



WESTBURY
TOWN COUNCIL



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**Westbury Town Council:
Tender for grounds maintenance
and Streetscene contract**

SPECIFICATION OF WORKS REQUIRED

Service Specification/scope of works

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Specification of works required

1. General

- 1.1 The contractor shall be responsible for the provision of the grounds and streetscene, maintenance stated in this contract detailed below, covering the quantities stated in scope of works where bill of quantities is required. The contractor shall ensure that adequate resources, plant, and equipment are made available to ensure the delivery of this service to the requirements specified in the following clauses.
- 1.2 The contractor shall be responsible for ensuring that all resources employed in the delivery of these services have the necessary attributes, skills, knowledge, and qualifications to fulfil the scope of these services.
- 1.3 The contractor shall for all operations relating to the streetscene, grounds maintenance be responsible for the management and control of all waste generated throughout the contract in accordance with the latest relevant waste legislation.
- 1.4 The Contractor to supply and use magnetic signage for vehicles with the logo of Westbury Town Council. This signage is to be present on all vehicles in the service of carrying out work within this contract.
- 1.5 The contractor shall comply with the requirements concerning the provision of a suitable communications system, vehicular branding in the provision of the streetscene, grounds maintenance.
- 1.6 The contractor shall develop a schedule of works in consultation with the Town Council and agree a works programme for the delivery of the streetscene, grounds maintenance Service within 14 days of signing the contract.
- 1.7 Resources employed in providing the streetscene, grounds service is to be seen as representatives of the Council. Implicit in this is the requirement for appearance and demeanour to always be of the highest standards.
- 1.8 The contractor shall comply with the requirements concerning the provision of equipment to support the agreed electronic works ordering/defect reporting tool ABAVUS for capturing the performance of the Streetscene and grounds maintenance service real time.
- 1.9 The contractor shall ensure that any, chemicals, oils, hazardous materials etc. used in the provision of the streetscene, grounds are transported, stored, handled, applied, and disposed of in accordance with the manufacturer's instructions, the Code of Practice for the Use of Approved Pesticides in Amenity Areas, Control of Substances Hazardous to Health and other relevant legislation.

2. Vehicles for the Contract

- 2.1 The contractor shall ensure that all vehicles used in the execution of this contract comply with the requirements of the work being undertaken, for example Chapter 8 working on the highway.
- 2.2 The contractor shall only display a Company or Corporate logo on any vehicle used in the execution of this contract. Specialist or short-term hire vehicles used in the delivery of the contract shall be subject to the same agreement, but temporary signage – such as magnetic signage – will be permitted.
- 2.3 Contractor to supply signage on vehicle to indicate working with Westbury Town Council these can be magnetic signage. Art work/logo will be supplied by the town council.
- 2.4 The contractor shall ensure that the standard of the external condition and appearance of all operational vehicles shall be such to promote a good public image of the town council at all times.

- 2.5 The council reserves the right to amend its logos for magnetic / signage on vehicles allocated to the Streetscene and grounds maintenance contract.

3. Service Delegation and Asset Transfer

- 3.1 Wiltshire Council are carrying out a service devolution/delegation and asset transfer to Westbury Town Council. The Council is committed to the delegated services and the contractor should note that services throughout the term of this contract may be subject to amendments and or removal from this contract. As an example, an increase in bin emptying, increase in scheduled frequency of grass cutting.
- 3.2 The contractor shall be aware that the service devolution/delegation and asset transfer means that there is a possibility and likely hood of TUPE to apply. Contractors need to make contact with Idverde Ltd (details in Glossary) to establish those details.
- 3.3 Westbury Town Council are committed to supporting local residents and surrounding town and parish councils. This maybe through working with the selected contractor and negotiating an extension of the services within this contract to support the neighbouring town and parish councils.

4. Nature Conservation

- 4.1 The contractor shall at all times comply with all relevant nature conservation legislation.
- 4.2 The contractor shall, in consultation with the Council, develop a detailed Environmental Management Plan (EMP) stating the processes and protocols for managing environmental matters relating to the undertaking of any works that are within the remit of this contract.
- 4.3 The contractor shall ensure that the agreed guidelines and protocols are communicated to the workforce including sub-contractors via written guidance and/ or toolbox talks as appropriate.
- 4.4 The contractor shall note that species found in Wiltshire such as the great crested newt, bats, dormice, otter, water vole, barn owl, kingfisher, badgers, and reptiles have statutory protection. Procedures must be developed to ensure the presence (or potential presence) of protected species is detected and that the animals and their habitat are protected from harm.

5. Waste Disposal

- 5.1 The contractor shall ensure that all Contract Waste is transported, transferred and disposed of in an environmentally sensitive manner and in accordance with the Waste Hierarchy and all Necessary Consents.
- 5.2 The contractor shall ensure that all Contract Waste transferred is recorded on a Waste Transfer Note.
- 5.3 The contractor will also provide Waste Transfer Notes in respect of the disposal of Contract Waste from depot-based skips whether these are as a result of transferred waste or direct deliveries to the Approved Disposal Site.
- 5.4 Each month the contractor shall report the tonnages of Contract Waste and keep all other records as required by the Necessary Consents.
- 5.5 The contractor will ensure the depots only receive Contract Waste to the tonnage limits specified in the site permits.
- 5.6 The contractor shall provide the Town Council with a list of all vehicles to be used on the Contract prior to the Service Commencement Date. The list will identify those vehicles required to use the Approved Disposal Site weighbridge facilities. Any changes to the vehicle list during the period of the contract shall also be notified to the Town Council or their delegated representative prior to any new vehicles being utilised on the contract and in particular where any weighbridge activity would be involved.
- 5.7 The contractor shall be responsible for the disposal of all dead animals, fly tipping and hazardous waste collected as Contract Waste.

