shall ensure that all aspects of grass cutting within the cemetery grounds are carried out to a high standard.

### **Quality Measures**

- Litter will be removed before grass cutting commences.
- The Contractor shall complete one area of grass cutting within each section before moving onto the next, and one site is to be completed before moving on to the next, all in one operation.
- All grass cutting will be to a high-quality standard with no ribbing or tearing of the sward. The Contractor will ensure that any damages made to the grounds such as rutting etc. will be reported to the Client within 24 hours and repaired within 48 hours.
- Cutting will take place on all areas of grass including cutting of the tops of all untended grave spaces, between and up to all memorial surrounds, headstones and maintained graves, all corners, margins, and boundaries.
- All grass discharged on to roads, paths, hard-standing areas and all grave spaces, gravestones and memorials will be removed appropriately by sweeping or the use of a mechanical 'blower'.
- Care must be taken when cutting near obstacles and the Contractor shall repair any damage caused to Memorial stones because of grass cutting operations. Any damage must be reported to the Client within 3 hours of the incident followed by a written report within 48 hours outlining remedial measures being taken. Repair/replacement works shall be completed within two working weeks of the first report and if repairs are not undertaken the Client may arrange the work at the expense of the Contractor.
- A minimum and maximum height will be given by the Contractor in their tender of the various cutting operations.
- A programme of selective weed control and fertiliser applications to formal and amenity grass areas in parks and open spaces.
- Several new grave spaces are turfed over each year and the Contractor shall ensure that when cutting newly laid turf areas the height of the cut is modified to accommodate its establishment.
- All bulb, corm and wildflower/natural areas are to be cut and collected with all arising's disposed of off-site at a suitable time agreed with the Client.
- Grass areas within Cemeteries include semi-improved neutral and low growing wildflower areas (among others) and the contractor will need to identify these areas and address them accordingly in accordance with site-specific management plans and/or instruction from Authorised Officers.
- The Contractor shall organise edging by suitable hand-held or mechanical means to the grass areas that abut obstacles and hard-standing areas such as paths.

- The Contractor may be required to cut grass on new and other areas yet to be developed.
- Ensure all cutting is programmed around burials.

### **Shrubs, Roses and Planted Borders**

**Service Level:** The Contractor shall ensure that all shrub beds, rose beds and planted borders are maintained in accordance with best horticultural practice to ensure that they are in a weed, fallen leaves, dead or dying plant material and litter free condition and that there is effective pest and disease control to ensure all shrubs, roses and planted borders are healthy within the period of the contract.

#### **Quality Measures**

- The Contractor will set aside the agreed budgets for the purchase of replacement planting for shrubs, roses and planted borders.
- All newly landscaped areas will be prepared, planted, maintained, and irrigated to ensure effective plant establishment, with all costs borne from the Contractor.
- Weeding and hoeing of all planted areas throughout the growing season to ensure that there is less than 5% visible weed growth at any time.
- All shrubs should be pruned after they have flowered and only with suitable hand tools.
- All roses should be pruned in accordance with good horticultural practice and dead headed using suitable hand tools.
- All herbaceous and perennial planting shall be pruned at the correct time with suitable hand tools.
- Control all pest and diseases of the shrub, roses and planted borders throughout the term of the contract.
- Top up any existing mulched areas during the winter to maintain a consistent depth of 75mm.
- Edging of adjacent grass areas must be carried out each maintenance visit and growth must not exceed 50mm at any time.

### **Hedges**

**Service Level:** The Contractor shall ensure that all hedges are maintained in accordance with best horticultural practice to ensure that they are in weed and litter free condition and to a consistent and uniform manageable height.

