

1st June 2022

Minutes of the Devolved Services Committee Meeting
Held on **Wednesday 1st June 2022 at 10.30am**
Stantonbury Parish Council, 126 Kingsfold, Bradville, MK13 7DX

	<p>Devolved Services current Chair Welcomes and starts Introduction to the meeting. The current Chair, Graham Davison welcomed all to the meeting including Mr Stenton who was invited to do a feasibility study on the Parish Office building by the Committee.</p>
01/22	<p>Present: Cllr Abid Anwar (AA) Cllr Graham Davison (GAD) Cllr Peter Kirkham (PK) Cllr Ann Ronaldson (AR)</p> <p>Mrs Kerry Fane-Minute-Taker Mrs Donna Moore-Acting Temporary Proper Officer (DM)</p> <p>Mr N Stenton-Stenton Obhi Architects</p>
02/22	<p>Apologies for Absence: None.</p>
03/22	<p>Elect a Chair for Devolved Services Committee: Committee to vote by show of hands.</p> <p>The current Chair, Graham Davison asked each committee member in turn if they wished to stand for the position of Chair, no-one was prepared to stand. He then confirmed that he also did not wish to stand as Chair but wished to still remain as a committee member. He then confirmed the meeting could not continue without a Chair and would have to close.</p> <p>Resolution - meeting to be closed immediately with no further items discussed.</p>

Meeting closed at 10.31am

Document No: DSTOR141222



Devolved Services Committee

Terms of Reference

Signature:..... Date:.....
The Chair of Devolved Services Committee

Signature:..... Date:.....
The Chair of Stantonbury Parish Council

Document History

Created by the Chairman of the Full Committee	19/02/2021
Revised by Cllrs Davison, Morgan & Millen.	19/02/2021
Adopted and Signed off at the Main Meeting	03/03/2021
Reviewed for recommendation by committee	18/06/2021
Reviewed for recommendation by committee	20/08/2021
Reviewed and adopted at Devolved Services Meeting (CANCELLED)	01/06/2022
Reviewed and adopted at Devolved Services Meeting	14/12/2022

Devolved Services Committee Terms of Reference

The Devolved Services Committee is a standing committee of the Parish Council. The Devolved Services Committee will comprise of 4 members.

The quorum of the committee shall be 3 members. A Councillor could act as a back-up with voting rights on behalf of another councillor if the quoracy of the meeting was threatened.

The Devolved Services Committee shall meet a minimum of 3 times in every year.

The primary objective of the committee is to: -

- Assist the Parish Council in overseeing the scope and range of services offered through the devolved services concept.

To fulfil this objective the committee shall undertake the following roles:

1. To set the annual budget for Devolved Services Work (September).
2. To review expenditure against budget figures.
3. To liaise with the finance committee with respect to budget planning and expenditure.
4. To recommend expenditure of over £750 in accordance with the Financial Regulations.
5. To review the annual plant and equipment maintenance plan.
6. To review the quarterly work schedules of the Devolved Services Staff.
7. To recommend staff levels and roles.
8. To review and recommend ongoing training.
9. To review the participation in public exercises (Parish Guardians).
10. To liaise with partners performing joint landscaping and maintenance works.
11. To review insurances, training certification, user licences, health and safety requirements are in place and up to date.
12. To report items of risk to the Council.
13. To report quarterly to the Council.

Devolved Services – Landscaping

by Sarah Espey, RFO

Dated: 7th December 2022



STANTONBURY
PARISH
COUNCIL

This presentation will outline information about the Devolved Services Landscaping (DSL) to enable Stantonbury Parish Council (SPC) to properly assess all the available options and make informed decisions.

MKCC have confirmed we can submit a revision to the decision made by SPC at the meeting of Wednesday 16th March 2022 at which SPC resolved to take on the Landscaping Contract from MKCC.

At the meeting the backing paper provided for the item included the Draft Specification 2022 but not a copy of the Draft Agreement, this is attached together with a few other pieces of information.

There was no decision about how SPC would deliver the DSL, but to date it has been expected it would be done in-house.

This is a critical time to make a decision due to the setting of the budget for the year 2023/24 and in order to set up before the contract is due to start in September 2023, a decision must be made by the end of December 2022.



**Milton
Keynes**
City Council

Full List of Documents and Information Reviewed



Staff notes from meetings



Service Request Information



Reports/notes by Cllr Davison



Parish Quantities



Draft Parish Agreement



Parish Plan Map



Draft Parish Specification



Financial reports from local councils in the area



TUPE Information – Landscaping Services



Working Together: An Approach to Devolution of Assets (Facilities) and Services 2019-2029



TUPE FAQ's



Correspondence and emails from MKCC

Items outlined in red are attached as handouts, if any other information is required this can be viewed in the parish office

Draft Agreement – Key information and answers to outstanding queries

- START DATE is now 4th September 2023
- DURATION - The agreement has a fixed term and would run for **5 years**
- LAND – Ownership of the land remains with MKCC
- GRANT - The provisional grant figure was £78,436.71 per annum, however MKCC have confirmed a revised figure should be available by the end of the year, and this would be uplifted by inflation (at the very least). Inflation at the time of query with MKCC was 8.8% so this could increase to around £85k.
 - 8.2a The Grant for subsequent years (2024/25 – 2027/28 inclusive) shall be the base grant revised to take into account any inflation based on the DTI (Department Trade Index) as at 1 April each year. Inflation will be applied to subsequent years Grant payments. Notification to be given in March of each year.
 - 8.2b MKCC will review the Grant annually and take into account any agreed changes to the services. And the Council may reduce or increase the amount of the Grant accordingly.
 - 8.2d The Grant will be paid by MKCC within 30 Days of receiving a valid invoice from Parish Council and require relevant Purchase Order Number.
 - 8.5 Should any part of the Grant remain unspent at the end of the Grant Period, the Parish Council shall with the approval of MKCC use unspent monies to improve the Service.

Draft Agreement Clauses – Obligations / Risks

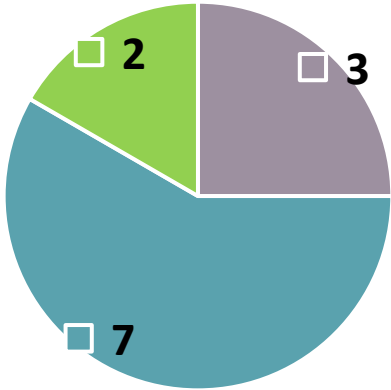
- **2.1 – MKCC reserves the right by notice to the Parish Council to modify the quality or quantity of the Service for whatever reason and any alteration to the Grant or the Term arising by reason of such modification shall be agreed between the parties and confirmed in writing.**
- **5. NOTICE PERIOD/TERMINATION – The Agreement may be suspended or terminated at any time during the Term by giving not less than six (6) months written notice to the other party, or such lesser period as the Parties may agree in writing.**
- **9.2 SPC must obtain written permission from MKCC if they wish to sub-contract, such permission will not be unreasonably withheld or delayed.**
- **10 – MONITORING AND REVIEW - MKCC want to receive regular written reports and meetings to monitor and review the contract.**
- **11 – TERMINATION OF AGREEMENT BY MKCC FOR BREACH – MKCC may terminate without notice if SPC fails to perform the service satisfactorily or shall have committed a material breach of the agreement.**
- **13 – STATUTORY OBLIGATIONS must be met to comply with the law or regulations including satisfactory maintenance of sight lines and overhanging vegetation as well as Health & Safety at Work etc. Councillors are liable for ensuring the conditions of the contract are met.**

Parish Plan Map (Handout)

There are 48 councils, of which there are 12 who currently deliver the landscaping service.

- 7 Subcontract.
- 3 Deliver the service in-house - Campbell Park, Woughton, and Shenley Brook End.
- 2 have a Hybrid approach, where they have staff to undertaken some work and a contractor for the bigger works.
- Stony Stratford Town Council restrict their contract spend to that of the grant.
- The other councils have increased their precept to deliver the landscaping.

Summary of Councils Delivering Landscaping



■ IN-HOUSE ■ SUB-CONTRACT ■ HYBRID

Parish Plan Map – Expressions of Interest - Update

In December 2021, 20 councils submitted an expression of interest.

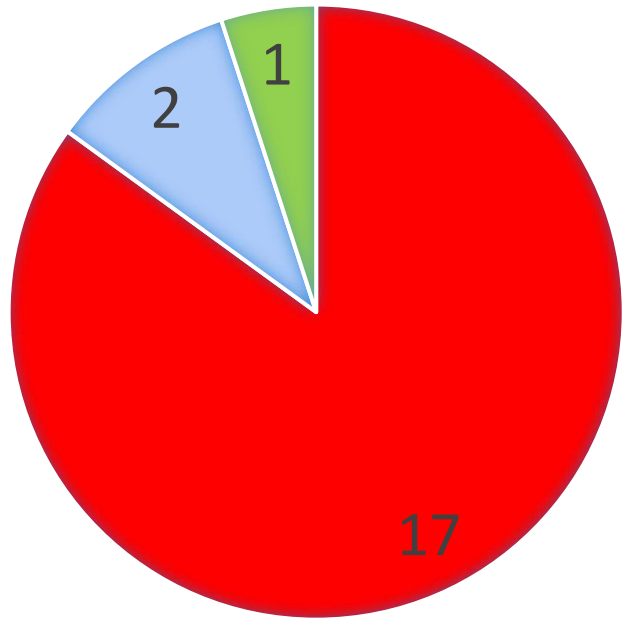
During October 2022, we contacted the other 19 councils who had also expressed an interest for an update. **Bletchley & Fenny Stratford Council** plan to go ahead (in-house), and **Haversham cum Little Linford and SPC** are reconsidering.

17 decided not to proceed.

- Some of the reasons stated for not proceeding:

- *“Other councils already doing the work spend much more than the grant*
- *Wasn’t going to provide better service with additional cost*
- *Prefer to provide a top up service only*
- *Risks were too high*
- *Strain on staff resources*
- *Don’t have the skills to run*
- *No benefit to residents*
- *Fear that MKC would take back the contract anyway*
- *Choose to use reserves to develop existing or new assets*
- *Residents did not wish for it to be taken on*
- *Costs to run far exceed grant”*

■ NO ■ UNDECIDED ■ YES



WHAT ARE OUR OPTIONS?



*Serving
the community*



Do SPC still wish to take on the
Landscaping Contract from
4th September 2023?

1. YES, if so
how?

1.1 IN-HOUSE

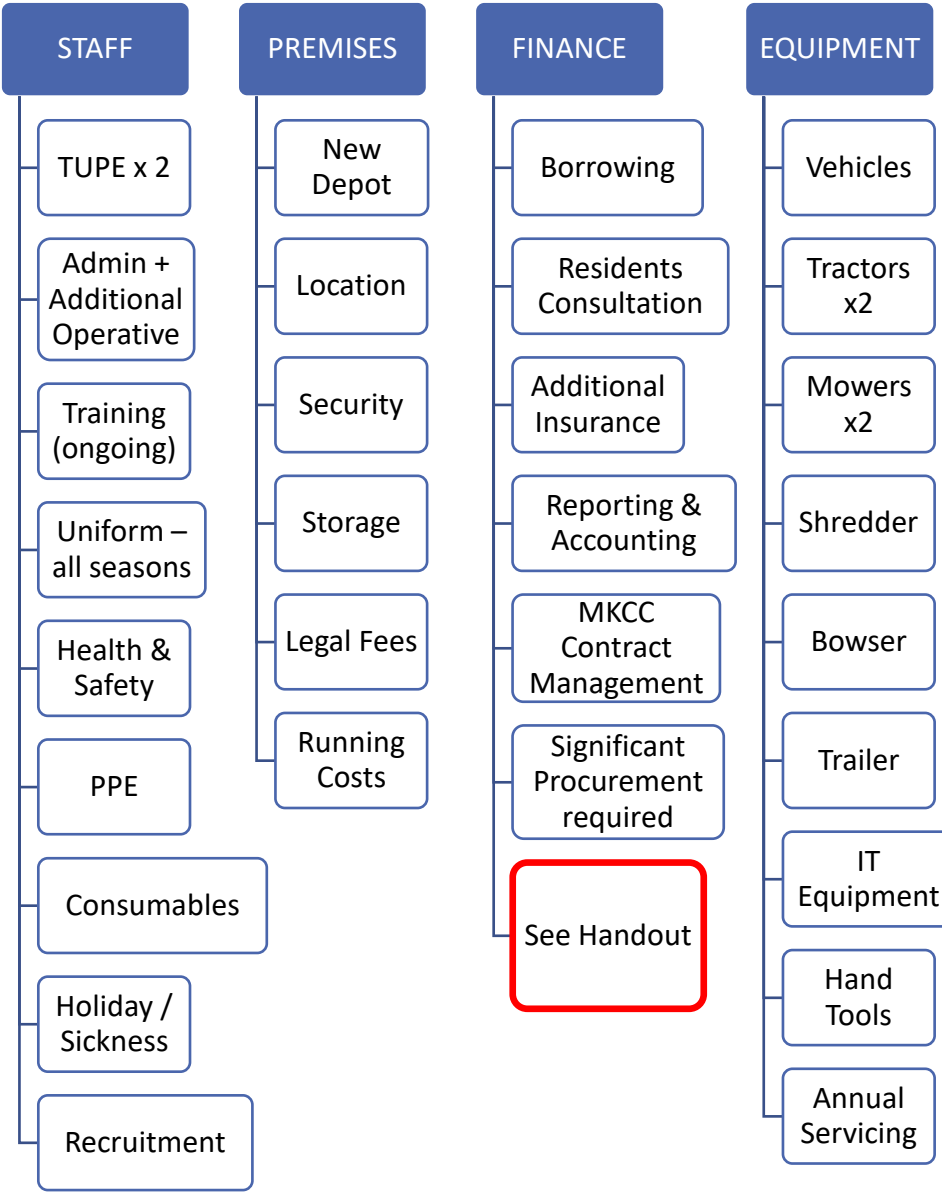
1.2 SUB-CONTRACT

1.3 HYBRID

2. NO, not
at this time

2.1 MONITOR,
REVIEW, TOP-UP

OPTION 1.1 IN-HOUSE LANDSCAPING – This is not an exhaustive list



- To go down this route it would necessitate a highly proactive and committed task and finish group being set up as an immediate priority.
- A resident consultation will be required in relation to any borrowing.
- The contract is for a fixed term of 5 years with the option to extend for a further 5, however SPC should be mindful of the risk that the contract could be terminated with notice at any time by MKCC, or at the end of the contract should SPC not wish to continue there would be a lot of assets to be disposed of.
- Why do MKCC not deliver this in-house? “ The significant additional cost and risk profile of the services did not yield equivocal benefit or innovation to the service or authority. Furthermore....a significant impact on internal resources to a point where delivery confidence was impeded beyond tolerable risk”
- SPC could look at sharing resources with existing in-house landscaping teams or hire equipment to help us deliver the services in the short-term. An alternative solution could be to rent local premises.
- A vast amount of time and effort has already been spent focusing on this.
- SPC have been in talks with MKCC for the past 5 years and they are fully expecting us to move forward with our decision.
- SPC have a significant ear-marked reserve set aside which together with the MKCC Grant would be allow us to run the service, without a significant precept increase if we didn't build a new depot.
- The in-house landscaping service could be funded by making cut-backs in other services we currently provide.