- 5.8 All disposal sites are to be appropriately licenced and comply with all necessary consents. The use of disposal sites in relation to dead animals, fly tipping and hazardous waste collected by the contractor as contract waste is subject to the prior approval of the Town Council.

6. Carbon Neutral

- 6.1 Under the contract the successful contractor will be required to deliver a carbon neutral outcome for the Town Council streetscene, grounds maintenance contract by 2030.
- 6.2 The Contractor must capture details of the town council contract Scope 1, 2 and 3 carbon to establish carbon usage for the contract works and the reductions over the contract period.
- 6.3 In the future the Town Council may adopt a carbon standard of measurement. At that time the contractor will be required to amend their forecasts and historic outputs to align to this measure for the carbon neutral commitment by 2030.
- 6.4 Baseline emissions are the forecast of the greenhouse gases that would have been produced in the first year of this contract. Baseline emissions are the reference point against which emissions reduction will be measured.

7. Occupied Land

- 7.1 For this contract, the definition of Occupied land is land at which the Council has made a decision to maintain. Occupied land would include:
- Contract mapped land (Urban land with a maintenance provision).
 - Highway land (Definitive Plan, including Rights of Way).
 - Strategic Property (land owned by the Town Council)
 - Land that the Council has a responsibility to maintain (under licence/ agreement).
 - Land which in the public interest the Council has decided to maintain.
- 7.2 This contract is not a sole provision contract, town council employees and others may undertake maintenance upon occupied land. For example, the Highway contractor, utility contractor, volunteers, etc. will maintain occupied land.
- 7.3 Where the Council makes a decision to maintain additional or remove land for core payment services a Compensation Event Notice will be issued for costing.

8. Qualifications of Supervisors and Operatives

- 8.1 The contractor is required to provide and maintain at all times a minimum level of suitably trained and certified staff to ensure the safe execution of all activities and services within the contract.
- 8.2 Proof of the qualifications must be submitted to the Town Council before the commencement of the Contract and at six monthly intervals throughout the duration of the Contract.
- 8.3 The contractor shall ensure that all sub-contractors or self-employed sub-contractors comply with the above paragraphs in respect of their employees.
- 8.4 The contractor shall note that the Council may, during the contract period, review its depot strategy and remove access to the depot

9. ABAVUS App Reporting tool

- 9.1 The contractor will use the Council's nominated asset and management and work scheduling system.
- 9.2 The contractor shall provide a device to all appropriate operatives capable of running the ABAVUS systems
- 9.3 The Contractor to organise via ABAVUS the initial training for operatives to use the systems.

- 9.4 The assumption is that all works will be documented electronically, unless alternatively approved by the Town Council or instructed by the Town Council.
- 9.5 The contractor shall ensure that there is real time recording at every step of the process, from receipt to completion for scheduled and reactive works.
- 9.6 The contractor shall ensure that sufficient data is recorded at each step of the work activity. The data shall be recorded to a standard that ensures customers are fully informed of the activity status and any actions taken/proposed. When onsite, if works cannot be completed, sufficient written details of reasons and actions are to be recorded real time. Where works are completed (scheduled and reactive) pre and post photos are to be taken. For certain activities for example litter bin emptying, the condition of the asset and its use (how full) will be recorded at each visit. For activities such as grass cutting, grounds maintenance, shrub maintenance, hedge maintenance etc. the contractor will record real time on the asset management system of works completed.
- 9.7 The contractor will ensure the staff will have the appropriate competencies and equipment to deliver information at a professional standard at each stage (including remotely onsite) and at real time.
- 9.8 The contractor for all reactive works will update the electronic work instruction to detail time and arrangements. For example – Fly Tipping reactive works will state the scheduled day for collection.

10. Permitting & Traffic Management

- 10.1 The contractor shall, for all works executed via the contract ensure compliance with the highway noticing and permitting requirements.
- 10.2 It is expected on occasions the contractor may require some form of traffic management e.g. this maybe for the removal of a dead animal on the highway
- 10.3 The contractor shall be responsible for the provision of all traffic management. If the legal process delays the clearance of waste, the contractor is to agree with the client a reasonable timeframe for clearance.

11. Environmental Management Plan

- 11.1 The contractor shall develop a contract specific Environmental Management Plan (“EMP”) for the delivery of the services covered by this contract. The EMP shall be developed in consultation with the Town Council and state as a minimum:
 - Purpose of plan
 - Project Overview
 - Named staff/Organisational Structure – roles and responsibilities
 - Project Interfaces and their Management
 - Internal Management Processes
 - Generic method statements, processes, and protocols
 - Commitment to staff training and development through toolbox talks and stand down days
 - Internal and external auditing processes, and lessons learnt
 - Management and control of subcontractors including transfer of information
 - Processes for developing site specific method statements.
- 11.2 The Town Council shall supply the Contractor with a list of biodiversity improvements to grassed lands by the 1st January, each year. The Town Council shall provide a plan detailing options to improve the biodiversity of the council’s land asset via changes to its maintenance regimes/ specification and identify the related savings. The Town Council aims to improve the amenity and highway asset for local communities (i.e., not simply planting trees or ceasing the maintenance of grass cutting).

- 11.3 The EMP shall be submitted to the Council in draft format within 3 months of the start of the contract.
- 11.4 An annual review of the agreed plan must be undertaken by the contractor every year after acceptance and the findings presented to the Council.

