

Humber Teaching NHS Foundation Trust

**Service Information – Grounds & Gardens maintenance**

Version 1.3, May 2018

**Caring, Learning and Growing** 

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**1 Description of the *service***

**1.1 Overall Trust objectives**

The *Contractor* shall contribute to the achievement of overall Trust objectives by: -

* Demonstrating the Trust’s holistic approach to patient care by keeping the grounds and gardens in a state that maximises their therapeutic effectiveness throughout each year.
* Demonstrating the Trust's commitment to the value of its patients, visitors and staff by maintaining an aesthetically pleasing external environment at all of its properties and by reducing the risk of accidental injury

**1.2 Service Scope – Grounds, Ponds, Hedges**

The *Contractor* shall be responsible for maintaining the cleanliness and appearance of the grounds and gardens of Trust properties and for keeping them in a safe state. The Contractor shall also cover the provision and maintenance of plants in main entrances and public areas of Trust properties.

The service provided by the *Contractor* shall include, but not be limited to: -

* Re-planting, maintenance and alteration of boundary hedges
* Re-planting and maintenance of trees, beds, borders, lawns and plants
* Re-planting and maintenance of plants in public areas inside Trust properties inclusive of Courtyards
* Arborial Safety Assessments and safety surgery, maintenance of Tree Protection Orders
* Maintenance of Ponds and Swales to a general or mandatory standard
* Removal and disposal of rubbish, waste and litter from external areas, including car parks
* Removal and disposal of leaf fall from external areas
* Removal of unwanted vegetation from roadways, paths and other hard external areas of Trust properties and any adjoining non-Trust land
* Removal of diseased vegetation from lawns, beds, borders and other cultivated areas
* Control of weeds and invasive plants/shrubs/trees to all external areas
* Maintaining records of untoward incidents occurring in the grounds of Trust properties
* Reporting structural or surface defects in the external works of Trust properties and defects to external lighting
* Maintaining records of requests for removal of debris, leaf fall and other items from the grounds of Trust properties and of any other ad hoc requests
* Cleaning of external way finding and signboards
* Rectification of damage to lawns, beds, borders and other cultivated areas however caused
* Maintenance of the equipment used for planting and maintaining lawns, beds, borders and other cultivated areas in a clean, safe and serviceable condition
* Appointment of any specialist contractors for work within the scope of the service
* Provision of arrangements to deal with emergency and non emergency requests for work outside normal service hours
* Developing proposals for the improvement of the state of the grounds of Trust properties and grounds and gardens services and for achieving compliance with new legislation, regulations and guidelines and implementing those approved by the Trust
* Placing warning signs to alert people to hazards arising from the performance of the work

The service provision shall exclude: -

* Maintenance of roads, pathways and other hard areas in the grounds of Trust properties
* Removal of snow and ice gritting to Trust estate infrastructure
* Maintenance and repair of boundary walls and fences
* Planting and maintenance of plants in departmental areas of Trust properties
* Cleaning and maintenance of external fabric, rainwater goods and windows
* Maintenance of central holding areas for waste
  1. **Humber Teaching NHS Foundation Trust Estate Strategy**

The Trust Estate Strategy for the future development of the estate is to undertake a rationalisation of premises, this will consist of acquisition and disposal of premises the succesful Contractor will be required to modify the Contract and prices accordingly when all information is provided, the Trust will advise the contractor in a timely manner.

**2 Specifications**

**2.1 Grounds Maintenance**

For hard landscape maintenance the *Contractor* ensures that:

* + - a proactive approach is taken to the maintenance of hard landscaping and that it is integrated with other elements of the service,
    - the planned preventative maintenance regime is developed to avoid duplication of tasks across the service,
    - planned and reactive maintenance activities maintain areas of hard landscaping safe, free of defects and prevent any dangers or hazards to users of the Affected Property,
    - external hard surfaces are kept safe, clean and tidy,
    - external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a safe and tidy appearance,
    - car parks are kept leaf, weed, moss and litter free and
    - kerb edges are sprayed with herbicide.

For soft landscape maintenance the *Contractor* ensures:

* + - that this element of the service is integrated with other elements of the service to avoid duplication of tasks in external areas,
    - maintains external planted areas and ensures the maintenance of healthy and vigorous plants with a tidy weed free appearance,
    - maintains plants so as to ensure a pleasing and tidy appearance,
    - maintains plants and shrubs so that they are in healthy growth,
    - plants and shrubs which have died or appear to be dying are removed and replaced with similar species
    - maintains grassed areas to a good aesthetic standard and as appropriate for the use of the area unboxed.
    - plant specimens are kept to a height and form which is safe and accords with good horticultural practice and for Trust buildings which have boundary fencing, does not present an escape risk.
    - pots / containers are cleaned and replaced where necessary,
    - external soft landscaped areas are kept safe, clean and tidy,
    - planned and reactive maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to users of the Affected Property,
    - areas are kept free of an accumulation of leaves, weeds, litter and any other solid matter so as to present a tidy appearance,
    - the surrounds to mature trees are free of weeds, sucker growths, litter and debris and grass edges are cut back,
    - the bed area at the base of immature trees are free of weeds litter and debris and grass edges are cut back,
    - immature trees are kept at a height and form which is safe and accords with good horticultural practice
    - trees are maintained to ensure the safety of users of the Affected Property and for Trust buildings which have boundary fencing, does not present an escape risk.
    - Tree Protection Orders are observed