OPTION 1.2 SUBCONTRACT - The Process

1. Follow Public Contracts Regulations 2015 (over £25,000)

2. Prepare Tender Docs & Specification specific to SPC

3. Advertise on Contracts Finder and invite tenders

5. Review responses and award contract

4. Meet with potential contractors

6. Manage Contract - Public, MKCC, and Contractor

7. Monitor, review, and improve

Must follow Public Contracts Regulations 2015, this is not something SPC have done before so will need to factor in additional time for the process. 3-6 months.

If we don't improve the delivered service it is a lot of work to award and manage the contract for minimal benefit

Specification will need reviewing and modifying if SPC want to obtain an improvement on the current standard

Improvements will come at a cost, which can be funded by using contributions from the reserves held, by raising the precept, or by cutting back on existing services

A contractor would have a schedule of works which would be difficult for us to amend or have flexibility with.

No need to outlay for capital equipment or additional premises, so SPC could use it's reserves to improve service and/or reassign

Would require an onward TUPE which has not been done before (MKCC)

OPTION 1.3 – Hybrid

This would involve a combined approach of both in-house works and employing a main contractor

OPTION 2.1 – Monitor, Review, Top-Up

- Monitor the service delivered by MKCC new contractor
- SPC can reapply during the next 5 years, as there is the possibility of a modification and variation to the new contracts.
- Use our existing rangers to provide a top-up
- Employ a contractor adhoc to carry out additional work to top-up the work done by the rangers.
- Reserves – can remain ear-marked for future landscaping
- Allows potential investment into improving existing assets
- Would need to manage expectations from residents and explain why SPC have had a change of decision.
- Releases internal resources – which can focus on improving community services such as Youth Clubs, Food Banks and so on
- Potential for Asset-Transfer Land to SPC ownership



Reply to: [REDACTED]
Call: [REDACTED]
E-mail: [REDACTED]@milton-keynes.gov.uk



December 2021

Dear Linda and Stantonbury Councillors

Information for Parish and Town Councils interested in delivering Landscaping Services from 2023

Thank you for Expressing an Interest in delivering landscaping services from 2023.

As per the timetable circulated to all Parish and Town Councils on 1 November 2021, please find attached

- 1) **Draft Parish Specification.** The specification has been developed following our workshops held on 18 and 19 October and is a direct lift from the new specification that has been published for tenderers who are interested in bidding on the borough wide contract (currently delivered by Serco) that will also become effective from April 2023
- 2) **Draft Parish Agreement.** The agreement is based on what we have for the 12 parishes that currently deliver landscaping services
- 3) **Parish Quantities.** The spreadsheet provides details of the quantities for your parish. It does not currently include any amendments for
 - a. Landscape Transformation
 - b. Housing land corrections
 - c. New landscape specification

You can cross reference the task code in the spreadsheet with the task code in the Draft Parish Specification, to provide the action required.

- 4) **Service Request information.** This spreadsheet provides an indication of how many service requests we have received in your parish area together with details of how to access numbers of service request for your areas. Please note that this may not include enquiries received via ward Councillors.
- 5) **Parish Maps**

- 6) **A borough map of parishes who have also submitted an Expression of Interest.** I thought this might be useful if you were considering 'clustering' opportunities with other parishes.

The **indicative funding for your parish under the existing contract is £78,436.71 per year.** Please note that this funding is only indicative. The value is based on current costs (equivalent to what we would currently be paying the Council contractor to deliver these services) and is not necessarily reflective of the whole cost to parish and town councils. As and when we are in a position to confirm adjustments to the indicative funding we will do so.

We anticipate providing indicative TUPE information for those new parishes only. The TUPE information will detail current Full Time Equivalent (FTE) positions deployed to your respective areas, and this will be the initial view on the TUPE position in terms of personnel full time equivalents that might transfer to your parish to deliver these services.

Please note that some of the parishes with smaller landscape areas may not be subject to TUPE (e.g those where the FTE working in your parish area currently is less than 0.5). We continue to work with Serco to understand those Parishes that are likely to be affected by TUPE.

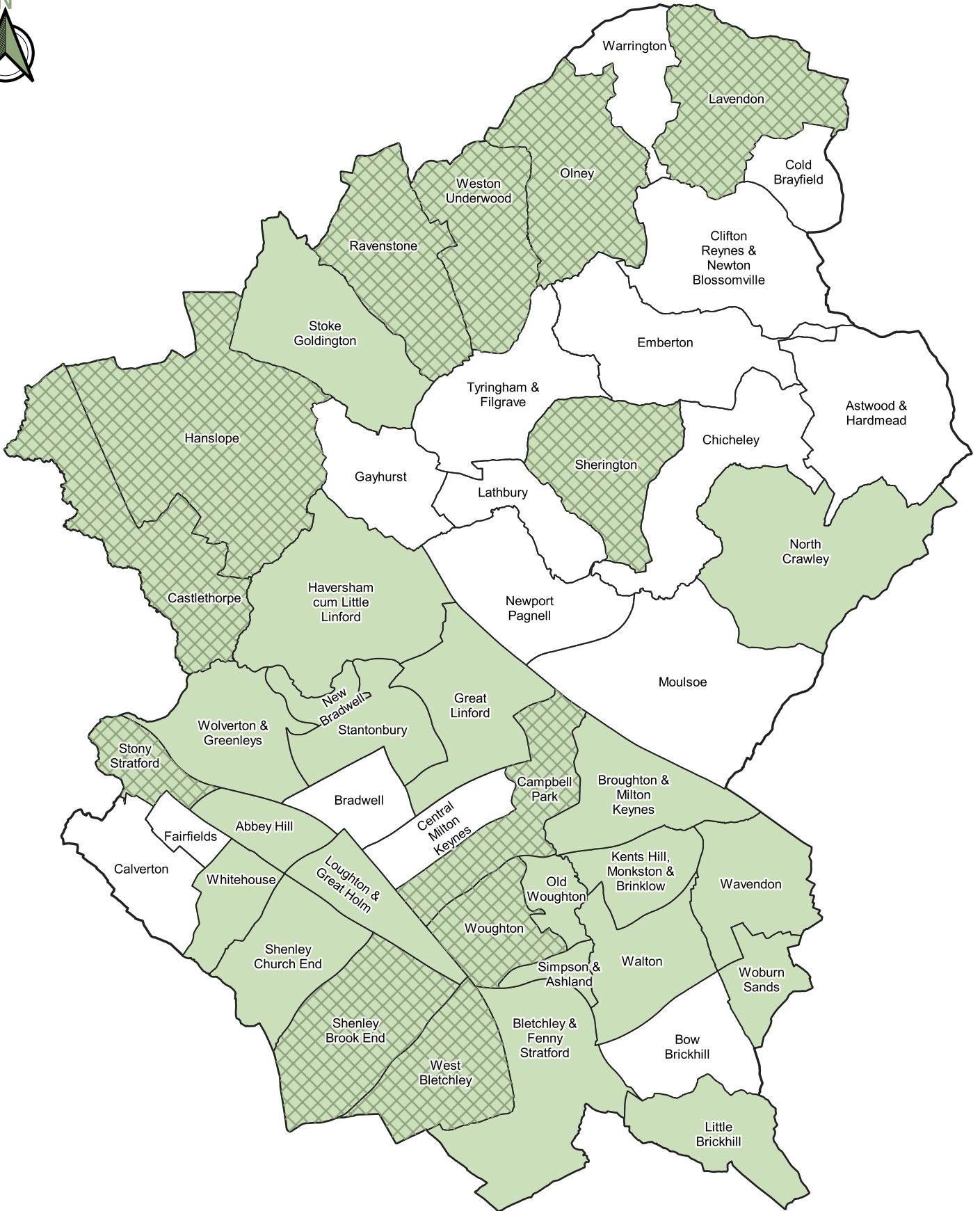
As these are front line services for residents Parishes are recommended to undertake their own 'due diligence' and soft market testing, if you have not already done so. Entering into conversations with potential service providers for indicative costs for your own parish areas from 2023 now should assist in shaping your decision making processes.

As per the timetable (issued on 1 November 2021) if, having considered all the information within this package, you are looking to deliver landscaping services, we will be looking for your 'Commitment' in March 2022. Meanwhile, if you feel it would be helpful, myself, Kay Pettit or one of my team are happy to attend your meetings to discuss further. Please contact Kay with details of date, etc.

Yours sincerely



Nicholas Hannon
Head of Environment & Waste



Legend

- 12 parishes currently delivering devolved landscaping services who have Expressed an Interest in continuing to do so from 2023
- 20 parishes who have Expressed an Interest in delivering landscaping services from 2023

Scale
1:110,000
@A4P

Parish Plan

	Estimated Initial Outlay	Estimated Annual Running Costs
Premises & Storage	£ 700,000.00	£ -
Additional Vehicle/Trailer	£ 45,000.00	£ -
Plant & Machinery	£ 40,000.00	£ -
Surveyor, Architect, Legal Fees	£ 25,000.00	£ -
Landscaping Equipment	£ 8,000.00	£ -
CCTV/Security	£ 7,000.00	£ -
Telephone / IT / Software	£ 5,000.00	£ 1,000.00
Training	£ 4,000.00	£ 2,000.00
Protective Workwear	£ 3,000.00	£ 2,000.00
TUPE Staff x 2 operatives (inc PAYE/Pension)	£ -	£ 70,000.00
2 Additional Staff (1 admin, 1 operatives)	£ -	£ 70,000.00
Loan Repayment (£400,000 over 10 years EIP)	£ -	£ 55,000.00
Landscape consumables	£ -	£ 15,000.00
Maintenance & Servicing	£ -	£ 12,000.00
Landscape Fuel	£ -	£ 6,000.00
Premises Running Costs (utilities, rates etc)	£ -	£ 5,000.00
Insurance/Compliance	£ -	£ 2,000.00
	£ 837,000.00	£ 240,000.00

Income	Current Assets	Annual
MKCC Grant		£ 85,000.00
Potential of Sale of Wylie (GAD guess)	£ 120,000.00	£ -
Reserves	£ 287,000.00	£ -
Reserves	£ 30,000.00	£ -
	£ 437,000.00	£ 85,000.00

(Shortfall)/Surplus	-£ 400,000.00	-£ 155,000.00
	Loan	Precept Shortfall



milton keynes council



Specification for Landscape Maintenance

Milton Keynes Council

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Version Control

Version	Comments	Date
V1	KP (with input from MB, RT, PS following meeting on 28.1.19)	Jan 2019
V2	MB, RT, PS, KP following meeting 8.4.19	Apr 2019
V3	MB, DN-O meeting 3.5.19	May 2019
V4	MB, DN-O, KP meeting 5.6.19	June 2019
V5	Further MB amends, DP comments and H&S detail	June 2019

1 General Requirements

1.1 Interpretation and Definitions

Interpretation

Words and expressions used shall (save where the context may otherwise require) have the meanings assigned to them in the Agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) and the Specification.

In the event of any contradiction or discrepancy between this Specification and the Agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) document then the terms of the Agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) document shall prevail.

The headings in this Specification do not form part of and shall not affect the construction of this Specification.

Words importing the singular only shall also include the plural and vice versa where the context requires.

In this Specification, defined terms have the same meaning as those set out in the Agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) document and, in addition, the following terms shall have the meanings described below:

“Alleged Service Failure”: means a verbal or written statement from a member of the public regarding dissatisfaction with services which is being made for the first time and does not involve a question of policy that is the purview of the Authority’s officers.

“Annual Bedding”: means the planting of annual plants in a Bed and includes Winter, Spring and Summer Bedding.

“Authority”: means Milton Keynes Council

“Authorised Officer”: means an officer within Milton Keynes Council that has responsibility for overseeing the Parish Specific Landscaping Agreements with the Authority.

"Agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) ": means Parish Specific Landscape Service Agreement and vice versa

“Bed”: means an area planted with shrubs and trees, and will be subject to weeding and pruning specifications

"Bill of Quantities": means a list of items, giving brief identifying descriptions and estimated quantities of the work comprised in Appendix B, in sufficient detail for it to be possible to distinguish between the different classes of work, and between work of the same nature carried out in different locations or in any other circumstances which may give rise to different considerations of cost;

"Borough": means the area of the Borough of Milton Keynes, as may be varied from time to time pursuant to any boundary or other change;

-"**Complaint**": means any verbal or written statement regarding dissatisfaction with any of the Services which is not an Alleged Service Failure (but which may be regarding a failure to act satisfactorily to an Alleged Service Failure);

"**Contract Standard**": means, in relation to performance of the Services, the Parish or Town Council and its Operatives carrying out such Services in accordance with and to the standards defined within this Specification.

"**Core Task**", is an item in the Bill of Quantities where the volume of work is fixed until altered by a contract variation;

"**Crown**": means the foliage bearing section of the tree formed by its branches and not including any clear stem/trunk.

-"**Enquiry**": means a verbal or written statement from a service user, questioning the level and standard of any of the Services provided. Dissatisfaction with the response to an enquiry may result in a Complaint;

"**Epicormic Growth**": means new growth arising from dormant or new buds directly from main branches/stems or trunks.

"**Frequency Based Task**", is a Core Task in the Bill of Quantities which the Parish or Town Council is to perform a certain number of times as specified;

"**Highway**": means (but without prejudice to the generality thereof) the carriageway, adjoining footpaths, roundabouts, service roads, access roads, cycle ways, redways, drainage channels, gullies, public owned highways, paths, walkways, centre islands, "Keep Left" islands, paved areas and verges; car parks which are not public owned highways;

"**Kerb**": means the line of concrete or masonry marking the edge of the carriageway and footway of a highway so that the footway is elevated above the level of the roadway;

"**Key Performance Indicators**" (**KPI's**): means the performance standards set by the Authority

"**Litter**": means materials, that are improperly discarded and left by members of the public; or are spilt during business operations as well as waste management operations;

"**Litter Bin**": means a bin or receptacle for the deposit of Litter;

"**Locations**": means any land, building, premises or highway at which the Service is to be provided;

"**Materials**": means all materials, chemicals, minerals, substances, and all other things used or necessary in order to provide the Services other than items of Equipment and Plant;

"**Mechanical Plant**": means the Parish or Town Council or Parish or Town council's contractor specialised equipment and includes, but not exclusively, mowers, tractors and other items of equipment required by the Parish or Town Council for the provision of the Parish Specific Landscaping Agreement other than items of Equipment and Materials; Where reference is made in this specification to approved mechanical plant, materials and operations, it means such items that are approved by the Authorised Officer to be used.

"**Operative**": means an employee or agent of or other person for the time being engaged by the Parish or Town Council or any sub-contractor of the Parish or Town Council deployed in connection with the provision of the Services;

"**Parish Specific Landscape Service Agreement**": means Agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) and vice versa

"**Parish or Town Council**": means the Local Council delivering the and responsible for the Parish Specific Landscape Services

“Performance Based Task”, is a Core Task in the Bill of Quantities which the Parish or Town Council is to perform as often as necessary to meet the specified criteria;

"Risk Assessment": means an assessment prepared by the Parish or Town Council detailing the risks involved in carrying out a Task and which will conform to all applying Health, Safety and Welfare regulations and safe working guidance and Good Industry Practice;

“Service Failure”: means a failure of the Parish or Town Council to carry out a task they are required to do, to maintain a feature at the standard required by this specification, or otherwise to act in accordance with this specification.

"Task": means one particular type or item of work as may be specified in the Specification;

"Vehicle or Vehicles": means the Vehicle(s) that the Parish or Town Council shall use in the performance of the Services;

"Waste": means all refuse and waste which the Parish or Town Council is required to collect and deliver to their disposal points in accordance with the Specification;

"Weed": means any plant growing ‘out of context’, e.g. broadleaf weed in grass, plant species not deliberately established or specifically encouraged to grow in a shrub border or woodland .This shall include annuals or perennials, with or without secondary thickening, including woody plants and non-vascular plants such as mosses, Algae’s and Liverworts shall be deemed a ‘weed’. For the avoidance of doubt the Authorised Officer shall determine in his absolute discretion what a “Weed” is;

“Woodland”: means an area of land with trees established on it that will be subject to items and tasks within the Specification;

1.2 General Description of the Services

1.2.1 The Parish Specific Landscape Service Agreement manage parks and open spaces as detailed in Appendix B

1.3 Aims and Objectives

1.3.1 The aims and objectives of the Services required are to ensure that parks & open spaces provide individual, community, environmental and economic benefits for all ages and abilities. The Authority aims to maximise the benefits for the community and requires the Parish or Town Council to work with the Authority to maintain:

- a. attractive open spaces that encourage pride in locality;
- b. functional parks & open spaces that provide opportunities for recreation;
- c. sustainable parks and open spaces for current & future generations in a modern growing city; and
- d. all locations to enhance their quality of life, health and well-being.

1.3.2 The Parish or Town Council will also be required to assist the Authority maintain and improve the following:

- a. Amenity - to improve and maintain the attractiveness of the Borough’s parks and open spaces with due regard to health, safety and welfare of users and visitors.
- b. Recreation - to provide and maintain a safe recreational resource for sports teams, clubs, individual and other users. Implicit in this is the objective of maintaining an agreed standard of playing facility.
- c. Conservation - to protect and expand the habitat of all places of animal and plant life currently found in the Borough.

- d. Education - to develop amenity open space as an educational resource for residents and visitors to the Borough and create environmental awareness.

1.3.3 The Parish or Town Council, in pursuance of the above, will have due regard to legislation, BSI Standards, accepted horticultural and Good Industry Practices implicit in the Specification.

1.4 Standards of Service

1.4.1 The Authority has a set of service standards relating to Landscape Services and requires the Parish or Town Council to adopt these standards. The Authority's service standards are:

- a. Manage, inspect and maintain parks and open spaces on a programmed basis, against national standards, to ensure that they are clean, well maintained, healthy, safe and secure places for all members of the public to use.
- b. Maintain parks and open spaces using environmentally sound methods through the adoption of prevailing Good Industry Practices. Where an appropriate British Standard Specification or British Standard Code of Practice issued by the British Standards Institute is current, all goods / materials used or supplied and all workmanship shall, as a minimum requirement, be in accordance with that Standard unless a higher standard is specifically required by the Specification.
- c. The conservation of natural features, flora and fauna and structural features of merit.
- d. Encourage the involvement of members' of the community, who represent as many green space users as possible, in the service.
- e. Assess parks and open spaces to ensure equal access for all members of the community.
- f. Provide information on and promote parks and open spaces as a community resource.
- g. Respond to all emergency situations, e.g. fallen branches, within 24 hours.
- h. Answer all telephone calls within 5 rings (helpline).
- i. Answer all correspondence within 14 calendar days. Where detailed investigation is necessary, acknowledge written correspondence within this timescale and respond in detail as soon as possible

1.4.2 The Authority also requires that the Parish or Town Council adopts an approach to customer care that includes:

- Always to put the customer first and treat them fairly and as an individual
- Adopt a friendly and approachable style
- Be open, straightforward and listen to the customer
- Provide well trained staff who will deal with any Enquiry in an efficient and sensitive manner
- Deal with any Enquiry at the first point of contact where possible
- Take ownership of the Enquiry
- Ensure that the customer is advised of all relevant timescales
- Treat the personal information received from the customer in the strictest confidence
- Conduct surveys to obtain your feedback
- Take notice of, act on and learn from customer feedback
- Continually aim to improve the service and performance.

1.5 Measurements and Quantities

1.5.1 The quantities contained in Appendix B are believed to be accurate. These will be subject to continuous review through asset auditing practices. Errors will be dealt with in accordance with the provisions contained in the Agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council).

1.6 Scheduled Work

1.6.1 In preparing their schedule of working the Parish or Town Council must take into consideration that no operations shall be carried out at sensitive locations at times that would cause inconvenience, examples would include; near to schools during opening and closing times, public and volunteer events on public open space, busy traffic areas during “rush hour”, events at memorial gardens and religious establishments during services.

1.7 Hours of Working

1.7.1 The Parish or Town Council shall not commence any operations prior to 7.00 am and cease all operations by 9.00 pm or dusk whichever is earlier, Monday to Friday, excluding Bank Holidays and other Public Holidays unless work on these days is required by the Specification.

1.8 Performance Standards

1.8.1 All work or services the Parish or Town Council is to carry out or execute shall be performed in accordance with the specification as a minimum.

1.9 Target Setting

1.9.1 The Authority has a series of Key Performance Indicators, which shall assist the **Parish or Town Council** in the delivery of Parish Specific Landscaping Services. These are detailed in Appendix C. The Authority shall propose targets for their performance against these Key Performance Indicators.

1.9.2 The Parish or Town Council shall review the targets on an annual basis to ensure that they are relevant and deliver on the required standards of residents

1.10 Agreement Monitoring

1.10.1 The Parish or Town Council shall put in place systems and procedures to record all work that has taken place under the Agreement and to continuously self-monitor the quality of a reasonable proportion of this work as indicated in the relevant Key Performance Indicator.

1.10.2 The Parish or Town Council shall put in place systems and procedures to capture performance against the Key Performance Indicators relevant to these Services.

1.10.3 The Parish or Town Council shall put in systems and procedures to continually monitor all features of the agreement that are performance or frequency based so that pro-active action can be taken to ensure that these features remain within specification.

1.10.4 The methodology used for Agreement Monitoring, including KPI monitoring, shall be determined by the Parish or Town Council and shared with the Authorised Officer.

1.10.5 The Authorised Officer may inspect the Services executed by the Parish or Town Council from time to time.

- 1.10.6 The Authorised Officer may, from time to time inspect any materials used on the Parish Specific Landscape Services Agreement to ensure they are true to type and within specification. This includes, amongst other things, chemicals, seeds and turves.
- 1.10.7 Joint inspections may be undertaken by the Authorised Officer and Parish or Town Council, and arranged by mutual agreement to assess performance and quality of work completed in selective or random locations
- 1.10.8 It is envisaged that the Parish or Town Council will provide an annual report detailing their performance against the standards detailed throughout the specification and performance against the Key Performance Indicators (detailed in Appendix C). This report should be submitted to the Authorised Officer by 1 May each year (for the previous year – April to March) and include any plans to further improve the service to deliver on the priorities of the MK Sustainability Strategy 2019-2050.

1.11 Service Enquiries and Failures

- 1.11.1 The Parish or Town Council will maintain their own systems to deal with an manage Enquiries or Alleged Service Failures received from members of the public
- 1.11.2 Should the Authority receive Enquiries or Alleged Service Failures direct from members of the public, they will refer them to the Parish or Town Council for resolution.

1.12 Staff and Operatives

- 1.12.1 The Parish or Town Council shall confirm to the Authorised Officer, a named point of contact in respect of landscaping services
- 1.12.2 The Parish or Town Council shall ensure that properly qualified and experienced staff are recruited, trained, contracted and managed to fully meet the requirements of the Specification and Parish Specific Landscape Services Agreement.
- 1.12.3 The Parish or Town Council must ensure that every Operative deployed by the Parish or Town Council in and about the provision of the Services is at all times properly and sufficiently skilled and/or instructed with regard to:
- the Task or Tasks that such Operative has to perform;
 - any relevant provisions of the Parish Specific Landscape Services Agreement;
 - all rules, procedures and standards referred to in the Parish Specific Landscape Services Agreement relevant to the work that the Operative is deployed to perform;
 - all relevant rules, procedures and statutory requirements concerning health and safety at work;
 - fire risks and fire precautions and emergency action including evacuation procedures;
 - the need to maintain the highest standards of hygiene, courtesy and consideration;
 - the need to recognise situations which may involve any actual or potential risk of personal injury to any person (including members of the public), and the need to make such situations safe;
 - the need in the event of any emergency immediately to contact the named point of contact within for the Parish or Town.

- 1.12.4 All of the Parish or Town Council Operatives and any others employed by the Parish or Town Council in the delivery of the Service related to this Parish Specific Landscape Services Agreement must wear a 'uniform'. The 'uniform' shall carry 'badging' that recognises the Parish or Town Council. All of the Parish or Town Councils Operatives shall wear the approved uniform at all times whilst working in public in association with the delivery of Services related to this Parish Specific Landscape Services Agreement.
- 1.12.5 All of the Parish or Town Council Operatives shall be issued with an approved form of photo identification that must be carried and used at all times.
- 1.12.6 In operating Vehicles, Mechanical Plant and Equipment the Parish or Town Council shall ensure that all Operatives:
- take all reasonable and practicable steps to ensure that any Vehicles, Mechanical Plant and Equipment are used in a careful, legal and proper manner and for the purpose for which they are constructed, designed and/or modified;
 - drive safely, responsibly and correctly at all times in accordance with legislation, rules and regulations and that speed limits are observed at all times and with the exception of driver only Vehicles, reversing only takes place under guidance.
- 1.12.7 Drivers and operators of Vehicles, Mechanical Plant and Equipment are responsible for the safe operation and the use of the same.
- 1.12.8 Drivers and operators are to be trained and thoroughly competent in all aspects of the safe use of Vehicles, Mechanical Plant and Equipment.
- 1.12.9 The Parish or Town Councils Operatives shall at all times be polite, friendly and respectful to members of the public and staff of the Authority and act in a manner that reflects well on the image of the Borough.
- 1.12.10 The Parish or Town Council shall, in the performance of their duties, have due regard for the ramifications of the actions of its Operatives when dealing with the public and the image they project.
- 1.12.11 The Parish or Town Council shall adopt, and adhere to a code ("Staff Code of Conduct") governing the behaviour of all staff, including agency and sub-Contractors, which as a minimum shall require that staff:
- are courteous and helpful to the Authority and any Service user or stakeholder at all times when providing the Service;
 - carry out their duties and conduct themselves lawfully, in an orderly manner and cause no annoyance, offence, inconvenience or disruption to any Service user, stakeholder or Authority representatives; and
 - shall, when requested to do so, disclose his/her identity and status as a member of the staff of the Parish or Town Council (or sub-Contractor of) , and offer for inspection an identification card showing the name and details of the staff member.
- 1.12.12 The Parish or Town Council shall not allow their employees / operatives to receive, request, solicit or act in such a manner as to induce payment, or gratuities of any kind, for any work to be carried out in accordance with the Parish Specific Landscape Services Agreement.

1.13 Health and Safety

- 1.13.1 Under the 'Health and Safety at Work, etc Act 1974', (HSWA) the Authority is required to prepare a statement of its policies and duties to ensure the health, safety and welfare

at work of all its employees. A copy of the Authority's Health and Safety Policy Statement is included at Appendix A to the Specification and the Parish or Town Council must seek to meet or exceed the policy through their own arrangements.