12. Communications

- 12.1 The contractor shall provide one telephone number and email address to which emergency instructions can be transmitted. This number shall be continuously manned during Council working hours 0800hrs to 1700hrs Monday to Friday by a person able to receive and communicate instructions to the contractor's workforce and provide feedback as necessary to the instructing officer. Instructions shall be issued by the town council during this period. The contractor shall also have a continuity plan to cover the loss of the designated communications. Following an instruction, the relevant time requirements will be adhered to.
- 12.2 The contractor shall provide a telephone number and email address to the Council for issues such as contractor responsible (not Council responsible actions) damage, insurance claims and other contractor responsibilities for the public to deal direct and seek a resolution.
- 12.3 The contractor will reply to any correspondence from town council within 2 working days. The contractor to note any auto replies of out of office or annual leave etc does not constitute as a reply
- 12.4 Where the town council decides where there is an emergency initially be a phone call followed by email/text correspondence within an hour of phone call to confirm the request and desired outcome.
- 12.5 Where the contractor receives any complaints direct to the contractor, the contractor will supply a copy of the complaint and response to town council in line with GDPR and DPA 2018 act.
- 12.6 All complaints either direct from public or via town council will have an SLA agreement of replying within 5 working days

13. Community Engagement and Awareness

- 13.1 On an ongoing basis the contractor maybe requested to undertake the collection of bagged waste from community events undertaken on Town Council land such as a local litter picking event.
- 13.2 The contractor shall provide an email and contact number for event organisers to use. With the provision and collection all being undertaken by the contractor.

14. Risk Assessments

- 14.1 The contractor's Risk Assessments will be signed off on the anniversary of the contract at the Service Delivery Team Meeting.
- 14.2 The contractor's Risk Assessments will be reviewed and reissued on an annual basis (every December) and agreed a month before the anniversary date of the contract (January) for sign off.

15. Business Continuity

- 15.1 The contractor's capability to deliver services during a period of disruption will be coordinated with town council to produce a Business Continuity planning document and more specifically the Council's maximum tolerable period of disruption and signed off on the anniversary of the contract.

- 15.2 The contractor's Business Continuity Plan will be issued on an annual basis (every December) and agreed a month before the anniversary date of the contract (January) for sign off.

16. Insurance

- 16.1 The contractor will supply insurance documents relevant to the services within this contract and will be required at the anniversary each year of the contract.

17. Contract Management Meetings, KPIs and Contract Extension

- 17.1 The operation of the Contract will be closely monitored by the town council.
- 17.2 Senior management representatives from the selected Contractor and the town council will be required to attend monthly contract management meetings. These meetings will be the principal means of monitoring contract operations.
- 17.3 During contract management meetings service areas will be considered and, where necessary, appropriate actions will be discussed and agreed.
- 17.4 The senior management representatives that attend the meetings must be empowered to make decisions and willing to commit to a partnering approach. During the meetings changes to priorities, methods of working, funding and programme will be considered and, following the meeting, budget managers will be informed of any agreed changes.
- 17.5 During contract management meetings the areas where resource efficiency, cost savings or service improvements may be possible will be identified, and terms of reference will be set to take forward and report back with their recommendations.
- 17.6 The agenda items for contract management meetings is likely to include:
- a) general management;
 - b) financial management;
 - c) customer service and quality;
 - d) health and safety;
 - e) staffing matters;
 - f) service development and innovations;
 - g) information technology;
 - h) environmental management;
 - i) technical performance-quality; and
 - j) cost.
- 17.7 Meetings will usually be chaired by the Council's Contracts and procurement officer and attended by the relevant project/senior managers from the selected Contractor.
- 17.8 During meetings the expenditure and progress for individual service areas will be monitored. The selected Contractor will be responsible for providing up to date expenditure information, forecasts of future expenditure and progress reports to the meetings. This is expected to take place around Oct each month in line with any price increase for the following year.
- 17.9 It is envisaged that contract management meetings will last for up to one hour.
- 17.10 KPIs will be added to the meeting after 6 months of the start of the contract for discussion and scoring.
- 17.11 Monthly scoring meetings will take place within the first week of the following month to score.
- 17.12 On the 7th Month a score will be given for the 6th month.
- 17.13 The annual average will be scored within the first week of the following month after each year.

- 17.14 The annual average score of the 2nd year which will be scored in the first week of the 3rd year will form part of the potential extension time.
- 17.15 Each subsequent year will be the same, within the first month of the 5th year the potential full extent of the extension to the contract

18. Assessment of Performance (KPIs):

- 18.1 The 'performance' of the selected Contractor will be evaluated by the Council on an annual basis, and will be assessed using:

Council Scored Outcome KPIs

1. Programmed works

- Scheduled work completed to programme: Example bins emptied to schedule; grass cut 2 a month march - October
- Staff provided to resource contract services: If contractor is short of staff resources to complete works has the works been affected
- Standard of work delivered to contract specification: Joint inspections will take place a minimum of once a month

2. Operational/ Reactive works/apps reports

- Reports completed within target times/scheduled times for any Bill of quantities
- ABAVUS reports on works/schedules and completion within agreed SLA

3. Quality

- Photographic and documented evidence provided: This is to include any ADHOC work, or apps completed. The evidence to be clear to identify issue and completion of works. Example a bin issue should have at least one photo to show bin in situ with surrounding identifiable landscape/landmarks and at least one of issue/completed works
- Client inspections finding work at the contract standard: Standard of work carried out will either be acceptable or not acceptable
- Any emergency work carried out: Was the work completed to a good standard and within any SLA agreed.