#### **Quality Measures**

- All hedges should be pruned using suitable hand or mechanical tools to maintain a high-quality finish. The Contractor must seek approval from the Client prior to using a tractor-mounted flail for reduction work only.
- Hand pruning cuts shall be made clean and without any jagged broken wood or torn bark.
- No hedge shall be taller than 1.68m (5' 6") unless otherwise specified or agreed.
- Ensure that the hedges and hedge bases are kept litter free throughout the term of the contract.
- During pruning operations, the Contractor shall remove all litter, leaves, weeds, self-sown plants and other debris from the hedge base. Following pruning all arising's shall be removed from site.
- All hedge maintenance shall be scheduled outside of the bird nesting season, unless checked by an appropriately qualified person.

### **Seasonal Bedding**



**Service Level:** Where required the Contractor shall design, supply, plant and maintain attractive peat-free and weed free seasonal bedding schemes directed by the Authorised Officers.

#### **Quality Measures**

- Supply and arrange for the collection/delivery to site of all plant material. Where possible all plant material should be locally sourced.
- The Contractor will set aside the necessary budgets per annum for the purchase of replacement planting for shrubs, roses and planted borders, all agreed annually with the Authorised Officers
- Maintain original shape and size of each bed throughout the period of the contract unless the Client directs otherwise.
- During bed preparations, the Contractor will prepare soil for planting, incorporate a suitable amount of fertiliser, remove all stones over 50mm, weeds and other undesirable materials and achieve a fine tilth on surface.
- All bedding shall be clear of litter, fallen leaves, weeds and debris, dead flowers, dead or dying plant material (including dead heads), rogue plants.
- Edging of adjacent grass areas must be carried out each maintenance visit and growth must not exceed 50mm at any time.
- Contractor to provide proposals to deal sustainably with removed plant material.
- Any irrigation systems in place should be checked regularly and decommissioned and recommissioned over the winter period in line with manufacturers system requirements.

#### **Trees (Emergency and Minor Work)**

**Service Level:** The Contractor will liaise with the Council's Arboricultural Contractor and Council Tree Team to ensure parks trees are safe and well-managed. The contractor will appoint suitable operation staff to address the removal of tree debris following extreme weather events.

#### **Quality Measures**

- Shall clear any fallen branches up to a maximum size of 150mm in diameter and will report and larger fallen branches to the Council's Arboricultural Contractor within 1 hour of discovery.
- Notify the Council's Arboricultural Contractor and Council Tree Team of any dangerous tree situations such as dead, dying, leaning trees, hanging branches, root-lift or any other situations likely to present an urgent danger or hazard to the public, surrounding properties or park features.
- Notify the Council Tree Team of tree related work needed from a parks management perspective – such as crown lifting to facilitate mowing or pruning to clear footpath head height, or young trees that have tied or need re-staking, new tree ties or mulching.

#### **Grave Maintenance**

**Service Level:** The Contractor shall ensure that all graves and memorials are well presented and kept clear of litter, weeds, and debris.

#### **Quality Measures**

- Grave Spaces and memorials will be kept clear of litter, leaves, weeds and debris, and the Contractor will remove dead flower heads, self-seeded plants and remove all arisings from site.
- Trim the grass edges of each grave (where applicable) with long handled shears or other mechanised means approved by the Client.
- Any vandalism observed by the Contractor will be reported to the Contract Administrator within 3 hours of discovery.
- Report all graveside policy breaches – i.e. regarding benches, vases, etc. – to the Client.
- To support the staff and public's safety when visiting the boroughs cemeteries and burial grounds, the contractor is required to carry out 10,000 memorial safety inspections per annum. This includes the inspection of memorials for their stability taking the necessary actions to make safe any memorial in accordance with the requirements detailed in the Institute of Cemetery and Crematoriums (ICCM) Management of Memorials.

### **Litter Collection and Sweeping**

**Service Level:** The Contractor shall maintain all Cemeteries and Closed Churchyards to a clean, safe, litter, leaves, and debris free standard to ensure public safety throughout the period of the Contract.