Generally;

* The *Contractor* observes any Habitat Management Plans and Planning conditions attached to each property.
* The *Contractor* removes all waste associated with the grounds maintenance element of the service from the Property and disposes of it in an environmentally preferable manner.
* The *Contractor* considers in every instance whether the use of any form of chemical (for uses including but not limited to fertilizer, pesticide and herbicide) is strictly necessary before application.
* The *Contractor*  only uses chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs.
* The *Contractor* applies chemicals in accordance with manufacturers’ instructions and in accordance with relevant health and safety codes. Use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility.
* The *Contractor* whenever possible, substitutes all slow renewables, such as peat, with organic wastes such as compost, manure, leaf mould, bark chippings and coir. Additionally, the Contractor maintains the grounds of the Property by using good husbandry and encouraging native flora and fauna.
* The *Contractor* will not use bagged compost on any Trust site due to the legionella risk it presents.
* The *Contractor* collects and disposes of any twigs, large or small branches which lay on maintained grounds following strong winds or gales.
* The *Contractor* will work with the Trust to assist in delivery of their “Postive Assets” and “Inclusion” programmes, which may include allowing patients to work with their grounds maintenance staff on Trust sites as part of their recovery.

## 2.2 Patient’s Charter Standards

The *Contractor* shall demonstrate commitment to the principles of individual dignity and choice that underpin the Patients' Charter.

## 2.3 Service Standards

* The service provided complies with good horticultural practice
* External areas are free from hazardous waste at all times
* Paths and roadways and other areas carrying vehicular or pedestrian traffic are free at all times from hazards to drivers and pedestrians
* All vegetation is maintained in a healthy condition
* Grass and planted areas are not overgrown
* Leaf fall is removed promptly
* Signage is kept clean and visible
* Unauthorised persons are not able to access areas containing hazards
* Emergency entrances and exit routes at all properties are kept clear of obstructions at all times
* Defects to roads and car park surfaces, fabric and equipment are reported promptly
* The condition of external areas does not limit access to Trust properties for people with physical disabilities or sensory impairments
* All external areas, including car parks, are free from accumulated litter and unsightly waste
* External areas adjacent to main entrances are free from accumulations of litter and debris at all times
* All external areas look attractive and professionally maintained at all times
* Grounds and gardens staff deal helpfully and courteously with Trust staff, members of the public and external works contractors
* Grounds and gardens staff work is undertaken with consideration of its impact on patients and visitors and their environment and on staff and their working conditions
* Work does not damage assets or affect their worth to the Trust
* Work does not injure staff or the public or damage their property
* Lawns are edged and kept free of moss, broad leaf and flowering weeds
* Hedges do not overhang onto any paths and roads
* Paths and roads are even and free from obstructions, fungal growth and weeds/grass
* Trees and shrubs are maintained in a neat and safe condition
* Lawns are kept below 50mm in length
* Drains and ditches are maintained to their functional state
* Work does not disturb the convalescence of patients or the free movement of staff and visitors around the grounds of Trust properties
* Work does not cause excessive noise, noise exceeding 80dB (HSE indg362)
* Loose debris and garden refuse, however produced, is removed on completion of work
* Trees and shrubs are maintained in a neat and safe condition
* All equipment and tools are supervised at all times
* All contract staff sign in and out at the relevant place and wear appropriate ID, PPE and safety clothing

## 2.4 End User Standards

The *Contractor* shall meet the following user expectations: -

* Availability of and safe access to grounds and gardens at all times
* Pleasantness of grounds and gardens
* Safe routes around the hospital at all times
* Non–disruptive and automatic performance of routine tasks
* A clear point of contact and immediate response to telephone calls
* Personal contact with named staff
* A courteous, prompt, timely response to requests for ad hoc work
* Effective communications and handling of complaints/ grievances
* Flexibility to meet changing requirements
* Minimal disruption to service availability and access to the grounds of Trust properties
* Prompt information about any unavailability or disruption of services
* Timely information about works that shall affect access to the grounds of Trust premises
* Any pesticides shall be used under appropriate controls so as not to cause harm to patients, staff and visitors