4. Communication

- Email communications replied within the 2-working day SLA
- Complaints received/resolved within 5 working days SLA

- 18.2 Points of up to ten will be awarded under each heading for the performance related to the objectives. The scoring will be to the scale shown in the below table: 1-2,3-4,5-6,7-8,9-10

Score Band	Description
0	Unacceptable performance
1-2	Very poor performance Well below minimum expectations Significant cause for concern Minimal degree of confidence in the Contractor
3-4	Poor performance Below minimum expectations Some cause for concern Low degree of confidence in the Contractor
5-6	Adequate performance Meets minimum expectations No material concerns Satisfactory degree of confidence in the Contractor
7-8	Good performance Meets all expectations No concerns Good degree of confidence in the Contractor
9-10	Excellent performance Exceeds expectations No concerns High degree of confidence in the Contractor

- 18.3 Extensions to the contract term are conditional on acceptable performance.

- 18.4 The scores will be averaged to produce a score out of ten for the service provided in a Contract year. An example calculation is:

KPIs	Performance
1. Programmed works	8
2. Operational/ Reactive works	7
3. Quality	6
4. Communication	1

The above is an example giving an average of 5.5

- 18.5 Extensions to the Initial Contract term (5 Years) may start to be awarded at the end of the 2nd year, to take effect at the end of the initial 5-year Contract term. Any extensions to the Contract term will be conditional on the acceptable performance of the Contractor during remaining part of the contract term in line with achieving appropriate KPI scores. In the event of non-performance, or performance below the minimum acceptable standards, entitlement to any previously awarded extensions would possibly be withdrawn.
- 18.6 The award of any extension to the Initial Contract term (5 Years) will be at the discretion of the Council. Events may take place that prevent the Contract term being extended due to political, economic or other reasons.
- 18.7 If an average score of less than 4.9 out of 10 is achieved for the annual average score, serious consideration would be given to terminating the Contract or taking other corrective actions. In the event of poor performance in particular areas the selected Contractor will be required to prepare an Action Plan showing how services would be improved to meet the required standard. The selected Contractor's subsequent performance would be monitored and reviewed at the contract management meetings.
- 18.8 For average scores of 5.0 to 6.9 the selected Contractor would typically be awarded a 3-month extension to the Initial Contract term (5 Years), but the total extension period will not exceed 3 years.
- 18.9 For average scores of 7.0 to 8.9 the selected Contractor would typically be awarded a 6-month extension to the Initial Contract term (5 Years), but the total extension period will not exceed 3 years.
- 18.10 For average scores of 8.0 and over the selected Contractor would typically be awarded a 12-month extension to the Initial Contract term (5 Years), but the total extension period would not exceed 3 years.
- 18.11 The extensions to the contract will start to be awarded at the end of the 2nd year on satisfactory KPI scores
- 18.12 The scores will be reported to the relevant Council Committee in the Annual Review of Service.

19. Annual Review of Service:

- 19.1 The Council and selected Contractor will jointly prepare an Annual Review of Service Report, which will be written by the contractor, and the report will state the achievements and future development plans. Senior representatives of the selected Contractor will be required to attend the Council's meetings and Select Committee or other committees as necessary, in order to present the Report and answer questions.
- 19.2 The selected Contractor will prepare an 'improvement plan' for each forthcoming year to address any weaknesses identified through the processes of managing the Contract, to implement suggestions and to develop the service. A summary of the 'improvement plan' will be included in the Annual Review of Service Report.

20. Smoking Policy

- 20.1 The contractor will agree to the Council's Smoking policy.

21. Whistleblowing

- 21.1 The contractor will agree to the Council's Whistleblowing policy and communicate the requirements to staff, with annual confirmation to the Service Delivery Team that this has been undertaken for auditing purposes.

22. GDPR

- 22.1 The contractor is to be GDPR compliant with the Council's terms. With annual confirmation to the town council that this has been undertaken for auditing purposes.

23. Litter & Cleansing

Sub-category	Outcome	Specification
General Information		The contract is undertaken on occupied land.

23.1 Litter Collection:

Price Schedule	Unit Price	Sub-category	Outcome	Specification
All Litter Price Schedule	Core payment	General	Information	<p>a) For the avoidance of doubt, the removal of litter and refuse and street cleansing services will be undertaken 7 days per week in Zone 1 areas</p> <p>b) For the avoidance of doubt litter is deemed to include anything up to and including 1 m³ of material deposited on occupied land (waste over 1 m³ please see fly-tip below).</p> <p>c) Litter examples include but is not limited to:</p> <ul style="list-style-type: none"> • Dead animals (see dead animals' specification/scope of works) • Dog/animal/bird faeces • Beverage and Drinks containers • Food containers or utensils • Publications, magazines, and newspapers • Shopping and other bags • Illegal deposits of bagged commercial and household waste (not including early presented household waste) • Removal of fallen branches, wood, metal, and plastic objects • Graffiti • Flyposting • Weeds (Zone 1 and 2) all footpaths • Syringes • Chewing gum • Detritus <p>d) During normal working duties, where an item of waste is found to be over 1 m³ the contractor shall report this through the standard reporting system.</p> <p>e) For the avoidance of doubt, public open spaces include structures such as bus shelters</p> <p>f) For the clearance of detritus, smoking waste and chewing gum etc from all pedestrian areas and in order to comply with CoPLAR, the contractor should give regard to a means of sweeping and pressure washing etc.</p>
	Core Payment		Output requirement	<p>a) The contractor will be responsible for ensuring all high intensity areas (Zone1) are cleansed on a daily basis, ensuring the</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>areas are returned to a Grade A standard (as per CoPLAR) by 09:00Hrs and 13:00Hrs.</p> <p>b) The contractor will be responsible for ensuring all medium intensity areas (Zone2) will be cleansed to CoPLAR standards on a Monday and Thursday each week. Where a Bank holiday falls on any of these days the contractor can litter pick the day after or day before the scheduled Monday and Thursday with prior consent of the town council.</p> <p>c) For the avoidance of doubt, public open spaces include car parks, bus shelters</p> <p>d) For the clearance of detritus, smoking waste and chewing gum etc from all pedestrian areas and in order to comply with CoPLAR the contractor should give regard to a means of sweeping and pressure washing etc. This should also include the removal of accumulations of leaf fall, and weeds on back ends of footpaths.</p>
	Price Per Call Out		Bill of Quantities – reactive	<p>a) When litter and refuse is reported or identified as being at an unacceptable standard (as per CoPLAR) the contractor will, on instruction from the client, ensure the area is cleansed and returned to Grade A standard within 7 consecutive calendar days from receipt of the report.</p> <p>b) Traffic Management and permitting to be included in price.</p> <p>c) Excludes waste disposal costs.</p>