**Information for Tenderers:** This item includes activities related to litter disposal.

### **Quality Measures**

- Inspect and completely empty all litter bins and replace with a fresh, new disposable bin liner. This is to include anything which has been left adjacent or near to any bin, for example extra bags of rubbish, discarded floral tributes, arisings from personal grave maintenance etc.
- The Contractor shall allow for the brushing and washing down of all litter bins to remove dirt, grease, accumulated matter, and graffiti. Should a litter bin be found on inspection have suffered vandalism, damage or become unstable, the Contractor shall inform the Client within 3 hours of discovery.
- Inspect and remove all items of litter, leaves, and any other debris to maintain each area in a clean, tidy condition and appearance.
- Ensure the immediate clearance of glass, hazardous waste, or unsightly litter.
- Ensure the removal of growing weeds, moss, dirt, litter, leaves, glass and any other accumulated debris and matter from all hard surface areas using appropriate handheld or mechanical tools.
- All areas are to be completely cleared of fallen leaves during seasonal leaf clearance.

### **Cemetery Locking / Unlocking**

**Service level:** The Contractor will reliably lock and unlock the gates and toilets at the designated cemeteries to protect these assets and facilitate daily access.

### **Quality Measures**

- Undertake the service every day of the year, including Christmas and Bank Holidays.
- Open the designated cemetery and toilets (where applicable) at the following times:

- Richmond: 8am
- Wandsworth: 7:30am
- Lock the cemetery and toilets the following times:
  - Richmond (Winter): 4:30pm
  - Richmond (Summer): 6:30pm
  - Wandsworth: at dusk, ranging from 4pm in December to 9.30pm in summer; please see opening times in the Data Pack for exact details.
- Some gates may start to be closed 20 minutes before the stated time but the main gate in each park must remain open until then. All locking must be done within 1.5 hours of the published time.

### **Invasive Weed Management**

**Service Level:** The Contractor will control any incidence of invasive weeds, including and with specific focus on invasive non-native species (INNS). Appropriate control measures will be proposed with all INNS occurrences being recorded and reported to the authorised officer.

### **Quality Measures**

- Biosecurity should be embedded in the way you work. All tasks should include appropriate actions to prevent the introduction and or spread of invasive non-native species (INNS). This should be informed by the GB Non-native species secretariat guidance and approved by the Authorised Officer.
- Contractors are to provide and deliver an integrated weed management plan across all sites.
- Chemical treatment is to be approved in all cases by the Authorised Officer and appropriate record keeping in line with PA1 and PA6, and will only be used as a last resort to manage invasive and non-native invasive weeds, where other practices have been unsuccessful. Appropriate reporting is expecting in all cases where chemical applications are required.

### **Component 4B: Cemetery Burials**

**Service Level:** Grave digging, and burials are an extremely important part of the service. It is essential that the Contractor fully understands the nature of the requirements for grave digging and provide sufficiently qualified and skilled staff to carry out the grave digging duties specified at each and any of the Council's cemeteries and shall be aware that grave digging duties shall frequently be required at more than one of the cemeteries simultaneously. The contractor must make provision to provide a wide range of services within cemeteries including but not limited to; standard burials, Muslim coffin less burials, common burials, baby burials, mausoleums internments, the internment of cremated remains and exhumations.

The contractor is required to provide staff to act as a Burial Attendance Officers for a funeral which will include accompanying the Funeral Director and cortege to the designated location either to chapel and/or directly to the grave. Details of each burial will be issued to the contractor in advance who will liaise with cemeteries staff and the Funeral Director to ensure the burial takes place in a

professional and caring manner. Staff will be suitably trained and/or experienced and will be provided with the correct uniform (as outlined by the authorised officer).