## 2.5 Statutory Requirements

The *Contractor* shall comply with all common law, current UK and European legislation, statutory instruments, bylaws, regulations and NHS guidance and other relevant guidance, including Health Technical Memoranda governing: -

* Health and Safety at Work
* Fire safety
* COSHH
* Environmental protection
* The Management of Complaints
* Disability discrimination
* PPE
* Noise at Work
* Use and storage of flammable products
* RIDDOR
* The design and management of construction projects (CDM Regulations 2015)
* Occupiers and employers liability
* Use of pesticides (especially in confined spaces)
* Use of rotating machinery

The service shall also comply with any BS, EN, ISO or industry standards covering the above or the specification, design, manufacture, use, maintenance or disposal of any gardening equipment or other products used in the provision of the service.

Including but not exclusive to;

BS 7379;1991

BS 3998

## 2.6 Humber Teaching NHS Foundation Trust Policies

The *Contractor* shall comply with all current Trust policies

These policies are available via the trust Web site or hard copies from the Estates Department

## 2.7 Good Practice

The *Contractor* shall incorporate current best practice including: -

* Appropriate use of information and communications technology, integrating with the Trust’s Computer Aided Facilities Management (CAFM) system
* Use of skills analysis, training needs analysis and appropriate training packages
* Multi skilling
* Seamless service
* Regular benchmarking against other providers of grounds and gardens services
* Department of Health Guidelines
* Participation in "best kept" competitions
* Keeping up to date with changes in technology, legislation, standards and good practice guidance relating to grounds and gardens maintenance and horticultural practice
* Respecting the fundamental aspects of Biodiversity as defined in the DEFRA 2020 Strategy
* Respecting the fundamental aspects of Biodiversity & Sustainability as defined in DoH/NHS publications

The *Contractor* shall through the application of best practice achieve continuous future improvement and added value.

## 2.8 Controls Assurance

The service is to be provided in a way that safeguards the Trust’s obligations under the Controls Assurance mandatory guidance by: -

* Ensuring that the appropriate structures are in place within the organisation for implementing controls assurance taking account of linkages with clinical governance and, where applicable, NHS risk pooling schemes
* Conducting a baseline self-assessment of compliance with risk management and organisational control standards
* Formulating and implementing a prioritised action plan with clearly assigned responsibilities in the light of this assessment
* Providing an assurance statement within the Annual Report
* Ensuring appropriate arrangements are in place to verify the assurance statement

The *Contractor* shall contribute to the control of risks in relation to the following standards: -

* Risk Management System (Core Standard)
* Buildings, land, plant and non medical equipment
* Contracts and contractor control
* Emergency Preparedness
* Environmental Management
* Fire Safety
* Health and Safety Management
* Human Resources
* Security Management
* Transport
* Waste Management

**3 Constraints on how the *Contractor* Provides the Service**

## 3.1 Response Times and Other Quantified Standards

The *Contractor*  is required to comply with the following response times:

|  |  |
| --- | --- |
| **Response or Standard For** | **Response time or Standard** |
| Removal of leaf fall | Before ground coverage presents a hazard |
| Reporting of structural, surface and lighting defects | Within 4 hours of discovery |
| Length of grass in lawned areas | Not more than 50 mm. |
| Length of grass in other areas | To be agreed locally subject to type of grass |
| Height and spread of bushes and shrubs | Prior to interference with neighbouring plants or overgrowing on to paths or roads also to comply with local planning conditions and inclusive of signage |
| Emergency request for Grounds & Gardens maintenance service | Within 1 hour of request |
| Urgent request for Grounds & Gardens maintenance service | Within 24 hours of request |
| Routine request for Grounds & Gardens maintenance service | As agreed with HFT requesting officer |

## 3.2 Co-operation and Co-ordination with other services

The *Contractor* shall maintain links with other services (including clinical, medical and nursing staff) as follows:-

**3.2.1 Security**

The *Contractor* shall ensure that suspicious persons and behavior is handled promptly, legally and in line with Trust policies. The *Contractor* shall ensure that growth of vegetation does not hamper the detection of suspicious persons or behavior. In particular with respect to CCTV coverage and line of site of properties

**3.2.2 Estates management**

The *Contractor* shall conform to the Trust’s Contractors Guidance documentation as supplied in the Tender Information

The *Contractor* shall ensure that defective surfaces and structures are repaired to the appropriate standard promptly.

The *Contractor* shall ensure barriers/cones/warning notices are placed in areas of risk

The *Contractor* shall ensure prompt reporting to street lighting failures

The *Contractor* shall ensure that appropriate action is taken when fire evacuation areas are congested

The *Contractor* shall inform of work affecting Service Provision in timely manner

**3.2.3 Fire Prevention**

The *Contractor* shall ensure that information about potential breaches of fire safety regulations and policy is provided promptly and acted upon.