23.2 Car Parks/Bus stops Litter:

Price Schedule	Unit Price	Sub-Category	Outcome	Specification
	Core Payment		Output requirement	<p>a) All mapped bus stops shall be cleansed on a quarterly basis and returned to a grade A standard (as defined in CoPLAR to remove any litter, graffiti, detritus, bodily fluids, blood, smells of urine and vomit etc. Cleaning shall be sufficient to return the area to an acceptable standard and ensure safe passage by users.</p> <p>b) The contractor shall clear detritus, smoking waste, chewing gum etc. from all pedestrian areas. In order to comply with CoPLAR, the contractor should give regard to a means of sweeping and pressure washing etc.</p> <p>c) Excludes waste disposal costs.</p> <p>d) Any damage to bus stops are to be made safe and reported immediately to town council.</p> <p>e) All car parks mapped outside of Zone1 and 2 to be cleansed on a quarterly basis and returned to a grade A standard (as defined in CoPLAR to remove any litter, graffiti, detritus, bodily fluids, blood, smells of urine and vomit etc. Cleaning shall be sufficient to return the area to an acceptable standard and ensure safe passage by users.</p>

23.3 Highways Litter Picks:

Schedule Price	Unit Price	Sub-Category	Outcome	Specification
	Core Payment		Output requirement	<p>a) The contractor shall be responsible for ensuring that all laybys along the A350 within the town council boundary to include up to 1.5 metres past the back edge of the layby are litter picked weekly.</p> <ul style="list-style-type: none"> A350 Warminster Road heading towards Warminster layby.

23.4 Hazardous Waste Removal (Litter):

Schedule Price	Unit Price	Sub-Category	Outcome	Specification
2	Per Call Out	Hazardous, Dangerous waste materials and occurrences within the scope of the contract	Bill of Quantities - Reactive	<p>a) Waste up to 1m</p> <p>b) This service will be undertaken during the normal working week and working hours. The contractor may be requested to remove waste that has been made safe outside of working hours and left to clearance in normal working hours. The contractor in their arrangements will need to consider that the waste above will need special disposal arrangements.</p> <p>c) Hazardous/dangerous materials shall be cleared within 2 hours. Where the materials/occurrence cannot be removed or resolved within this timeframe the area shall be made safe immediately (signed with an approved notice) and the contractor shall arrange for its removal at the earliest opportunity or detail the remedial action if outside of the scope.</p> <p>d) Hazardous material/ dangerous occurrences include but is not limited to:</p> <ul style="list-style-type: none"> Needles Broken glass Chemicals Drug paraphernalia Blood/ bodily fluids Asbestos Gas bottles. <p>e) Excludes waste disposal costs.</p>

23.5 Community Litter / Public Litter Bins:

Scheduled Price	Unit Price	Sub-category	Outcome	Specification
	Core Payment		Output requirement	<p>a) The contractor shall be responsible for the emptying of all public litter bins to a frequency that prevents them from overfilling (Council</p>

Scheduled Price	Unit Price	Sub-category	Outcome	Specification
				<p>owned or other bodies if agreed by an Authorising Officer), and the transportation of all subsequent waste to an approved treatment facility.</p> <p>b) The contractor is responsible for the provision of any items they feel appropriate to facilitate the emptying of the bin for example bin bags used within liners.</p> <p>c) The contractor shall ensure that any occupied land (up to 3 metres) around a public litter bin is also clear of litter at the time of emptying.</p> <p>d) The contractor shall ensure that any waste identified during their scheduled litter bin emptying (which is below grade B standard as per CoPLAR) is removed as part of the litter bin scheduled emptying service.</p> <p>e) The contractor shall provide a schedule of emptying, real time reporting of litter bins emptied, condition of litter bin and the percentage of waste present at time of empty on an electronic ICT platform - ABAVUS</p>
3	Litter Bin Per empty		Bill of Quantities - Schedule	<p>a) The contractor shall be responsible for monitoring the schedule (which is to be recorded on ABAVUS and amended/ reviewed monthly with the approval of the Town Council) to ensure the emptying of all public litter bins to a frequency that prevents them from overfilling (Council owned or other bodies if agreed by a Town Council) whilst minimising the number of empties by maximising the capacity of the bin (just before being full), and the transportation of all subsequent waste to an approved treatment facility.</p> <p>b) The contractor is responsible for the provision of any items they feel appropriate to facilitate the emptying of the bin for example bin bags used within liners.</p> <p>c) The contractor shall ensure that any occupied land (up to 3 metres) around a public litter bin is also clear of litter at the time of emptying.</p> <p>d) The contractor shall ensure that any waste identified during their scheduled litter bin emptying (which is below grade B standard as per CoPLAR) is removed as part of the litter bin scheduled emptying service.</p> <p>e) The contractor shall real time reporting of litter bins emptied, condition of litter bin and the percentage of waste present at time of empty on an electronic ICT platform - see ICT spec.</p>

Dead Animals:

Scheduled Price	Unit Price	Sub-category	Outcome	Specification
	Core Payment		Output requirement	<p>a) The contractor will be responsible for ensuring the removal of dead animals from occupied land during their normal work activities i.e., when litter picking a high intensity area the contractor shall remove the animal at that time and is not part of the reactive service. It is assumed occupied land adjacent to a defined intensity area is cleaned at the same frequency and to the same standard. All dead animals collected must be logged into ABAVUS. The contractor is to dispose of the dead animal waste.</p> <p>b) For the avoidance of doubt “dead animals” for collection are deemed to include any animal that can be lifted by up to two operatives. It is expected that when identified by a team the animal will be removed. The only exception will be where the operatives does not have the capability to remove the carcass, for example operative in a sweeper, however the operatives will be expected to report the matter. All dead animals collected must be logged into ABAVUS.</p> <p>c) The contractor shall note that cats, dogs, and obvious domestic pets are to be kept, and any microchips scanned (with owners notified) and then stored in a suitable container (working freezer) for a period of 14 days to allow owners to claim the carcass. The contractor is responsible for ensuring the storage of frozen carcasses is compliant with any relevant legislation (permitting). The chip number is to be recorded on ABAVUS. The contractor in providing this service shall be responsible for the provision of adequate scanning, storage and disposal facilities when dealing with such animals.</p> <p>d) The contractor shall notify the Town Council on the same working day, of any dead animals which in their opinion are outside the scope of the Service or whereby the agreed timeframes cannot be achieved (traffic management requirements etc.). In such circumstances where dead animals are reported or found that cannot be removed by the team, the contractor shall on the same working day agree a means of disposal with the Town Council.</p>

Scheduled Price	Unit Price	Sub-category	Outcome	Specification
	Per collection	Dead Animals on Mapped Areas of land (excluding domestic animals)	Bill of Quantities	<p>a) On request of the Town Council the contractor shall collect dead animals.</p> <p>b) Dead animals requested in the mapped areas shall be removed within 1 working day.</p> <p>c) The contractor shall notify the Town Council on the same working day, of any dead animals which in their opinion are outside the scope of the Service or whereby the agreed timeframes cannot be achieved (traffic management requirements etc.). In such circumstances where dead animals are reported or found that cannot be removed by the team, the contractor shall on the same working day agree a means of disposal with the Town Council.</p>
5	Per Collection	Dead Animals on Unmapped areas of land (excluding domestic animals)	Bill of Quantities	<p>a) On request of the Town Council the contractor shall collect dead animals.</p> <p>b) Dead animals requested on Council responsible unmapped areas shall be removed within 3 working days.</p> <p>c) The contractor shall notify the Town Council on the same working day, of any dead animals which in their opinion are outside the scope of the Service or whereby the agreed timeframes cannot be achieved (traffic management requirements etc.). In such circumstances where dead animals are reported or found that cannot be removed by the team, the contractor shall on the same working day agree a means of disposal with the Town Council.</p>
6	Per Collection	Dead Domestic Animals on all occupied land outside of high and medium intensity areas	Bill of Quantities	<p>a) On request of the Town Council the contractor shall collect dead domestic animals.</p> <p>b) When requested, dead domestic animals shall be removed within 1 calendar day.</p> <p>c) The contractor shall note that cats, dogs, and obvious domestic pets are to be kept, and any microchips scanned (with owners notified) and then stored in a suitable container (working freezer) for a period of one week to allow owners to claim the carcass. The chip number is to be record on ABAVUS. The contractor in providing this Service shall be responsible for the provision of adequate scanning, storage and disposal facilities when dealing with such animals.</p>

Fly Tipping:

Price Schedule	Unit Price	Sub-category	Outcome	Specification
		General Information		<p>a) For the avoidance of doubt, the removal of litter, fly tipping and refuse and street cleansing services will be undertaken 7 days per week.</p> <p>b) For the avoidance of doubt fly tipping is deemed to include any waste over 1m³ cubic metre of material deposited on occupied land.</p> <p>c) Fly-tipping is defined as the illegal deposit of any waste on occupied land which does not have a license to accept it.</p> <p>d) The contractor shall be responsible for the removal of ALL fly-tip waste from within any occupied land or from within any affected property within the contract.</p> <p>e) On receipt of an instruction from the Town Council, the contractor shall clear the affected area within the allotted timeframes and dispose of the waste at a registered waste site.</p> <p>f) Where the contractor is required to collect waste without a pre-Council inspection, additional photographs will be required to allow robust auditing of cost of collection.</p> <p>g) All waste disposal points shall be registered for the management of hazardous waste products.</p>
7	Per collection	Fly tipping reactive	Bill of Quantities - Reactive	<p>a) Fly tips identified within High Intensity areas shall be removed within ½ a working day from instruction by the client. Zone 1 areas as identified in maps for Zone1</p> <p>b) The contractor shall provide a price for the removal (excluding disposal costs) of:</p> <ul style="list-style-type: none"> • 1 – 2 M³ • 3 - 4 M³ • 4 - 5 M³ • 5 - 10 M³ • 10 - 20 M³ • 20+ M³ price per tonne.

Price Schedule	Unit Price	Sub-category	Outcome	Specification
		General Information		<p>a) Where the materials/occurrence cannot be removed or resolved within this timeframe the area shall be made safe within 2 hrs on an instruction (signed with an approved notice) and the contractor shall arrange for its removal at the earliest opportunity or detail the remedial action if outside of the scope.</p> <p>b) This service will be undertaken during the normal working week and working hours. The contractor may be requested to remove waste that has been made safe outside of working hours. The contractor in their arrangements will dispose of the waste.</p>
8.	Per Collection	Hazardous, Dangerous waste materials and occurrences within the scope of the contract on any occupied land	Bill of Quantities - Reactive	<p>a) Price for bonded asbestos (excluding disposal costs) of:</p> <ul style="list-style-type: none"> • 1 – 2 M³ • 3-4 M³ • 4-5 M³ • 5-10 M³ • 10-20 M³ • 20+ M³ price per tonne. <p>High intensity areas ½ day clearance. Medium intensity areas 1 day clearance. All other areas 3 days clearance.</p> <p>b) Where the materials/occurrence cannot be removed or resolved within this timeframe the area shall be made safe immediately (signed with an approved notice) and the contractor shall arrange for its removal at the earliest opportunity or detail the remedial action if outside of the scope.</p> <p>c) This service will be undertaken during the normal working week and working hours. The contractor may be requested to remove waste that has been made safe outside of working hours. The contractor in their arrangements will dispose of the waste.</p>
9	Per Collection	Hazardous, Dangerous waste materials and occurrences within the scope of the contract on any occupied land	Bill of Quantities - Reactive	<p>a) Price for gas cylinders (excluding disposal costs) of:</p> <ul style="list-style-type: none"> • 1 – 2 M³ • 3-4 M³ • 4-5 M³ • 5-10 M³ • 10-20 M³ • 20+ M³ price per tonne. <p>High intensity areas ½ day clearance. Medium intensity areas 1 day clearance. All other areas 3 days clearance.</p> <p>b) Where the materials/occurrence cannot be removed or resolved within this timeframe the area shall be made safe immediately (signed with an approved notice) and the contractor shall arrange for its removal at the</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>earliest opportunity or detail the remedial action if outside of the scope.</p> <p>c) This service will be undertaken during the normal working week and working hours. The contractor may be requested to remove waste that has been made safe outside of working hours. The contractor in their arrangements will dispose of the waste.</p>
10	Per Collection	Hazardous, Dangerous waste materials and occurrences within the scope of the contract on any occupied land	Bill of Quantities - Reactive	<p>a) Price for large bulky hazardous waste for example oil drums, containers of unknown chemicals etc (excluding disposal costs) of:</p> <ul style="list-style-type: none"> • 1 – 2 M³ • 3-4 M³ • 4-5 M³ • 5-10 M³ • 10-20 M³ • 20+ M³ price per tonne. <p>High intensity areas ½ day clearance. Medium intensity areas 1 day clearance. All other areas 3 days clearance.</p> <p>b) Where the materials/occurrence cannot be removed or resolved within this timeframe the area shall be made safe immediately (signed with an approved notice) and the contractor shall arrange for its removal at the earliest opportunity or detail the remedial action if outside of the scope.</p> <p>c) This service will be undertaken during the normal working week and working hours. The contractor may be requested to remove waste that has been made safe outside of working hours. The contractor in their arrangements will dispose of the waste.</p>

23.8 Shopping Trolley Removal:

Price Schedule	Unit Price	Sub-category	Outcome	Specification
	Core Payment	General Information	Core	<p>a) The contractor as part of their normal working practices shall report any abandoned shopping trollies to the national trolley collection scheme at TrolleyWise - https://www.wanzl.com/en_GB/360-degree-service/TrolleyWise</p>

24. Grounds Maintenance

Sub-category	Outcome	Specification
General Information		The contract is undertaken on occupied land.

Hedge/Shrub Maintenance:

Price Schedule	Unit Price	Sub-category	Outcome	Specification
		General Information		<p>a) Any assumption on the use of tractor and flail is a risk to be carried by the contractor.</p> <p>b) Currently a tractor and flail is used to supplement operative hedge and shrub maintenance service for 5 months of the year. All sites are assessed by the contractor at time of maintenance for suitability for tractor and flail. The Council cannot make any commitment over the exact areas of maintenance due to this dynamic assessment.</p> <p>c) It must also be recognised that due to the nature of tractor and flail in urban areas this provision is subject to change and the Council can give no guarantee to tractor and flail provision within this contract for hedge and shrub maintenance.</p> <p>d) All hedges within the mapping system shall be maintained to remove seasonal growth and ensure vegetation does not encroach on the highway or impede access. The use of growth retardants will not be permitted, and contractors MUST demonstrate compliance with relevant legislation regarding the protection of nesting birds.</p>
	Core Payment	Hedges and Shrubs	Output requirement	<p>a) Annual maintenance of identified Shrubs and Hedges. Cutting back the annual growth.</p> <p>b) All trimmings shall be raked and removed from site immediately and must not be left onsite overnight.</p> <p>c) Frequency of cutting:</p> <ul style="list-style-type: none"> Hedges/ shrubs shall be cut annually between October and March of each year. <p>d) The contractor shall report real time on completed hedge and shrub maintenance on ABAVUS.</p> <p>e) The contractor shall provide the client with a forecast of scheduled works as required.</p> <p>Current quantities for hedges and shrubs can be found in Appendix 5.</p>
11.	Price Per Day	Hedges and Shrubs	Bill of Quantities - Reactive	<p>a) To provide (assumed site working and including travel to site):</p> <ul style="list-style-type: none"> Operative and hedge cutting/ shrub equipment Platform for above Chainsaw/ mechanical pole saw for above Tractor and Flail for hedge cutting Operative and chainsaw/ mechanical pole saw tree works (harness etc.) Chipper provision for onsite disposal.

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				b) Time of works to be agreed, however, minimum time would be 2 working day notice.