### **Quality Measures**

- Sufficient and suitably qualified staffing levels. All staff should have completed COTS training.
- The contractor shall coordinate with the authorised officer to identify the location of graves to be dug.
- The Contractor shall allocate the budgets per annum for the purpose of grave digging across all cemetery sites
- Prior to excavation, the contractor shall ensure that the designated area is clear of any obstructions, debris, or vegetation.
- Graves shall be dug to a specification of 2.9 metres (9' 6"), to a length of up to 2.4 metres (8'), and up to a width of 1.06 metres (3' 6"). Grave digging includes the digging of deeper graves to accommodate caskets; the required maximum depth for such graves is 3.5 metres (11'6"), with intermediate depths of 3 metres (9'), 2 metres (6'6"), and 1.37 metres (4'6")
- The timber for shoring shall be a minimum of 23 cm (9") width x 6.3 cm (2½") thickness x lengths of 2.2 metres (7'6"), 2.4 metres (8') or 2.7 metres (9') bolted and braced at each end to avoid splitting.
- The grave shall be emptied of any water that has collected in it during or after excavation.
- The base of the grave shall be covered with a layer of wood shavings or dried leaves provided by the Contractor; the layer of shavings shall be of sufficient depth to mask any water that may collect prior to the cortege leaving the site, and the shavings shall be evenly and uniformly distributed over the whole surface of the grave floor.
- All arisings from grave digging operations shall be disposed of in accordance with local regulations.

## Contract Element 5 – Litter Collection, Site Presentation & Optional Recycling Provision (Wandsworth)

**Service Level:** The contractor will provide a litter picking provision throughout all greenspaces to ensure spaces are free or predominantly free of litter at all times. The contractor will also empty all litter bins at sufficient frequencies to prevent them overflowing and provide proposals to address increased litter collection/removal needs during peak periods and/or events. Collection and clearance of leaf-fall litter is to be prioritised seasonally and all paths and hard standings should be leaf free throughout leaf fall

### **Quality Measure.**

- Bagged litter will be placed into vehicles and removed from site, or left next to litter bins for removal on the same day.
- All accumulated greenwaste will be recycled at the facility in Battersea Park as noted in 1A Horticulture.
- Fly-tipped waste will be removed for disposal on the same day (if notified up to midday), or within 24hours of being reported.
- Syringes and sharps will be collected and placed immediately into purpose made sharps containers and disposed of as clinical waste. All such drug-related paraphernalia will be removed on the same day of a notification being received. With approved officers informed of sites/locations upon discovery.
- All litter bins with accumulated residue will be jet-washed inside and out at least once every two years.
- Scheduling of bin emptying will aim to ensure that all litter bins are emptied with sufficient frequency to prevent them overflowing.
- Accumulations of leaves, vegetative matter and detritus will be cleared and composted. The contractor will be responsible to implement a suitable inspection regime to avoid these build ups in all areas.
- Paths and roadways, where access permits, within the following parks are scheduled to be mechanically swept at least once a month.
- Accumulations of leaves and seasonal leaf clearance will be cleared as part of an agreed programme over the autumn/ winter period to prevent health and safety issues on paths/hard surfaces and possible detriment to grass. All areas shall be entirely free of leaves by a date agreed with the authorised officer but (subject to annual climate considerations) likely to be 31st January, each year.

### **Recycling specific proposal**

The contractor will, as part of the tender, submit an optional cost to deliver a recycling provision and associated collections in all Greenspaces (as listed in the site list).

As part of the proposal please include information on;

- A provision to ensure litter picked recyclables are separated as part of the litter-picking task/operation and disposed of as recycled waste.
- The type, style and quantity of bins to be used.
- Details on collection frequencies, required vehicles, and any other expected requirements to deliver a success recycling provision.
- The contractor will be required to monitor recyclable waste and provide information/data of the amount (volume/weight etc) of material processed as recycled to support the council's objectives of understanding the impacts of recycling in the borough's parks.
- Recyclable materials will be specified by Wandsworth Council [https://www.wandsworth.gov.uk/media/5299/how\\_to\\_recycle.pdf](https://www.wandsworth.gov.uk/media/5299/how_to_recycle.pdf) and provisions are required to be consistent with this.
- There will be no requirement for the waste provision for, or collection of, food waste within greenspaces.