- 1.13.2 The Parish or Town Council shall comply with the 'Health and Safety at Work, etc Act 1974' and any other relevant health and safety legislation.
- 1.13.3 The Parish or Town Council shall be required to have their own health and safety policy statement and have undertaken relevant risk assessments to decide upon the appropriate safe systems of work that meet the requirements of the HSWA. Where any part of the Services is to be sub-contracted out then the Parish or Town Council shall ensure that a similar standard of compliance is achieved by the sub-contractor(s) and have in place effective monitoring of the contract.
- 1.13.4 In providing the Services, the Parish or Town Council shall be responsible for all health and safety matters be it their own staff, sub-contractors or members of the public, and must adopt safe methods of work and comply at all times with the requirements of the Health and Safety at Work, etc. Act 1974 and of any other legislation, regulations or orders pertaining to the health and safety of the persons affected by the works.
- 1.13.5 The Parish or Town Council shall nominate a competent person or organisation who is able to provide advice on health, safety and welfare matters and provide the Authority with the name and address of this person/organisation.
- 1.13.6 The Parish or Town Council shall ensure that when work on the public highway is carried out that all signing and guiding is in accordance with Chapter 8 of the Traffic Signs Manual 1991 and permits obtained where required
- 1.13.7 In the event of an incident reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), or Legislation succeeding this, the Parish or Town Council shall, as necessary, conduct an urgent review with the Authorised Officer regarding any implications for the delivery of the Service.

1.14 Materials

- 1.14.1 Unless otherwise stated, the Parish or Town Council shall supply all materials, fuel and labour to carry out the Services.
- 1.14.2 The Parish or Town Council will provide as part of the Parish Specific Landscape Services Agreement all material necessary for the full execution of Services detailed in the specification. Where specific materials are identified in the specification the Parish or Town Council will provide these exactly as specified unless suitable alternatives are agreed with the Authorised Officer.
- 1.14.3 The Authorised Officer may ask the Parish or Town Council to provide samples of any material proposed for use in these Services or to inspect existing stocks to ensure that materials are acceptable.

1.15 Use of Chemicals

- 1.15.1 The Parish or Town Council shall comply with all relevant statutes and regulatory guidelines in the supply, use and storage of chemicals including any successor legislation.
- 1.15.2 All chemical herbicides used are to be approved by the Authorised Officer ('Approved') and shall be applied in strict accordance with manufacturer's instructions. The Parish

or Town Council shall provide and make available for inspection containers for measuring quantities of herbicides

- 1.15.3 The Parish or Town Council shall keep a record of all herbicides and chemicals used. These shall be made available to the Authorised Officer on request.
- 1.15.4 The Parish or Town Council shall ensure that all Operatives involved in herbicide application are suitably qualified and assessed, having the appropriate training and shall present proof to the Authorised Officer to this effect on request.
- 1.15.5 The Parish or Town Council shall ensure that all operatives wear appropriate protective clothing and that required safety precautions are observed.
- 1.15.6 The Parish or Town Council shall ensure that all chemicals are correctly stored and transported in compliance with the Control of Pesticides Regulations as follows:-
- That any recognised storeman is in possession of a Storeman's Certificate of Competence.
 - All chemicals shall be securely locked within lockable containers.
 - The Parish or Town Council shall ensure that all waste containers and chemicals are disposed of at licensed tips or incinerators as appropriate.
 - The Authorised Officer shall be issued with names and addresses of disposal sites.
 - On no account shall chemicals be decanted from one container to another except when filling application tanks.
- 1.15.7 All equipment and machinery used in the application of chemicals shall be carefully maintained to ensure correct application takes place and that no leakage occurs.
- 1.15.8 All machinery used in the application of herbicides shall be properly maintained and spray equipment shall be fitted with an effective guard to prevent drift onto neighbouring areas or plants, a pressure regulating device and an approved spray nozzle. The Parish or Town Council shall make good, at his own expense any damage caused by drift or excess.
- 1.15.9 Application of herbicides and pesticides shall only be carried out under suitable weather conditions in order to avoid spray drift and to achieve the most effective results.
- 1.15.10 An acceptable period of notice must be given to any facility users before carrying out pesticide applications, especially where this would involve closure of the facility. The period of notice is to be agreed with the Authorised Officer.
- 1.15.11 The Parish or Town Council shall ensure that the method of application in no way leads to the pollution of any watercourse or water supply.
- 1.15.12 When using pesticides, the Parish or Town Council shall have due regard, implicit in current legislation, for the environment, facility users, wildlife, animals and the facility itself.
- 1.15.13 The Parish or Town Council shall ensure that the method of application is carried out in such a manner as to cause no damage or injury to any desirable plant, animal, machine or item of equipment. Any such damage shall be made good at the Parish or Town Council expense. When mixing chemicals, the Parish or Town Council shall ensure that no spillages occur causing damage to vegetation, surfaces, plants or equipment, any such damage will be held to be the Parish or Town Council responsibility.
- 1.15.14 The Parish or Town Council shall ensure that application rates are in accordance with manufacturer's recommendations, and that the total area specified is treated.

- 1.15.15 The Parish or Town Council shall be held responsible for any claims for compensation arising from his actions or omissions and indemnifies the Authority in against such claims.
- 1.15.16 In order to reduce the risk of herbicide resistance, herbicides with differing modes of action should be rotated and if possible used in combination with non-chemical control.

1.16 Disposal of Waste

- 1.16.1 The Parish or Town Council or their contractor shall be registered to the satisfaction of the Authority, prior to commencement of the Parish Specific Landscape Services Agreement, as a waste carrier and shall meet all costs in connection with this registration
- 1.16.2 Permits for the 'Household Waste Recycling Centre at Newport Pagnell will be awarded by MKC on receipt of a request from a Parish or Town Council. These will be primarily for the disposal of 'litter picking waste' and does not include landscape arisings as this would be deemed as commercial waste. The MKC Household Waste Recycling Centres are licenced for Household Waste only (as defined by the Controlled waste Regulations 2012) with the exception of Newport Pagnell HWRC which has a separate trade waste area. Permits will be granted for Household Waste only and will be limited to 12 months. Permits can be renewed on an annual basis and MKC may review the provision of permits from time to time.
- 1.16.3 The Parish or Town Council is responsible for clearing all arisings and for the disposal of such arisings. For the avoidance of doubt the Parish or Town Council shall be responsible for all costs of disposal of waste arisings generated in the course of undertaking the services.
- 1.16.4 All waste arising including green waste and leaves collected in the delivery of the services should be disposed of in accordance with the waste hierarchy (see Defra "Guidance on Applying the Waste Hierarchy June 2011).
- 1.16.5 Arisings may not be disposed by burning on site.
- 1.16.6 Controlled waste, such as Japanese Knotweed, is to be disposed of in accordance with the relevant Acts of Parliament.

1.17 Damage to Property

- 1.17.1 The Parish or Town Council will be responsible for making good, repairing or replacing any property belonging to the Authority or other third party damaged by the Parish or Town Council or their contractor by act or omission during the Parish Specific Landscape Services Agreement. This will be done entirely at the Parish or Town Council own expense.
- 1.17.2 The Parish or Town Council shall endeavour not to damage or cause to be damaged any trees, shrubs, hedges, grass or other landscape features. In the event that any damage occurs to any tree, shrub, hedge, or other landscape feature the Parish or Town Council shall:
- a) in the case of minor superficial damage arrange for any necessary surgery to be carried out by an approved specialist;
 - b) in the case of damage resulting in the death or serious disfigurement of the tree, shrub, hedge or other landscape feature it shall be removed and replaced as the Authorised Officer may direct. As a general principle, replacement of shrubs or hedging shall be of sufficient numbers to give the same density of cover as previously existed. Replacement of each immature tree (to be defined here as a tree of a size that can be

replaced like for like) shall be at the maximum rate of one advanced nursery stock for each tree lost.

- c) In the case of mature trees (defined as where it is not possible to replace the lost tree like for like due to the inability to transplant a tree of equivalent size) an evaluation of the tree will be made using the Arboricultural Association's Amenity tree valuation system. the Parish or Town Council will be obliged to carry out local reparations up to the monetary value of the lost tree.
- d) The Parish or Town Council shall repair or replace on a like for like basis, any damage to fixtures and fittings on site that have been damaged by the Parish or Town Council or their contractor.
- e) The Parish or Town Council shall bear all costs and expenses relating to work under this section 1.17.

1.17.3 The Parish or Town Council or their contractor must not interfere with the operation of existing services such as gas, water, electricity, telephones, buried cables or sewers, drains and roadside ditches without the permission of the Authorised Officer or private owner as appropriate. The Parish or Town Council shall inform the relevant body where the Services may involve encroachment, disconnection or hazard to these services.

1.17.4 The Parish or Town Council and their contractor will take adequate measures for the protection of all pipes, ducts, sewers, service mains, overhead cables and the like during the execution of the Services. If damage is caused to such services, the Parish or Town Council shall inform the appropriate body within a reasonable period. The Parish or Town Council will bear the subsequent cost of making good such damage.

1.17.5 It is the Parish or Town Council responsibility to establish the presence of, and ramifications from the presence of, all services on site when carrying out work in accordance with the Parish Specific Landscape Services Agreement. The Authorised Officer may assist in this at his discretion.

1.18 Customer Care

1.18.1 The Authority seeks to ensure all Service users are treated promptly and effectively and every effort is made to meet their needs to take account of their personal circumstances. The Parish or Town Council shall adopt the Authority's standards (see Section 1.4 of this Specification) and principles and promote them through staff training. The Parish or Town Council shall ensure that the Services take due account of the needs of different groups of individuals, so that all groups are included for example, the elderly, persons with disabilities, and customers where English is not the first language.

1.19 Events

1.19.1 In pursuance of the Authority's policy to create recreational opportunity for facility users, groups and individuals, special events are held in parks and open spaces throughout the year. These vary in scale, length of time and the amount of preparatory work required staging such events.

1.19.2 The Authorised Officer will give the Parish or Town Council 15 working days' notice of events requiring preparatory groundwork. All Services shall be carried out in accordance with the instructions and specifications supplied by the Authorised Officer.

1.19.3 The Authority may request that the Parish or Town Council Planned Work is rescheduled to co-ordinate with programmed events.

- 1.19.4 The Parish or Town Council shall be required to attend site meetings relating to any event with the Authorised Officer or his representative.
- 1.19.5 The Parish or Town Council shall ensure that resources are not diverted from the landscape maintenance programme or schedule so as to cause a lowering of standards in that programme. The Authorised Officer shall be advised of any diversion of resources from the main maintenance programme to event work.
- 1.19.6 The Parish or Town Council shall ensure that they have adequate resources to deal with the workload brought about by landscape maintenance services requirements for events and these may include:-
- a change in the usual frequency of grass cutting
 - encroachment pruning
 - crown lifting of trees from the ground

1.20 Changes to the Councils Assets - Provision of information

- 1.20.1 The Parish or Town Council shall not change the asset type of a Bed within the Bill of Quantities before seeking approval of the Authorised Officer.
- 1.20.2 The Parish or Town Council shall provide plans and measurements regarding any proposed changes to the Councils assets for review and in order that MKC can update its Geographical Information System (GIS) should they be approved.
- 1.20.3 The Parish or Town Council shall get approval from the Authorised Officer before making changes to habitats that are particularly sensitive or require particular management, eg habitat corridors, areas where there are protected species, etc

1.21 Variations to the services

- 1.21.1 The Authorised Officer may order in writing any variation to the services or to all or any part or parts of the services that may be considered necessary for the performance of the services and shall have power to order in writing any variation that for any other reason shall be considered desirable for the satisfactory operation of the services. Such variations may include but not be limited to priorities; additions and/or omissions (including any additions or omissions necessary to deal with the expansion of Milton Keynes); substitutions; alterations; postponement; changes in quality or frequency, changes of form, character, kind, position, dimension and changes in the specified sequence, method or timing of the Services
- 1.21.2 No variation shall be made by the Parish or Town Council without the Authorised Officer's written order provided that the Authorised Officer may if it is necessary give any order orally at first instance, such oral order to be confirmed in writing within 1 month. No variation ordered shall in any way vitiate, or invalidate the agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) but the value (if any) of such variation shall be taken into account in ascertaining the amount of the grant.
- 1.21.3 Any variation issued under the agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) shall make due allowance for such time as the Parish or

Town Council may reasonably require to assess and implement the changes necessary to provide the services to any revised levels and standards

- 1.21.4 The Parish or Town Council shall work with the Authority to ensure the delivery of the service in relation to handover of sites post-development or following regeneration or transformation to prevent the need for additional remedial works or third party management in the interim.
- 1.21.5 Should the Parish or Town Council make approved changes to the Councils Assets and such changes result in extra maintenance costs, MKC will **not** increase the grant to cover the additional costs and the parish will be responsible for the additional costs.
- 1.21.6 MKC may of its own volition make alterations to the asset within the Bill of Quantities for example, but not limited to, meet borough-wide requirements for sustainability.
- 1.21.7 Where MKC alters an asset, which results in reduced maintenance costs, MKC may reduce the grant to reflect this. Please refer to the agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council).
- 1.21.8 The valuation of a variation shall be ascertained by the Authorised Officer, in accordance with the following principles
- where work is of a similar character and executed under similar conditions to work priced and detailed in the quantity information within Appendix B it shall be valued at such rates and prices used to calculate the overall grant
 - where part of the services is omitted from, or ceases to be provided under the agreement for the Provision of Funding (Devolution of Landscape Services to Parish or Town Council) the rates and prices detailed in the quantity information within Appendix B shall be valued at such rates and prices used to calculate the overall grant

1.22 Business Continuity

- 1.22.1 The Parish or Town Council shall put in place such systems and processes to ensure that the delivery of the service shall continue for the duration of the term. Should the Parish or Town Council be unable to provide continuity of service then any costs involved in the recovery of the service shall be met by the Parish or Town Council.

1.23 Civil Emergencies

- 1.23.1 The Parish or Town Council shall provide labour and plant as required for dealing with civil emergencies such as storms, snow, flooding or other similar matters anywhere in the Borough. The Authorised Officer shall not call upon the workforce unless absolutely necessary and shall not require Operatives to carry out Tasks for which they are not trained or suited. All Materials and transport shall be provided by the Parish or Town Council or in certain circumstances may be provided by the Authority. By agreement with the Parish or Town Council the Authorised Officer may request that certain key employees be trained in dealing with aspects of civil emergencies. Such Labour and Plant shall be provided in lieu of normal maintenance operations undertaken within the Parish and no further payments shall be made by the Authority.
- 1.23.2 Where circumstances, such as flooding or snow cause the suspension, in part or in whole, of the service, the Authorised Officer may request in whole or in part, that the Parish or Town Council re-deploy labour and Plant to civil emergencies. The agreement of the Parish or Town Council shall not be unreasonably withheld
- 1.24.3 The Parish or Town Council shall provide the Authorised Officer with the names and contact details of those persons with direct control of the operational teams for Civil Emergency purposes, whether in-house or sub-contracted and ensure that they are updated with any changes throughout the duration of the agreement term.

1.24 Areas of Special Significance / Biodiversity

- 1.24.1 Parish and Town Councils should be aware of habitats which are present and take measures to ensure that such areas are continued to be managed with good ecological practice and in compliance with any relevant legislation (The Wildlife and Countryside Act 1981). This may involve avoiding areas to prevent disturbance and/or changing planned maintenance operations in response to seasonal events such as nesting, flowering or, hibernation activities.

1.25 Licences for working on grass verges near the highway

- 1.25.1 Parish and Town Councils will be required to obtain permission from the Highways Authority (in this case, Milton Keynes Council). This is to be done by applying for the appropriate licences and ensuring all terms are met prior to the licence being granted. This may include a fee for the administration and issuing of the licence, as deemed necessary by the Highways Authority.

1.26 Licences for waste carrying / disposal

- 1.26.1 The Parish or Town Council are responsible for obtaining and maintain all necessary consents required for delivery of the services. If the Parish or Town Council intend to do any of the following in the course of delivering the services: transport waste; buy, sell or dispose of waste; and/or arrange for someone else to buy, sell or dispose of waste then the Parish or Town Council will be required to obtain a waste carrier, broker or dealer licence. Licences are available from the Environment Agency.

2 Grass Maintenance

2.1 General Requirements

- 2.1.1 This activity covers mowing of all classifications of parks and open spaces and sports grounds administered by the Authority and those areas classified by the Authority as “grassed areas”. Each task shall include edge trimming along footpath edges, around all obstacles within the area and under seats and picnic tables. For the purposes of this Section 2, the term grass includes any weed or other vegetative material growing within grass.
- 2.1.2 Where disturbance of ground has occurred, from whatever cause (such as the excavation of public utility trenches), the Parish or Town Council is still required to cut grass employing the best possible method of Cutting to achieve the effect required by the specification.
- 2.1.3 The Parish or Town Council will cut grass to ensure that grassed areas are maintained to the standard described in Section 2.2.
- 2.1.4 All work shall comply with good horticultural practice whether specified or not.
- 2.1.5 The Parish or Town Council shall use machines appropriate in size, shape and method of cutting for the type of work involved. All wheeled grass cutting machinery must be fitted with grassland tyres.
- 2.1.6 The Parish or Town Council shall at all times ensure that all machines engaged in grass mowing are sharp and properly set, so as to produce a true and even cut. Any damage from such lack of maintenance shall be made good by the Parish or Town Council at their own expense.
- 2.1.7 The Parish or Town Council shall at all times ensure that machines are properly guarded and maintained so as to present no danger to the operator or any person in the vicinity of operations.
- 2.1.8 The Parish or Town Council shall inspect all areas immediately prior to mowing and remove of stones, bottles, drink cans or any reasonable amounts of litter and debris. Where such littering is excessive, the Parish or Town Council shall co-ordinate with the Street Cleansing teams so that responsive picking can take place. An alternative mowing route shall be taken in the meantime.
- 2.1.9 The Parish or Town Council shall use their best endeavours to co-ordinate and schedule grass cutting to follow the street cleansing service and any litter patrol operations carried out by the cleansing service provider. The Parish or Town Council shall identify any problems associated with the cleansing service operation and whilst keeping the Authorised Officer advised, shall liaise with the Authority’s cleansing service provider, in order to alleviate the problem. The Authorised Officer will supply schedules for street cleansing.
- 2.1.10 Cutting shall be carried out up to paths, edges, verges, etc. and as close as possible to site boundaries and other obstacles, slightly overlapping any weed killed mowing margins.
- 2.1.11 Where a grass area share a border with shrub beds, growth shall be maintained up to the periphery of the shrubs and the grass edge cut to the length specified on the adjacent grassed area at the time of grass cutting as part of the grass cutting operation.
- 2.1.12 Where a grass area shares a border with formal beds, the Parish or Town Council shall maintain edging in a sharp, tightly cut, neat and vertical condition with all arisings removed off site. All lines will be straight and true and curves shall be smooth. This operation shall be carried out on the same day and prior to the adjacent grass cutting as part of the grass

cutting operation. Where plants overlap grass bed edges growth shall be maintained to allow free passage to mowing machines without damage to plants.

- 2.1.13 Where a grass area shares a border with a hedge, wall or fence line or crash barrier the Parish or Town Council shall not mow within 300mm of the border. The Parish or Town Council shall use an approved herbicide, or other approved method, to maintain this area at least 95% weed free with grass height not exceeding 100mm.
- 2.1.14 Where a grass area shares a border with a hard surface, a neat border shall be maintained by manual or chemical means. The chemical encroachment must not extend more than 50mm into the grass.
- 2.1.15 Where a grass area on a Local Wildlife Site or Green Flag site shares a border with a meadow fringe or informal field hedge the Authorised Officer may request that the Parish or Town Council disregard paragraph 2.1.13 and instead strim the border area on one occasion in the year..
- 2.1.16 Where a tree exists within the grass, the Parish or Town Council shall not mow within 150mm of the tree base. The Parish or Town Council shall use an approved herbicide, or other approved method, to maintain this area at least 95% weed free with grass height not exceeding 100mm.
- 2.1.17 Where a non-living obstacle which is movable exists within the grass, the Parish or Town Council shall move this obstacle immediately prior to commencing the mowing operation and replace immediately following the operation.
- 2.1.18 Where a non-living obstacle which is not movable exists within the grass, the Parish or Town Council shall trim around this obstacle using edging shears or another approved method as agreed with the Authorised Officer.
- 2.1.19 The cuttings are to be distributed evenly over the grassed area. Any cuttings that fly onto paths or other hard surface areas shall be removed from the surface and distributed evenly over the grassed area, unless this results in undue suppression of the growing grass beneath. If this is the case, then the grass cuttings shall be removed. This work is to be carried out within two hours of the mowing operation.
- 2.1.20 The Parish or Town Council shall make every effort to avoid cut material falling into water courses. Where cut material falls on to water the Parish or Town Council shall use a rake or similar tool to remove cuttings from the water.
- 2.1.21 Some areas of rough grass may be embankments. These shall be cut using suitable equipment designed for use on slopes and capable of cutting and mulching the cuttings to a length that can be left lying on the embankment.
- 2.1.22 On all sports facilities the whole area shall be cut leaving no uncut area between rows, and producing a regular and even striped effect, ensuring that there is no "ribbing" or "bruising" of the sward.
- 2.1.23 The Parish or Town Council shall ensure that grass cutting operations precede the marking of any sports facility where the marking could be disturbed by the machinery used.
- 2.1.24 In certain areas, flowering bulbs have been planted or have become naturalised. (The boundaries will be defined by the Authorised Officer). The Parish or Town Council shall not cut the grass within a minimum period of six weeks after flowering has finished. Such areas shall not be left uncut for more than eight weeks after flowering and immediately following cutting all arisings shall be raked up and removed to tip, restoring them to the same standard as surrounding areas.

2.1.25 The Parish or Town Council shall not permit the use of growth retardants on any grass area unless on prior instruction from the Authorised Officer.

2.2 Core Tasks

Task Ref	Open Space Type	Standards
Frequency Based Tasks		
01-F-1001	Rural Grass Verge	<p>Cut to 50mm on three occasion between April and September.</p> <p>The third cut in each year shall be to areas affecting visibility and sightlines only</p>
01-F-1002	Meadow Grass	<p>Cut to 100mm on four occasions between April and September (price per square metre)</p> <p>Designated summer meadows shall be left uncut until hay is saved.</p>
01-F-1003	Drainage Ditches	<p>Cut to 100mm on four occasions between April and September (price per linear metre)</p>
01-F-1004	Wild Flowers	<p>Cut to 100mm on two occasions once in April and once in September</p>
01-F-1005	Rough Grass	<p>Cut to 100mm on one occasion between April and September. Exact timing to be agreed with the Authorised Officer</p>
01-F-1006	Local Wildlife Site Meadows	<p>On one occasion per annum, the Parish or Town Council shall mow the area to a height of 150 mm and remove arisings or leave for a fortnight for seeds to drop then remove. Exact timing shall be agreed with the Authorised Officer.</p> <p>This operation shall take place during day-time and in dry weather when amphibians are least likely to be present.</p>
01-F-1010	Rotation Grassland	<p>Cut between 25% and 30% of the area to 100mm on one occasion each year. Arisings shall be removed from the site by raking and disposed of as directed.</p> <p>The parcels to be cut and the timing of the cut shall be agreed with the Authorised Officer.</p> <p>Rotation-mown areas may be rough or steep, and the material to be mown and removed may include bramble or re-growth from stumps cut previously.</p> <p>(Note: Price is per total area not cut area)</p>
01-F-1011	Rough Grass (Cut and Clear)	<p>Cut to 100mm on one occasion between April and September.</p> <p>All material arising is to be removed from the site and composted.</p> <p>Exact timing to be agreed with the Authorised Officer</p>
Performance Based Tasks		

Task Ref	Open Space Type	Standards
01-P-2000	Amenity Grass	Maintain grass height between 25 and 100mm using a minimum of 8 cuts with the expectation of 10 cuts in a non – exceptional year (drought or flood)
01-P-2001	High Standard grass	<p>Maintain grass height between 18-25 mm and remove and compost all material arising.</p> <p>Maintain the area in at least an 80% leaf free condition and remove and compost all material arising from leaf collection.</p>

3 Shrub Management

3.1 General Requirements

- 3.1.1 This activity covers the pruning of shrub beds in all parks and open spaces administered by the Authority and those classified by the Authority as shrub beds. It includes the pruning back of shrubs from Highways, street furniture and the encroachment onto residential and private property.
- 3.1.2 The Parish or Town Council shall prune to promote new healthy growth and to maintain the balance of species, following the Horticultural standards described in Section 3.2.
- 3.1.3 The Parish or Town Council shall also prune to prevent encroachment onto roads, paths and cycle ways /Redways, the obstruction of sight lines with particular attention to all junctions, road signs, name plates, manhole covers and lamp columns, and to prevent the obstruction of light to windows. The Parish or Town Council shall follow the Sight Line Clearance Standards in Section 3.3.3 in this respect.
- 3.1.4 A swathe one metre wide, minimum, shall be kept clear from the Highway to and around lamp columns to allow access for maintenance staff.
- 3.1.5 Shrubs adjacent to roads, cycle ways, Redways and paths shall be cut back at an acute angle of 60 degrees from the ground into the plants.
- 3.1.6 Pruning shall be neat and to a consistent height over the whole bed unless otherwise specified
- 3.1.7 The tools used shall be appropriate for the task in the context of good Horticultural management and to the approval of the Authorised Officer
- 3.1.8 When carrying out pruning by species, a “green face” of un-cut foliage should normally be retained after pruning, unless correct heights, contours and profiles need to be re-established and further cutting/pruning is required, or directed by the Authorised Officer. Any such remedial work should take place while some of the growing season remains
- 3.1.9 Maintenance pruning shall be carried out during the periods January to March and November / December unless otherwise indicated and according to the methods and species as shown below:
- 3.1.10 The Parish or Town Council, in consultation with the Authorised Officer shall discuss and notify of potentially sensitive planned works in areas (usually associated with house boundaries). This notification should be given within a reasonable time frame leading up to the associated works. This shall allow letters of intent (work notifications) to be sent out to the residents of the affected areas by the Authorised Officer.
- 3.1.11 Pruning, is to be carried out using sharp clean instruments to give a clean cut and may involve the use of clearing saws and pruning saws for thicker stems (>25 mm) but only loppers or Secateurs for lighter stems (<25 mm). Light pruning may be done with hedge trimmers but this is to be limited to shaping of sprawling and small shrubs only.
- 3.1.12 Coppicing can be carried out with reciprocating blades, circular saws and pruning saws. It may be feasible to carry out part of the work by flailing providing this is followed up by manual pruning to give a clean cut. Leaving split stems is not acceptable.
- 3.1.13 All arisings shall be chipped or shredded on-site using the appropriate machinery according to their size. The resulting residue shall then be returned as a mulch, no greater than 75

mm deep, to the shrub bed or another near suitable shrub bed, being spread around the base of shrubs without covering them.

3.1.14 Where the Parish or Town Council is required to control weeds within shrub areas, either chemical or manual methods may be used. All chemicals used in the execution of this contract shall be used in accordance with the requirements of Section 1.15.

3.1.15 Where there is a requirement to carry out work at a frequency of less than one year, the Parish or Town Council should allow for an appropriate proportion of work to be done each year and include this in their Annual Service Plan.

3.2 Horticultural Standards

3.2.1 To carry out an effective pruning regime it is important that the Parish or Town Council appreciates that a number of shrub growth forms exist and the objectives for their pruning.

Sprawling & groundcover shrubs

- Maintain form and texture of the plant
- Keep canopy dense
- Maintain a cover of healthy young growth

Bushy shrubs growing from a stool or a main stem

- Maintain the habit of the shrub
- Maintain form and surface texture
- Maintain shoot and foliage density
- Enhance seasonal effects (Flower, attractive stems & foliage)

Specimen shrubs

- Keep and enhance the individual character and form of the shrub
- Maintain healthy growth
- Enhance seasonal interest
- Enhance seasonal effects (Flower, attractive stems & foliage)

3.2.2 The Parish or Town Council shall note the following guidance on management of individual species, which may be altered to meet local demand.

Plant	Annual Pruning Method	Longer Term Method
Berberis (deciduous)		Coppice to 200-300 mm every 5 years
Berberis (evergreen)	Lightly prune surface annually in late winter	
Cotoneaster (groundcover type)	Lightly prune whole surface annually	
Buddleia species (except globosa)	Prune hard back, annually, to lowest growing points forming a stool about 300-450 mm high	
Cornus species	Coppice 33 – 50% plants per year	Coppice to 150 mm every 3 years

Plant	Annual Pruning Method	Longer Term Method
Cotoneaster (shrub type)		Prune hard back every 5 years to a basic framework about 450 mm high
Crataegus monogyna (shrub) & Eleagnus species & Ligustrum species		Prune hard back, every 4 years, to form about 300-450 mm high
Cytisus	Lightly prune whole surface annually <i>after flowering</i> removing two thirds of annual growth. Do not cut into old wood.	
Forsythia species	Coppice 25% plants per year after flowering	Coppice to 300 mm every 4 years
Hedera helix (climber)		Cut down to 600 mm every 4 years or prior to prevent interference with building features e.g. eaves, windows
Hypericum (groundcover type)	Prune hard back entire plant annually	
Lonicera (groundcover type) & Potentilla species & Symphoricarpos (groundcover type)	Lightly prune whole surface annually to contain the shrub	
Taxus baccata:	Pruned once per year between July and September.	
Mahonia aquifolium	Heavy prune 20% of the old stems each year	
Mahonia x media	Reduce after flowering to previous years growing point	Rejuvenate "neglected plants by Cutting down to 450 mm
Philadelphus species	Coppice 20% of plants per year	Coppice to 150 mm every 5 years
Prunus laurocerasus (Laurel) & Prunus lusitanica (Portugal Laurel)& Pyracantha species		Heavy prune to 300 – 450 mm framework every 3-4 years
Ribes sanguineum (Flowering currant)		Heavy prune to 150 mm every 5 years

Plant	Annual Pruning Method	Longer Term Method
Rubus cockburnianus	Coppice 50% of plants per year	Coppice to 150 mm every 2 years
Roses (shrub)		Coppice to 100-150 mm every 5 years
Salix species		Coppice to 150-200 mm every 3 years
Sambucus species		Heavy prune to lowest growing points forming a stool about 150-200 mm high every 2 years,
Symphoricarpos (shrubby types)		Coppice to 150 mm every 4 years
Viburnum tinus		Heavy prune to 300 – 450 mm every 5 years
Large, flowered, roses Small-English	Large and small flowered roses in formal Beds shall be pruned twice a year, to an outward pointing bud, using sharp instruments, trimming any ragged edges and removing any dead wood. In autumn the plants are to be reduced by one third in height to alleviate winter wind blow and in early spring pruned to encourage basal growth and keep the plant in a balanced and compact habit. Small-flowered and English roses shall be pruned to an outward facing bud at about 450mm in height. The Parish or Town Council shall, during the period from June to October, remove all suckers that develop by Cutting back level with the source stem or root making a clean cut. During the period April-September The Parish or Town Council shall remove all dead heads from Beds. All arisings shall be removed from the site.	
Annual and Herbaceous plants	Herbaceous plants are to be trimmed after flowering so as to remove seed heads, and subsequently cut back when the foliage has died back in winter. All arisings and trimmings shall be removed off site.	

- 3.2.3 Other species shall be pruned if required in accordance with the guidelines as laid out in 'The Pruning of Trees, Shrubs and Conifers' by George E. Brown, 2nd edition, 15th February 2005.
- 3.2.4 Where plants overlap hard areas, growth shall be maintained so as not to restrict use of that area.
- 3.2.5 Timing of shrub pruning near roadsides and Redways may differ from the guidance given above in order to meet the sight line standards in Section 3.3 and proposed departures from that guidance shall be reported to the Authorised Officer.
- 3.2.6 At the end of the growing season all plants shall be checked and all dead, diseased, damaged or crossing branches shall be cut off.

3.3 Sight Line Clearance Standards

Roadside

- 3.3.1 The eye level of drivers can vary from 1.05m above the carriageway in a standard car to approximately 2m in commercial vehicles. To enable drivers to see each other across summits, across bends and at junctions, unobstructed visibility shall be required at least between these heights above the carriageway.
- 3.3.2 For drivers to see and be seen by pedestrians, particularly children and wheelchair users, unobstructed visibility shall be required at a height of no more than 600 mm, therefore no vegetation must exceed this height wherever the potential exists between motorists and pedestrians, especially young children. This shall apply to all junctions with pavements and roads, see Figure 1. This shall require pruning to a lower level to allow for re growth with the aim of managing at 600mm and reducing the visual impact of pruning cuts.
- 3.3.3 On residential roads the visibility at junctions should, as in Figure 2, have an x dimension of 4.5m and a y dimension of 60m.
- 3.3.4 Visibility should be ensured for vehicles turning left into a road by providing a visibility radius tangential to the Kerb (i.e. inside the Kerb radius). Suggested normal visibility radii for different junction angles and Kerb radii are as follows:

Junction Deflection (Degrees)	Kerb Radius		
	4m	6m	10m
80 ⁰	10m	11m	19m
90 ⁰	9m	10m	19m
100 ⁰	8m	9m	19m

Figure 1

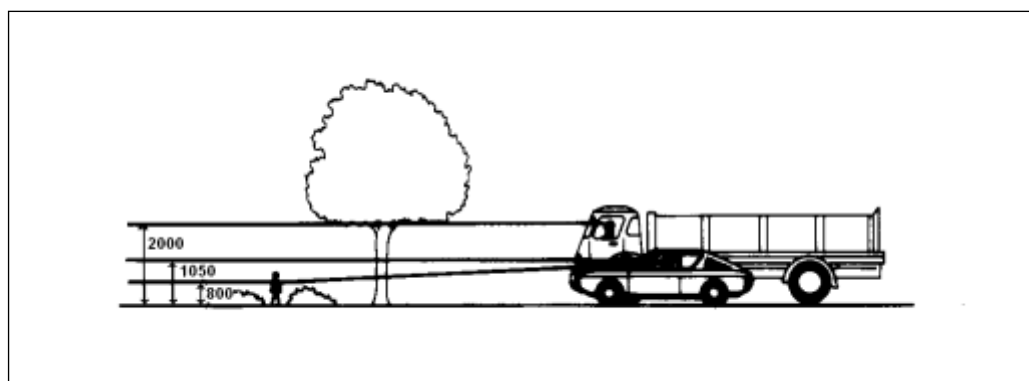
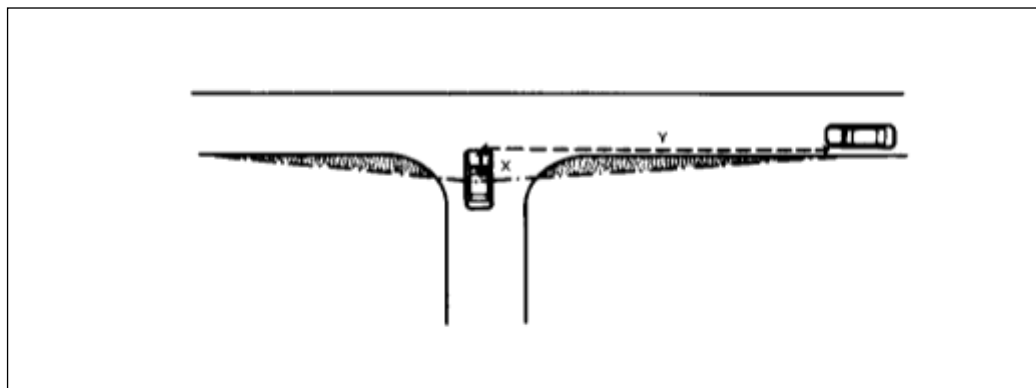


Figure 2



Redways

- 3.3.5 No shrubbery within 1.5m of the edge of the Redway is to exceed a height of 600 mm. Spiny, thorny plants, such as roses and pyracantha must be pruned well back from the edge of the Redway.
- 3.3.6 Minimum forward visibility should be of 20m between two points 500mm in from the edge. Where a gradient is 7% (1:15) or more the minimum forward visibility should be 30m.
- 3.3.7 At Redway intersections, visibility splays shall be provided as follows:

Redway intersection with	X' Distance	'Y' Distance	Illustration
Through Routes	4.5m	70m	Figure 3
Through Routes with traffic calming	4.5m	35m	Figure 3
Cul-de-sac	2.5m	35m	Figure 4
Cul-de-sac with traffic calming	2.5m	25m	Figure 4
Redway 'T' Junction	2.5m	20m	Figure 5
Redway crossing	10m	10m	Figure 6
A combination of Redway crossing and T Junction	5m	15m	Figure 6
Footpath Junction	2.5m	20m	Figure 6
Private Access	1.5m	15m	Figure 6

Figure 3: Redway Junction Sight Lines

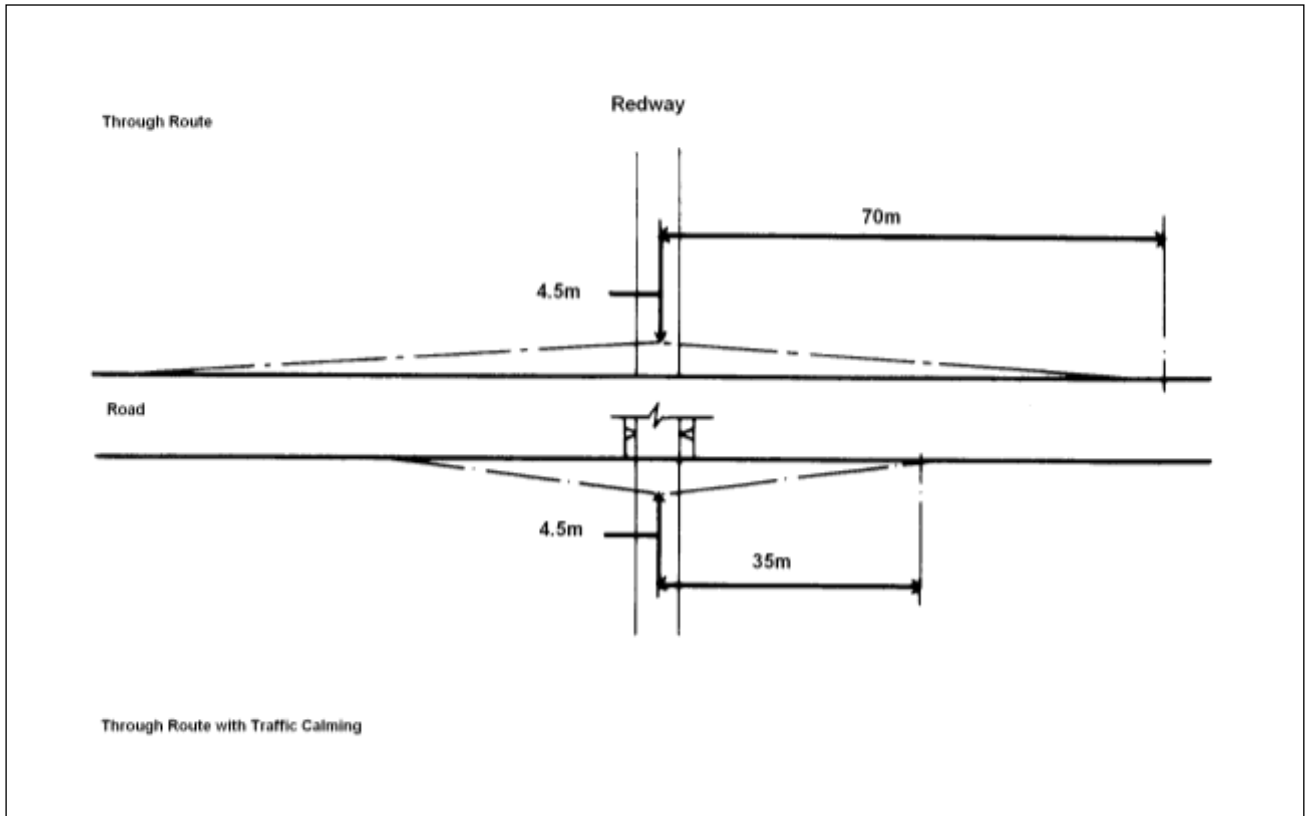


Figure 4: Redway Sightlines

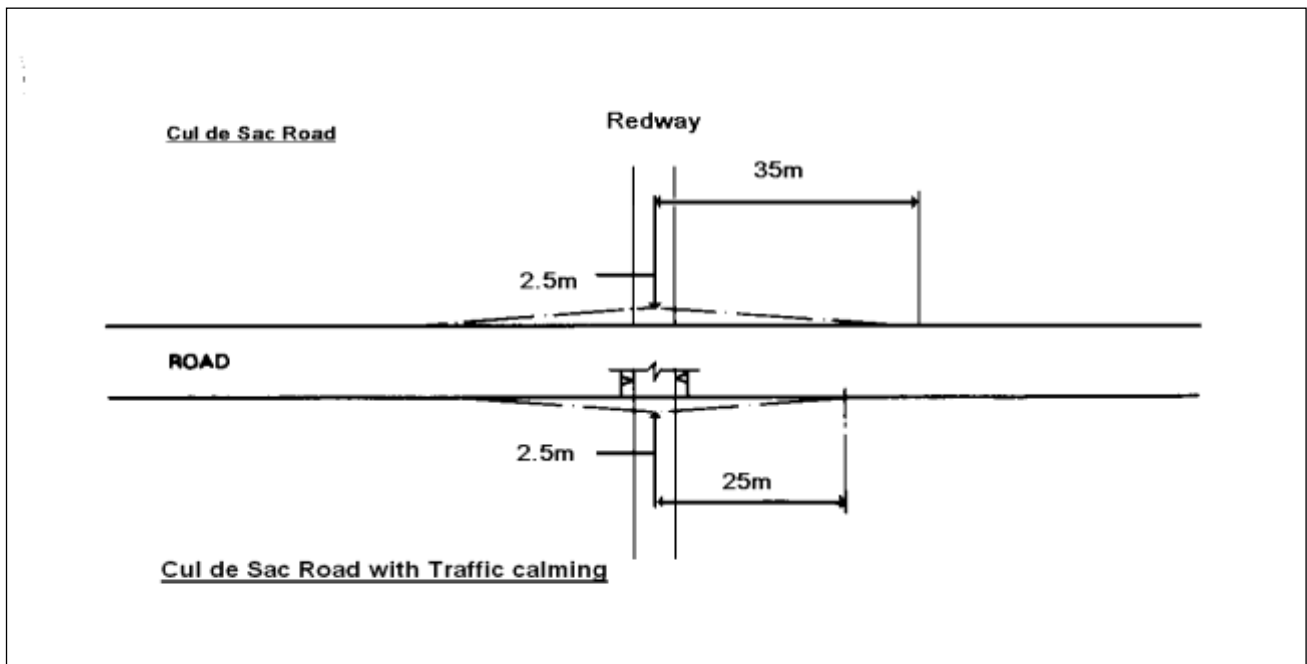


Figure 5

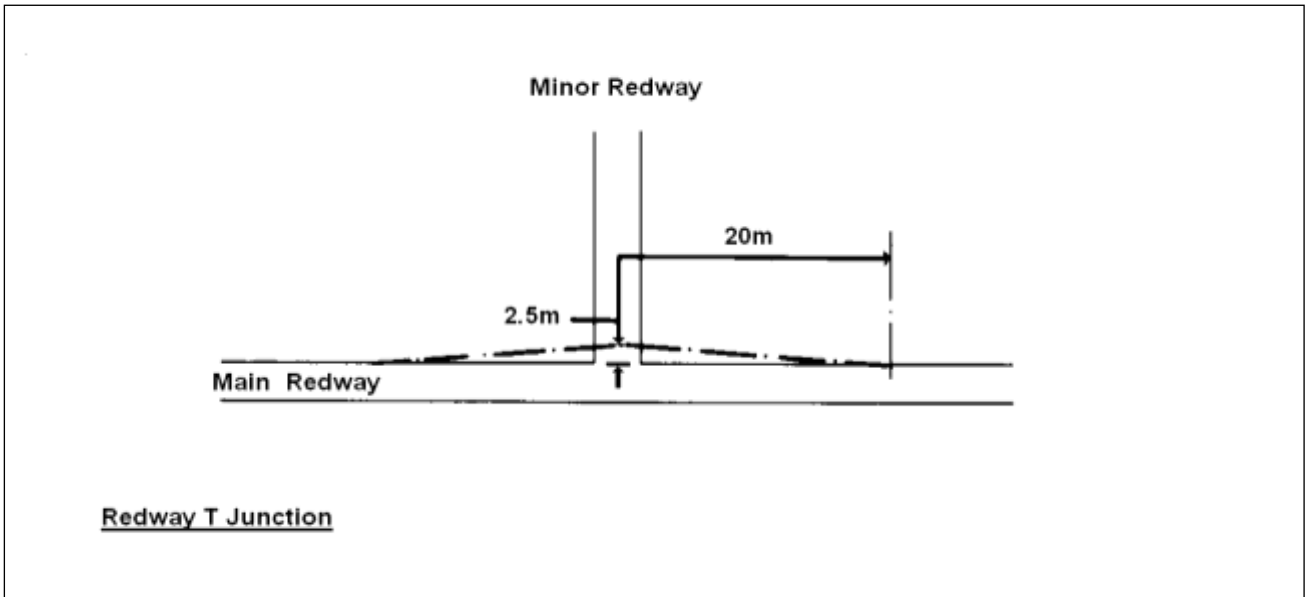


Figure 6

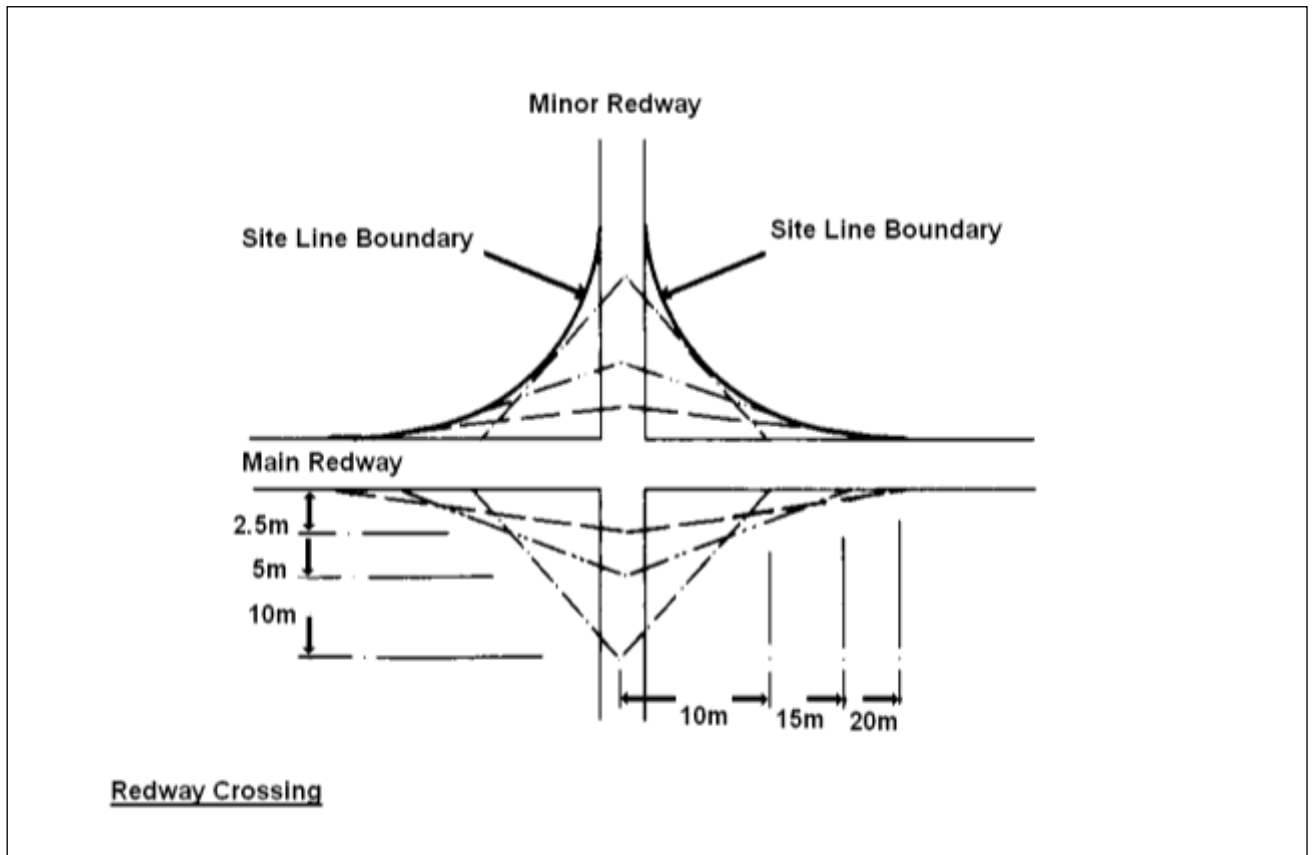
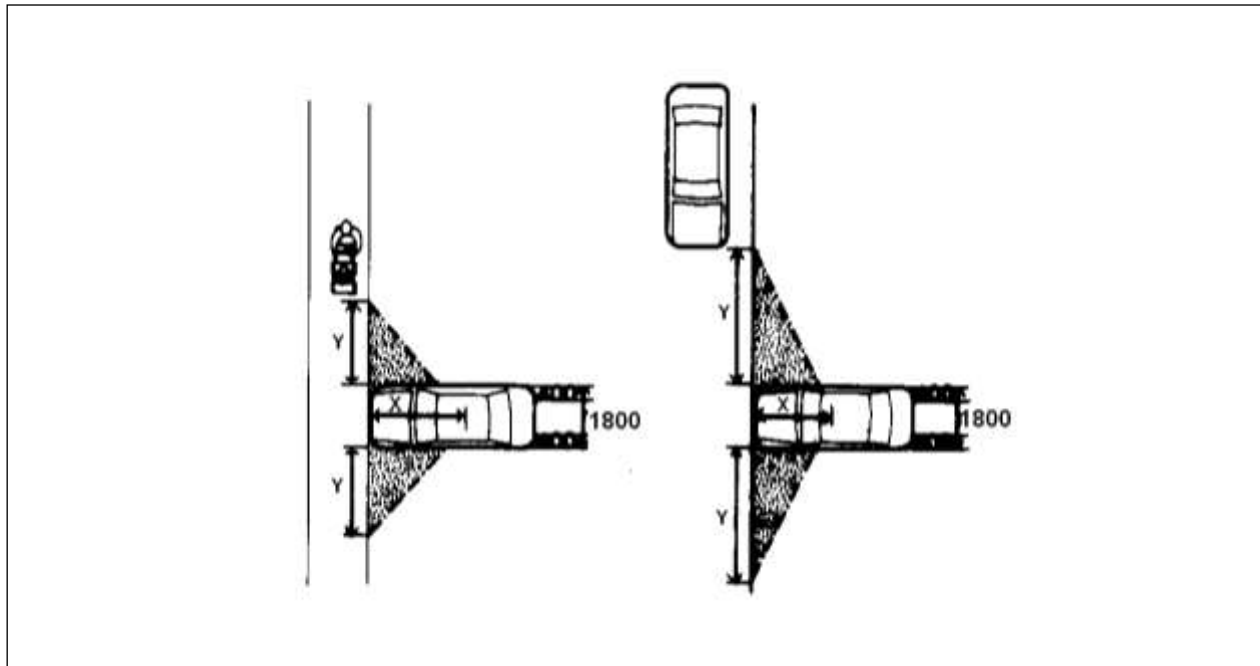


Figure 7



3.3.8 Shrub planting within the visibility splays must not exceed a height of 300 mm.

3.3.9 Any necessary feature or obstruction must be clearly visible to both users of the Redway and vehicles in the road, such as the two yellow bollards set 3m from the edge of the Kerb.

3.4 Core Tasks

Task Ref	Task	Standards
Frequency Based Tasks		
02-F-1012	Apply Composted Organic Matter	<i>Specified Rose Beds shall have a mulch of an approved sterile, weed free organic material applied to a depth of 75 mm over the whole surface and then lightly worked into the surface of the soil on one occasion every second year. This shall take place during the period October - March</i>
Performance Based Tasks		
02-P-2006	Maintain Shrubs	Maintain the area of shrub land to the Horticultural standards given in Section 3.2 while maintaining any sight line to the standard given in Section 3.3.
02-P-2007	Weed Shrub Beds	The Parish or Town Council shall maintain the bases of shrubs at the time of pruning operations to eradicate weed species. Injurious, invasive or notifiable weed species shall be controlled throughout the year
02-P-2015	Weed Herbaceous Perennial Beds	The Parish or Town Council shall hoe and hand weed the area with all arisings removed from site. Area to be 98 -100% weed free over the bed area. The bed shall be free of any weed following a weeding operation.
02-P-2018	Maintain Climbing Shrub	The Parish or Town Council shall prune Climbing plants as required to achieve the desired effect for the location and species without encroachment onto signs, lamp columns, highways or windows. The Parish or Town Council shall inspect Climbing plants at every visit or when insecure growth is reported by the public or the Authorised Officer. Any insecure growth shall be attached to supporting wires. Insecure supporting wires shall be re-fixed, repaired or replaced. Supports shall consist of black coloured, pvc coated, 1mm gauge steel wire fixed to 100mm zinc-plated vine screw-eyes unless otherwise requested by the Authorised Officer.

4 Hedge Management

4.1 General Requirements

- 4.1.1 The Parish or Town Council shall carry out pruning operations in order to maintain hedges in a neat, tidy and pleasing appearance. The Parish or Town Council shall maintain all hedges at a height between 1.5m and 2.1m unless otherwise instructed by the Authorised Officer. The Parish or Town Council shall maintain a strong framework to the hedge with the appropriate shape and width in relation to its height.
- 4.1.2 Rural hedges shall only be cut on the Highway side to a triangular shape (wide at the base, narrow at the top) to encourage wildlife.
- 4.1.3 Non-rural hedges shall be maintained perpendicular, with the top level and at a right angle to the sides.
- 4.1.4 Hedges should be pruned according to species. The following guidelines should be used to determine time of pruning.

Hedge Plant	Time of Pruning
Buxus sempervirens:	Pruned twice per year, once in July and once in September.
Berberis:	Pruned once per year after flowering or in winter after fruiting
Carpinus betulus:	Pruned once per year between August and September.
Crataegus monogyna:	Pruned once per year in August.
Cupressocyparis Leylandii:	Pruned once per year, in August.
Fagus sylvatica:	Pruned once per year between August and September.
Ilex aquifolium:	Pruned once per year between August and September
Ligustrum ovalifolium	Pruned twice per year, once in July and once in September.
Prunus laurocerasus	Pruned once per year in August.
Prunus spinosa:	Pruned once per year in August.
Taxus baccata:	Pruned once per year between July and September.
Mixed field hedges and Rights of Way	Pruned once per year between August and November. Final cut is to perpendicular or to an angle facing away from the Right of Way as specified in the Bill of Quantities.

- 4.1.5 The Parish or Town Council shall at all times prune to prevent encroachment onto roads, paths, Redways and cycle ways, so that growth does not extend more than 150 mm over these surfaces. Such pruning shall also be undertaken to prevent the obstruction of sight lines with particular attention to all junctions, road signs, name plates, manhole covers and the base of lamp columns, and light from lamp columns reaching the Highway and to prevent the obstruction of light to windows. The requirements of Section 3.3 of this specification apply equally to the pruning of hedges.
- 4.1.6 The Parish or Town Council shall time hedge pruning so as to cause as little disturbance to pedestrian and vehicular traffic. Where work is to be carried out on roadways and streets,

and be likely to cause traffic congestion the Parish or Town Council shall make all arrangements with the Police and Highway Department as may be necessary.

- 4.1.7 Where the Parish or Town Council is pruning hedges, work shall be clearly signed. Operators shall wear fluorescent jackets and work shall only be undertaken in daylight hours. The Parish or Town Councils vehicles must comply with all aspects of road safety, including the use of warning signs on vehicles, with hazard warning lights flashing when required.
- 4.1.8 Unless it is absolutely necessary the Parish or Town Council shall avoid pruning hedges in the bird nesting season. It must be recognised that this can vary from year to year and the Parish or Town Council must ensure that the need to avoid nesting birds is addressed
- 4.1.9 Variegated or other uncharacteristic growth shall be pruned using approved methods suitable to maintain a high quality finish and appearance. All arisings shall be removed from site.
- 4.1.10 Where the Parish or Town Council is required to control weeds in hedge bases, either chemical or manual methods may be used. All chemicals used in the execution of this contract shall be used in accordance with the requirements of Section 1.15.

4.2 Core Tasks

Task Ref	Task	Standards
Frequency Based Tasks		
03-F-1017	Maintain Footpath Hedge	On one occasion per annum, cut the hedge by the side of a footpath, bridleway or towpath to a 45 degree angle going back one metre from the side of the path.
Performance Based Tasks		
03-P-2008	Maintain Hedges	Maintain all specified hedges to a height of 1.5 to 2.1m with a neat, tidy and pleasing appearance while conforming to the sight line requirements.

5 Hard Surfaces

5.1 General Requirements

5.1.1 The Parish or Town Council will carry out the maintenance of specified hard surfaces to the standards noted in Section 5.2.

5.1.2 For the purposes of this section Hard Surface may be bare earth pathway, gravel, paving, tarmac, artificial grass or any other surface.

5.2 Core Tasks

Task Ref	Task	Standards
Frequency Based Tasks		
Performance Based Tasks		
04-P-2011	Collect Leaf Fall	The Parish or Town Council shall maintain the specified area in at least an 80% leaf free condition, with all arisings removed from site and disposed of by the Parish or Town Council in accordance with Section 1.15 this Specification.
04-P-2012	Maintain Weed & Moss Free	The Parish or Town Council shall keep the specified area 98-100% free of vegetation, moss and algae by chemical or other approved means. All dead and/or dying moss resulting from treatment shall be swept from the surface and properly disposed of. Chemicals will be used in accordance with Section 1.15.

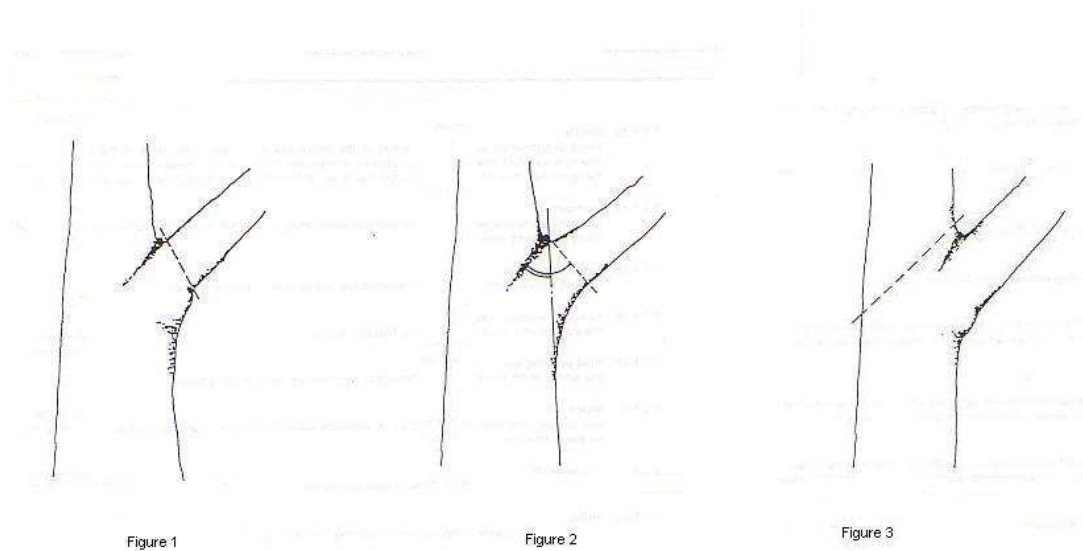
6 Trees and Woodlands

6.1 General Requirements

- 6.1.1 The Parish or Town Council shall not carry out any work which involves climbing, complex felling work or work at height (ie requires the Operative to work at height). Any such work which is required to meet the specification should be referred to the Authorised Officer. The Parish or Town Council will not be required to arrange this work.
- 6.1.2 In all cases the Authorised Officer is to be consulted before operation if more than one third of the tree's foliage is to be removed at any one time.
- 6.1.3 Unless it is absolutely necessary the Parish or Town Council shall avoid pruning trees in the bird nesting season. The Parish or Town Council shall take reasonable steps to meet the requirements of the Wildlife and Countryside Act 1981 and European Habitats Directive 1992/Nesting Birds Directive.
- 6.1.4 The requirements of the following British Standards (latest issue), and other codes of practice shall apply except as herein varied:
- **BS 3998: 2010** - Recommendations for Tree Works.
 - **BS 4428: 1989** - Code of practice for general landscape operations.
- 6.1.5 The requirements of all relevant current legislation shall be complied with:
- 6.1.6 All Operatives using chainsaws must have received the appropriate training and certification from the National Proficiency Tests Council or equivalent, as required by the Industry guidelines, available at the Forestry Industry Safety Accord (FISA 805).
- 6.1.7 The Parish or Town Council shall pay particular attention to the **FORM** and **SHAPE** of the tree, which must be preserved in so far as possible.
- 6.1.8 All light wood, prunings and brash should be chipped into suitable areas, i.e. shrub Beds and amenity woodland areas, and the remainder removed from site and properly disposed of by the Parish or Town Council in accordance with Section 1.15 of this Specification.
- 6.1.9 Any damage to grass and shrub areas must be reinstated at the Parish or Town Councils own cost.
- 6.1.10 When pruning trees, the Parish or Town Council shall follow the guidelines in Section 6.2.

6.2 Tree Pruning Guidelines

- 6.2.1 Pruning cuts must be in line with the Natural Target Pruning methods of Alex Shigo. The final cut shall be made, where possible, outside the branch collar and at an angle equal but opposite to that of the Branch Bark Ridge. This shall apply irrespective of the extent of the branch collar as this can be very pronounced in some species. It is important that the branch collar should not be removed (a sometimes ill-defined swelling close to the junction of the branch and parent limb or trunk) as this shall result in the destruction of a large part of the tree's defence mechanism in that area. Alternatively no snags should be left that shall prevent the callus from growing over the wound.
- 6.2.2 In all cases the final cuts on a side shoot are to observe the branch bark collar leaving it intact, see Figure 1 below. Where the collar is not obvious, its location is to be calculated using guidance in Figure 2 below.
- 6.2.3 Figure 3 below displays the correct angle of cut where a main branch is to be reduced in length/ height to a side shoot.



6.2.4 All cuts must be made back to a growing point, outward pointing bud, small branch or main stem.

6.2.5 Most trees can be pruned at any time of the year with the following exceptions

- Maples (*Acer*) do not prune earlier than June in the year due to excessive bleeding.
- Birch (*Betula*) - do not prune earlier than June in the year due to excessive bleeding
- Walnut (*Juglans regia*) - only prune when in full leaf, ideally July/ August, to avoid excessive bleeding and promote wound healing.
- Cherries (*Prunus*) - only prune whilst actively growing to reduce the risk of infection.

6.2.6 Pruning wounds shall not be treated with any compounds, paints or seals, proprietary or other. Making the correct pruning cuts shall remove the necessity of treatments of any type. Where Silver leaf (*Chondrostearum purpureum*) or Canker (*Nectria galligena*) are likely to create problems, eg in fruit trees, wounds may be treated with an approved and appropriate fungicide preparation or *Trichoderm viridae* in spore suspension.

6.2.7 All branches pruned shall be lowered to the ground via the safest route avoiding, where possible, contact with other branches and the tree.

6.3 Core Tasks

Task Ref	Frequency Based Tasks	Standard
Performance Based Tasks		
<p>05-P-2013</p>	<p>Prune Broken and/or Dangerous Branches and Epicormic Growth</p>	<p>The Parish or Town Council shall ensure branches do not hang below the following heights:</p> <p>5.2m over a carriageway 3.0m over a bridleway or redway 2.3m over a footpath or within 1.5m of overhead services or buildings.</p> <p>And ensure that any Epicormic Growth below 4 metres from the ground is removed before it reaches a length of 15cm, or causes obstruction of sight lines or free passage of vehicles or pedestrians.</p> <p>The Parish or Town Council shall report any such branches not reachable from ground level (with appropriate equipment, eg pole saw) to the Authorised Officer.</p> <p>Allowance to be made for snow and rain loading in all the above measurements.</p> <p>Any broken or partly broken branches hanging within the tree that can be reached from ground level are to be removed and the stumps to be pruned back to the branch collar.</p> <p>The Parish or Town Council is also to deal with any small broken or dangerous branches on instruction from the Authorised Officer or when discovered by The Parish or Town Council.</p> <p>(Price per individual tree)</p>
<p>05-P-2014</p>	<p>Prune Broken and/or Dangerous Branches in Woodland</p>	<p>The Parish or Town Council shall ensure branches do not hang below the following heights:</p> <p>5.2m over a carriageway 3.0m over a bridleway or redway 2.3m over a footpath or within 1.5m of overhead services or buildings.</p> <p>The Parish or Town Council shall report all such branches not reachable from ground</p>

Task Ref	Frequency Based Tasks	Standard
		<p>level (with appropriate equipment, eg pole saw) to the Authorised Officer.</p> <p>Allowance to be made for snow and rain loading in all the above measurements at the woodland perimeter defined by a carriageway, bridleway, redway footway or building.</p> <p>Any broken or partly broken branches hanging within the tree that can be reached from ground level are to be removed and the stumps to be pruned back to the branch collar.</p> <p>The Parish or Town Council is also to deal with any small broken or dangerous branches on instruction from the Authorised Officer or when discovered by the Parish or Town Council at the woodland perimeter by a carriageway, bridleway, redway, footway or building</p>
05-P-2016	<p>Tree bases in hard surface (Price Each)</p>	<p>The Parish or Town Council shall maintain the tree base so that weeds do not cover more than 5% and do not exceed 100 mm in height at all times of the year.'</p> <p>The bed shall be free of any weed following a weeding operation.</p>

Appendix A Health and Safety Policy

Milton Keynes Council Health and Safety Policy Statement



Milton Keynes Council recognises our colleagues are our most valuable resources and that their health, safety and wellbeing are of paramount importance.

The Council will provide and maintain safe and healthy workplaces, including safe work equipment and safe systems of work and give such information, training and supervision to ensure the safety of all our colleagues and others who may be affected by the work activities.

The Council is committed to:

- Prevention of work related injury and ill health
- Elimination of workplace hazards and reducing health and safety risks
- Ensuring health and safety is integrated throughout the organisation
- Senior management demonstrating leadership and commitment
- Implementation of effective health and safety management systems
- Setting and reviewing of occupational health and safety objectives
- Provision of resources to implement, maintain and improve management systems
- Consultation with and participation of colleagues, trade unions, enforcing authorities and other key stakeholders, and
- Continually improving health and safety performance

Overall accountability for health and safety rests with the Corporate Leadership Team and a Corporate Director has specific responsibility for overseeing health and safety.

Health and safety is the responsibility of all colleagues, contractors and visitors. We must all take reasonable care of our own health and safety and that of others who may be affected by our actions or omissions. We must all carry out our duties in line with our commitments and standards to achieve high levels of health and safety compliance and control in the workplace.

Compliance with all relevant applicable health and safety legislation and other specific requirements to which the Council subscribes shall be the minimum standard for all of our services.

The health and safety policy is monitored and reviewed at least annually to ensure compliance with the relevant statutory provisions and to take account of any significant changes.

Signature

Handwritten signature of Michael Bracey in black ink.

Michael Bracey
Chief Executive

Signature

Handwritten signature of Cllr Pete Marland in black ink.

Cllr Pete Marland
Leader of the Council

(November 2018)

Appendix B Detail for Castlethorpe Parish Council

Castlethorpe PC will manage the following

Client	Feature	Task	Ref	Base Quantity	Quantity type
Castlethorpe	AMENITY GRASS (GRASSCRETE)	Cut grass to 25mm. Using 8 to 12 cuts per annum	01-P-2000	14	M2
Castlethorpe	AMENITY GRASS	Cut grass to 25mm. Using 8 to 12 cuts per annum	01-P-2000	18,989	M2
Castlethorpe	SHRUBS	Maintenance / encroachment prune.	02-P-2006	485	M2
Castlethorpe	SHRUB BED	Keep bed 98-100% free of weed cover.	02-P-2007	485	M2
Castlethorpe	HEDGE	Cut Hedge	03-P-2008	448	M
Castlethorpe	HEDGE BASE	Keep base, 98-100% grass and weed free.	03-P-2009	-	M
Castlethorpe	TREES	Maintain stakes and ties.	05-F-1014	-	Number
Castlethorpe	TREES	Prune broken and/or dangerous branches, suckers, epicormic growth, and to clear lamp columns.	05-P-2013	105	Number
Castlethorpe	TREE BASE	Weed Control: Tree bases in hard surface	05-P-2016	-	Number
Castlethorpe	DRAINAGE DITCHES (WET)	Cut grass to 100mm.	01-F-1003	15	M
Castlethorpe	HARD SURFACE / ARTIFICIAL GRASS	Keep area 100% free of vegetation, moss and algae.	04-P-2012	497	M2

PDF's of maps will be provided under separate cover, direct to the Parish Clerks email address – maps below provide an indication of the extent of the services

Castlethorpe PC - Map 1 of 2



Castlethorpe PC - Map 2 of 2



Appendix C Key Performance Indicators

The minimum Performance Standards are detailed throughout the specification for

- Grass Maintenance
- Shrub Management
- Hedge Management
- Hard Surfaces
- Trees and Woodlands

In addition the Authority has a series of Key Performance Indicators, which they require the Parish or Town Council to set targets for (see Section 1.9) and report against (see Section 1.10)

Key Performance Indicator	Reporting Period	KPI Target 20/21*	KPI Target 21/22*	KPI Target 22/23*
Number of valid (upheld) operational complaints	Monthly	7	7	7
Number of valid (upheld) non-operational complaints	Monthly	1	1	1
Customer satisfaction – percentage of a sample of users who expressed their satisfaction with the landscape service	Annual	86.5%	86.5%	86.5%

*KPI Targets to be determined by the Parish or Town Council and submitted to the Authorised Officer by 31 March each year.