24.2 Grass Maintenance:

Price Schedule	Unit Price	Sub-category	Outcome	Specification
		General Information		<p>a) The contractor shall carry out regular grass cutting of all specified grass areas. Minimal of 16 cuts a year between March and October. The grass-mowing schedule stated below defines the type and frequency required dependant on the area.</p> <p>b) Low Amenity grass to be cut twice a year once in March and once in September</p> <p>c) For clarification, the term 'grass' shall be deemed to include all plants growing in the lawn area (i.e., grass bents, flower spikes, weed species etc).</p> <p>d) Grass cutting around obstacles, along boundary areas and along grass margins, which cannot be cut by mower, shall be trimmed by other means to the same standard. This shall occur immediately after the grass area has been cut by the mower and on the same day. Particular care should be taken to prevent damage to street furniture/ trees or saplings.</p> <p>e) The sward shall be cut cleanly and evenly with no tearing or ripping and the contractor shall ensure that the movement of mowing machinery does not lead to skidding, balding or the effects of fast turns.</p> <p>f) Any litter present on the areas to be mown shall be removed prior to mowing. Any litter shredded as a result of mowing shall be removed immediately upon completion of mowing the area.</p> <p>g) All clippings/arising which land on hard surfaces, road gullies, shrub beds or private property shall be removed immediately upon completion of mowing the area.</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>h) The contractor shall use such machinery and methods as they believe to be best to achieve the desired finish. Care especially should be taken not to leave a trail of clippings on the road from wheels of mowers or vehicles when leaving sites and any deposits to be removed.</p> <p>i) Slopes and Bankings' - It is the contractor's responsibility to cut in their entirety using the appropriate equipment and procedure, all slopes and bankings mapped within the contract, based upon the current contractor risk assessment. The contractor must be aware and make arrangements to cut all bankings in a manner that complies with relevant Health and Safety regulations to the same appropriate standard.</p> <p>j) Adverse / Exceptional Weather Cutting frequency will be scheduled in advance but will be governed by the growing season and the weather. During periods when ground conditions are wet so as to prevent grass cutting occurring without causing damage to the surface or levels of the ground, or producing divots, the service provider shall cease his grass cutting operations, notifying the Town Council immediately of its actions. Once weather conditions have improved, cutting will recommence from where it was suspended. A cut will not be considered to be complete until all areas are cut within that current cut cycle. The next cut cycle will not commence until the previous cut has finished in its entirety. Mowing shall not be carried out when frost/snow is on the grass.</p> <p>k) Please note that pesticide spraying of grass fringes and edges will not be permitted at any time of the year.</p> <p>l) Areas of grass where bulbs have been naturalised shall not be cut for a minimum of 6 weeks after flowering or until notified by the Town Council. Once cutting commences, the naturalised bulbs shall be cut and all arisings must be removed from site; thereafter the grass shall be maintained as the surrounding areas.</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification			
.	Core Payment	Grass Cutting	Output requirement	Area	Expected mowing times	Expected Frequency of cut	Type of Mow
				Amenity grass	March - October	16 cuts minimum a year	Cuttings to be as flown
				Low Amenity grass	March and September	2 cuts a year	Cuttings to be as flown
				Wild meadow/conservation cuts	Second week in March and September	2 cuts a year	Cuttings to be collected and where possible composited at an agreed location on Westbury Town Council land
				White Horse/Bratton Camp grass Footpaths	March - October	8 cuts a year	Cuttings to be as flown
12	Day Rate	Grass cutting	Bill of Quantities - reactive	<ul style="list-style-type: none">Operative and push box mowerOperative and ride on flailOperative and tractor and flailOperative and tractor and fail collection (wildflower)			

24.3 Shelter Belts

Price Schedule	Unit Price	Sub-category	Outcome	Specification
		General Information		<p>a) All shelterbelts to be cut back annually with a 2-meter clearance from all public highways.</p> <p>b) All public footpaths to be cut back to allow the annual growth to not intrude the public footpath or further if required to keep footpaths clear of annual growth also have a height clearance of over 2 meters.</p> <p>c) All cuttings to be removed from site.</p>

25. Open Cemetery from 2026 - This service is not due to start until January 2026

Price Schedule	Unit Price	Sub-category	Outcome	Specification
		General Information		<p>a) The open cemetery provision is the complete service to undertake the below activities. The contractor must assume no additional costs for the stated service below is being incurred by the Council, within the operational hours. For example: when a grave has been dug no additional costs are payable for topping up graves, grass seeding, turfing etc.</p> <p>b) The contractor may be requested direct by a family or funeral director for burial arrangements. The contractor shall ensure all arrangements have been approved by the Council. Such arrangements (as an example finer soils) will be dealt with direct with families (with the Council's approval). The Council expects the contractor to deal sympathetically with the families and support such arrangements understanding the situations.</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>c) The Open Cemeteries team must be equipped with sufficient resources to ensure that the duties below can be completed on a daily basis.</p> <p>d) The digging of graves may be requested before the day of burial. The contractor will ensure the area is safe between digging and back filling the grave.</p>
	One Resource Payment	Open Cemeteries Vehicle/ Equipment provision	Resource requirement	<p>a) The vehicle must be capable (without additional travelling for example one trip with all equipment to site) of carrying the equipment and in compliance with any relevant legislation.</p> <p>b) The vehicle shall be capable of towing a trailer carrying the mechanical excavator.</p> <p>c) The mechanical excavator must be capable of digging a double grave in under 2 hours in normal conditions. The digger must have rubber tracks.</p> <p>d) The resources shall be sufficiently trained to ensure all activities can be undertaken including the use of all associated machinery, shoring equipment, and manual handling requirements.</p>
	One Resource Payment	Open Cemeteries Operatives & Specification	Resource requirement	<p>a) