

# **Preliminary Invitation to Negotiate**

**The Provision of Serviced Accommodation  
for  
An Acute Hospital, Mental Health Unit, and an  
Integrated Care Centre**

**Volume 4 Part 6 - Service Level Specification**

**for**

**Grounds and Gardens Maintenance Services**

February 2004

**1. Definitions**

1.1 Any reference to the "Service Level Specification" in this part C of Schedule 14 shall be a reference to this Grounds and Gardens Maintenance Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning:

<b>“Business Day”</b>	has the meaning given in schedule 1;
<b>“Facilities”</b>	has the meaning given in schedule 1;
<b>“General Services Specification”</b>	has the meaning given in schedule 1;
<b>“Good Industry Practice”</b>	has the meaning given in schedule 1;
<b>“Grounds &amp; Gardens Maintenance Service”</b>	means those Services to be carried out pursuant to this Service Level Specification;
<b>“Grounds &amp; Gardens”</b>	means all external elements of the Trust Site;
<b>“Hard Landscape”</b>	means all external areas of the Sites, including courtyards, that have been covered with a manmade, deliberately hard or manufactured surface, and is not a natural soil surface;
<b>“Law”</b>	has the meaning given in schedule 1;
<b>“Materials”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Patients”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Planned”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Project Co Equipment”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Project Co Staff”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Project Co”</b>	has the meaning given in schedule 1;
<b>“Routine”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Scheduled”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

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<b>“Service Level Specification”</b>	has the meaning given in schedule 1;
<b>“Service Providers”</b>	has the meaning given in schedule 1;
<b>“Service Rectification Time”</b>	has the meaning given in schedule 18;
<b>“Service Requirements”</b>	has the meaning given in schedule 1;
<b>“Service Response Times”</b>	has the meaning given in schedule 18;
<b>“Service Standards”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Service”</b>	has the meaning given in schedule 1;
<b>“Services”</b>	has the meaning given in schedule 1;
<b>“Site”</b>	has the meaning given in schedule 1;
<b>“Soft Landscape”</b>	means all external areas of the Sites, including courtyards, that are a natural soil surface and have not been covered with a manmade, deliberately hard or manufactured surface;
<b>“Trust Policies”</b>	has the meaning given in schedule 1;
<b>“Trust Representative”</b>	has the meaning given in Schedule 1;
<b>“Trust Staff”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Trust”</b>	has the meaning given in schedule 1;
<b>“Unplanned”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
<b>“Urgent”</b>	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

**2. Key Objectives**

- 2.1 To provide a high quality and comprehensive Grounds & Gardens Maintenance Service that is responsive to seasonal weather and growing conditions in order to maintain an aesthetically pleasing landscape that is both functional and complementary to the Sites, the Facilities and local environment throughout the year;
- 2.2 Project Co shall ensure the Grounds & Gardens Maintenance Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Grounds & Gardens Maintenance Services that comply with Law, achieve the Service Standards and provides comprehensive Grounds and Gardens Maintenance Services tailored to the operational needs of the Trusts;
  - b) provide flexible Grounds & Gardens Maintenance Services that respond to changes in Patients' and Trusts' needs, Trusts' demands and the hospital environment;
  - c) provide patient-focused Grounds & Gardens Maintenance Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
  - d) ensure that the Grounds & Gardens Maintenance Services do not cause or create any hazard to the environment, Facilities and/or persons on the Sites or in the Facilities;
  - e) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
  - f) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Grounds & Gardens Maintenance Services; and
  - g) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Grounds & Gardens Maintenance Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

**3. Process****3.1 Scope**

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of the Grounds and Gardens Maintenance Service.
- 3.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall make the Grounds and Gardens Maintenance Services available 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Grounds and Gardens Maintenance Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all the plants, tools, equipment, materials, Disposables, uniforms, Consumables, test equipment, safety apparatus and manual and powered lifting and handling equipment required to provide the Grounds and Gardens Maintenance Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Grounds and Gardens Maintenance Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 The Grounds and Gardens Maintenance Service shall include, but not be limited to:
- a) Shrub pruning;
  - b) Hedge cutting;
  - c) Tree maintenance/surgery;
  - d) Lawn care including mowing and edging;
  - e) Weeding;
  - f) Planting, including shrubs;
  - g) Planting of trees in accordance with specific planning restrictions;
  - h) An emergency service to deal with such occurrences as fallen trees, snow or ice, etc. ;
  - i) Clearing and maintenance of roads and pathways;
  - j) Cleaning and maintenance of signage and external lighting;
  - k) Litter collection;
  - l) Courtyards and paved areas;
  - m) Water features;
  - n) Boundary walls and fences;

- o) Car parks;
- p) External furniture including street furniture;
- q) Litter bins, including the emptying of litter bins;
- r) Paved areas, forecourts, patios and hardstandings; and
- s) External staircases/fire escapes.

3.1.6 Project Co shall provide the following services and undertake the following activities on a scheduled basis, and provide a service which is capable of reacting to any Planned and Unplanned situations as they arise:

- a) horticultural maintenance;
- b) road, path and hard landscaping maintenance;
- c) snow and ice clearance; and
- d) miscellaneous tasks as may be required by the Trusts.

## 3.2 Minimum Service Requirements

### *Response and planned times*

- |       |                                                                                                                                                                                                                                                 |             |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 3.2.1 | Project Co shall ensure Urgent requests for the Grounds and Gardens Maintenance Services are carried out within the Service Response Time in accordance with Table 1 - Grounds and Gardens Maintenance Services Response Times in Appendix A.   | <b>SP01</b> |
| 3.2.2 | Project Co shall ensure Routine requests for the Grounds and Gardens Maintenance Services are carried out within the Service Response Time in accordance with Table 1 - Grounds and Gardens Maintenance Services Response Times in Appendix A.  | <b>SP02</b> |
| 3.2.3 | Project Co shall ensure Planned requests for the Grounds and Gardens Maintenance Services are carried out within the Service Response Time in accordance with Table 1 - Grounds and Gardens Maintenance Services Planned Times in Appendix A.   | <b>SP03</b> |
| 3.2.4 | Project Co shall ensure Scheduled requests for the Grounds and Gardens Maintenance Services are carried out within the Service Response Time in accordance with Table 2 - Grounds and Gardens Maintenance Services Planned Times in Appendix A. | <b>SP04</b> |

### *Horticultural maintenance*

- |       |                                                                                                                                                               |             |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 3.2.5 | Project Co shall undertake horticultural maintenance, either planned or reactive, to ensure the Soft Landscape within the Sites are maintained to the Service | <b>SP05</b> |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|

Standards detailed in Table 3 of Appendix B.

*Road, path and hard landscaping maintenance*

- 3.2.6 Project Co shall undertake maintenance works, either planned or reactive, to ensure the Hard Landscape within the Sites are maintained to the Service Standards detailed in Table 4 of Appendix B. **SP06**

*Snow and ice clearance*

- 3.2.7 Project Co shall at any time and on any day of the year undertake preventative gritting/salting of roads, car parks, cycleways, hardstanding, forecourts and paths when the predicted climatic conditions meet or exceed the climatic conditions agreed with the Trust Representative. **SP07**
- 3.2.8 Project Co shall at any time and on any day of the year clear snow and ice from Site roads, car parks, cycleways, hardstanding, forecourts and paths and maintain them clear of snow and ice to the extent and in the priority order agreed by the Trust Representative. **SP08**

*Miscellaneous tasks as may be required by the Trusts*

- 3.2.9 Project Co shall provide effective, user-friendly and safe miscellaneous Grounds and Gardens Maintenance Services on a day-to-day basis to meet the requirements of the Trusts, and to all areas of the Sites. **SP09**

Such miscellaneous duties include but are not limited to:

- a) Floral displays for special events.

**3.3 Exclusions**

- 3.3.1 The following are excluded from this Service Level Specification;
- a) The garden maintained by Staff and Patients at the Mental Health Unit.

**Appendix A - Service Times**

Table 1 - Grounds and Gardens Maintenance Services Response Times

<b>Category</b>	<b>Definition</b>	<b>Example</b>	<b>Service Response Time</b>
Urgent	Any request for a Service that requires attendance quickly to avoid operational problems.	<ul style="list-style-type: none"> <li>▪ Clearing ice and snow from foot paths</li> </ul>	10 minutes
Routine	Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if left unattended.	<ul style="list-style-type: none"> <li>▪ Removing refuse from an external area</li> </ul>	120 minutes

For the avoidance of doubt, the Service Response Time will be measured from the time of request to the time at which a member of Project Co Staff arrives in the relevant department or location and is ready and prepared to undertake the task.

Table 2 - Grounds and Gardens Maintenance Services Planned Times

<b>Category</b>	<b>Definition</b>	<b>Example</b>	<b>Service Planned Time</b>
Planned	Any request for a service which has been agreed (planned) to take place at a specific time which may cause operational difficulties or a fall in standards, if it does not happen.	<ul style="list-style-type: none"> <li>▪ Planting of bedding plants.</li> </ul>	Within the agreed time frame
Scheduled	Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen	<ul style="list-style-type: none"> <li>▪ Pruning</li> </ul>	Within the agreed time frame.

**Appendix B Service Standards**

Table 3 Soft Landscape Service Standards

<b>Element</b>	<b>Standard</b>
<b>Trees, Shrubs &amp; Hedges</b>	<ul style="list-style-type: none"> <li>▪ Trimmed, pruned and/or cut to maintain healthy growth and so as to minimise: <ul style="list-style-type: none"> <li>– the risk of crime and or vandalism;</li> <li>– the opportunity for storm wind damage;</li> <li>– risk of fire; and</li> <li>– the obstruction of roadways, pathways, car parks, street lighting etc.</li> </ul> </li> <li>▪ Are secure and safe;</li> <li>▪ Free from dead or dying branches;</li> <li>▪ Free from litter;</li> <li>▪ Disease and/or aphid infestation is controlled;</li> <li>▪ Replaced as and when necessary to comply with the planning conditions for the Sites and to maintain the general appearance of the Sites; and</li> <li>▪ Minimises the number of potential sites for vermin habitation.</li> </ul>
<b>Grassed Areas</b>	<ul style="list-style-type: none"> <li>▪ Shall be of uniform appearance with no patches;</li> <li>▪ Edges shall be trimmed;</li> <li>▪ Free from mole and/or rabbit infestation;</li> <li>▪ Free from fallen leaves, weeds and litter, excrement; and</li> <li>▪ Shall be maintained to a uniform length between 25 and 50 mm.</li> </ul>
<b>Courtyard planting</b>	<ul style="list-style-type: none"> <li>▪ Shall be pruned and cut back as appropriate to maintain a groomed appearance and prevent the obstruction of windows, doorways and footpaths;</li> <li>▪ Free from fallen leaves, weeds and litter;</li> <li>▪ Minimises the number of potential sites for vermin habitation; and</li> <li>▪ Disease and/or aphid infestation is controlled.</li> </ul>
<b>Bedding and flower borders</b>	<ul style="list-style-type: none"> <li>▪ Planted in accordance with the season, location and aspect of the beds;</li> <li>▪ Free from litter, weeds and excrement;</li> <li>▪ Minimises the number of potential sites for vermin habitation; and</li> <li>▪ Disease and/or aphid infestation is controlled.</li> </ul>
<b>Water features</b>	<ul style="list-style-type: none"> <li>▪ Clear of weeds, litter and algae growth;</li> <li>▪ Water is clean and free of excess odours; and</li> <li>▪ Feature is safe and includes protection to prevent access by young children and the risk of drowning.</li> </ul>

Table 4 Hard Landscape Service Standards

<b>Element</b>	<b>Standard</b>
<b>Site Circulation Routes</b> Including but not limited to: <ul style="list-style-type: none"> <li>▪ Pavings;</li> <li>▪ Paths;</li> <li>▪ Driveways;</li> <li>▪ Cycleways;</li> <li>▪ Roads;</li> <li>▪ Car parks;</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sound safe and even surface with no pot holes or sinkings;</li> <li>▪ Free from standing water, ice, snow;</li> <li>▪ Free from fallen leaves, moss algae or interstitial weeds;</li> <li>▪ Kerbs and edgings are sound;</li> <li>▪ No loose kerbs or paving stones;</li> <li>▪ Paving stones level with no tripping hazards;</li> <li>▪ All road, car park and traffic control markings are clear and complete;</li> </ul>

Element	Standard
<ul style="list-style-type: none"> <li>▪ Hardstandings;</li> <li>▪ Forecourts; and</li> <li>▪ Facility Entrances.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Free from litter, weeds, excrement, graffiti and or vandalism; and</li> <li>▪ Provides provision for good disabled access such as the visually impaired and wheelchair users.</li> </ul>
<p><b>External Furniture and structures</b> including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Street lights;</li> <li>▪ Guard rails;</li> <li>▪ Bollards;</li> <li>▪ Street furniture;</li> <li>▪ Copings;</li> <li>▪ Statues or ornamental objects;</li> <li>▪ External Furniture; and</li> <li>▪ Waste Collection bins.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sound secure safe and free from damage;</li> <li>▪ Operating at their design performance where applicable;</li> <li>▪ Free from moss algae and/or interstitial weeds;</li> <li>▪ Free from litter, excrement, graffiti, build-up of dirt and grime and or vandalism;</li> <li>▪ Bins are of adequate size and suitable for external use; and</li> <li>▪ Bins are emptied before they are filled to 90% of capacity.</li> </ul>
<p><b>Helicopter Landing Site</b></p>	<ul style="list-style-type: none"> <li>▪ Conforms to guidance issued by the British Helicopter Advisory Board and Civil Aviation Authority;</li> <li>▪ Sound safe and even surface with no pot holes or sinkings;</li> <li>▪ Free from standing water, ice, snow;</li> <li>▪ Free from fallen leaves, moss algae or interstitial weeds;</li> <li>▪ Kerbs and edgings are sound;</li> <li>▪ Landing lights are operable; and</li> <li>▪ Ground markings are distinct and unbroken.</li> </ul>
<p><b>Boundaries</b> Including but not limited to:</p> <ul style="list-style-type: none"> <li>▪ Fences and Walls; and</li> <li>▪ Gates.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Intact safe sound and secure;</li> <li>▪ Free from graffiti and damage;</li> <li>▪ Locks are operational; and</li> <li>▪ Free from graffiti and or vandalism.</li> </ul>
<p><b>External Play/Recreation Areas</b></p>	<ul style="list-style-type: none"> <li>▪ Safe secure;</li> <li>▪ Suitable for disabled and elderly access;</li> <li>▪ Accessible and easily observable by carers and staff;</li> <li>▪ Free from litter, excrement, graffiti and or vandalism;</li> <li>▪ Play equipment is in good condition, safe and clean.</li> </ul>
<p><b>External Sign Posting</b></p>	<ul style="list-style-type: none"> <li>▪ Compliant with NHS guidance – “Wayfinding”;</li> <li>▪ Secure and sound;</li> <li>▪ Not hinder visibility to car and pedestrians at junctions;</li> <li>▪ Be in appropriate locations;</li> <li>▪ Highly visible, both day and night;</li> <li>▪ Offer clear and concise information;</li> <li>▪ Are in accordance with the traffic control arrangements; and</li> <li>▪ Free from dirt, graffiti and or vandalism.</li> </ul>
<p><b>Gutters and Drains</b></p>	<ul style="list-style-type: none"> <li>▪ Swept; and</li> <li>▪ Free from litter, leaves, weeds and extraneous material.</li> </ul>
<p><b>Trust Site</b></p>	<ul style="list-style-type: none"> <li>▪ Free from litter including cigarette ends and chewing gum residue; and</li> <li>▪ Bins shall be less than 75% capacity and free from malodour.</li> </ul>

**Performance Parameters**

<b>Ref</b>	<b>Performance Parameter</b>	<b>SF Type</b>	<b>Category</b>	<b>Response</b>	<b>Rectification</b>	<b>Recording Freq.</b>	<b>Monitoring Method</b>
<i>Response and planned times</i>							
<b>SP01</b>	Urgent requests for the Grounds and Gardens Maintenance Services are carried out within Service Response Times.						
<b>SP02</b>	Routine requests for the Grounds and Gardens Maintenance Services are attended and rectified within Service Response Times.						
<b>SP03</b>	Planned Grounds and Gardens Maintenance Services tasks are carried out within Service Planned Times.						
<b>SP04</b>	Scheduled Grounds and Gardens Maintenance Services tasks are carried out within Service Planned Times.						
<i>Horticultural maintenance</i>							
<b>SP05</b>	Soft Landscaping is maintained to the standards defined in Appendix B Table 3.						
<i>Road, path and hard landscaping maintenance</i>							
<b>SP06</b>	Hard Landscaping is maintained to the standards defined in Appendix B Table 4.						
<i>Snow and ice clearance</i>							
<b>SP07</b>	Preventative gritting and salting is undertaken when the predicted climatic conditions are met.						
<b>SP08</b>	Roads, paths, forecourts, etc., are kept free of snow and ice to the extent and in the priority order agreed by the Trust Representative						
<i>Miscellaneous tasks as may be required by the Trusts</i>							
<b>SP08</b>	Miscellaneous Grounds and Gardens Maintenance Services are completed to the satisfaction of the service user.						