The *Contractor* shall not burn any arising’s from its activities

**3.2.4 Waste Management**

The *Contractor* shall ensure that waste is appropriately and safely removed from the site

**3.2.5 Emergency Teams**

The *Contractor* shall ensure a coordinated approach by the Trust to the overall response to emergency situations. The *Contractor* shall assist when requested with the recovery of missing persons.

**3.2.6 Health & Safety**

The *Contractor*  shall ensure that risks to property and personal safety are detected, dealt with promptly, logged and reported.

**3.2.7 Traffic management inc. car parking**

The *Contractor* shall ensure that car parks are kept free from accumulations of litter and waste and that vehicular and pedestrian routes to Trust properties from their grounds are safe to use.

**3.2.8 Property Management**

The *Contractor* shall ensure that external signage remains visible and clearly readable, free from algae and grafitti and permanently fixed

**3.2.9 Reception, Portering and Domestic**

The *Contractor* shall keep main entrances in a state that is pleasing, welcoming and relaxing for staff, patients and visitors to Trust properties.

## Management Information to be provided by the Contractor

The *Contractor* shall provide information to facilitate the review of its performance as follows: -

* Schedules of planned tasks
* Schedules/logs of materials utilised to facilitate contract
* Schedules/logs of Planting and species
* Verification of completion of scheduled tasks
* Summary of ad hoc requests and response times
* Risk assessments and action plans
* Plans for dealing with relevant aspects of adverse fire and safety reports and reports on other aspects of compliance with mandatory standards
* Untoward occurrences, logs of Incident/Accident occurances and level of occurance
* Complaints and expressions of appreciation received directly from patients, visitors or staff
* Staff utilised in Contract with induction and training records
* Fire and security lecture attendance records
* Controls Assurance Progress Reports
* Service Improvement Plans and Progress Reports
* Awards received in "best kept" competitions

## 

## 3.3.1 Environmental Inspections

The *Contractor* shall generate reports that shall be used to assess whether the service is meeting statutory standards in relation to environmental and general safety regulations and shall include:

* Reports of Health and Safety Executive Inspections
* Reports of Inspections carried out by Trust Monitoring Staff
* Reports of visits of "best kept" competitions assessors

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## 3.3.2 Client Satisfaction Reporting

The following information shall be available to verify client satisfaction: -

* Results of periodic client satisfaction surveys
* Summary of complaints received by Trust

**4 Requirements of the plan**

The *Contractor* is required to submit a revised Plan on each anniversary of the contract.

The Plan is required to include:

* + the *starting date* and the end of the *service period*,
  + the order and timing of the work of the *Employer* and Others as last agreed with them by the *Contractor* or, if not so agreed, as stated in the Service Information,
  + provisions for
    - time risk allowances,
    - health and safety requirements and
    - the procedures set out in this contract,
  + the dates when, in order to Provide the Service in accordance with his plan, the *Contractor* will need
    - access to the Property as stated in the Service Information,
    - acceptances,
    - Plant and Materials, equipment and other things to be provided by the  Employer and
    - information from Others,
  + for each operation, a statement of how the *Contractor* plans to do the work identifying the principal Equipment and other resources which he plans to use and
  + other information which the Service Information requires the *Contractor* to show on a plan submitted for acceptance.

**5 Services and other things provided by the *Employer***

The *Contractor* is required to submit a schedule of requirements that the employer provides to facilitate the works, consideration to;

* + Space for accommodation, let down, parking
  + Storage facilities
  + Welfare facilities
  + Utilities – water, gas, electric
  + Equipment provided by the Employer

**6 Property effected by the *service***

A list of the effected properties is included in **Appendix 1**. Subject to Estate change and informed by the Employer this may be altered over time.

**7 Task Orders**

The following form will be used by the Trust for the issue of Task Orders under the contract:

|  |  |  |
| --- | --- | --- |
| Task Order | | |
| Task Order form for use when work within the *service* is instructed to be carried out within a stated time period of time on a Task by Task basis  Task Order No . . . . . . . . . . . . . . . . . . . . . . . . . .*service* . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .  To . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . (*Contractor)* | | |
|  |  |  |
| I propose to instruct you to carry out the following task | | |
| Description  Starting date  Completion date  Delay damages per week | . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . | |
| Please submit your price and programme proposals below.  Signed . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Date . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .  (for *Employer*) | | |
|  |  |  |
| Total of Prices for items of work on the  Price List (details attached)  . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .  Total of Prices for items of work not on the  Price List (details attached)  The programme for the Task is . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . [ref] (attached)  Signed . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Date . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . (for *Contractor*) | | |
|  |  |  |
| I accept the above price and programme and instruct you to carry out the Task  Signed . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . Date . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . .(for *Employer*) | | |
|  | | |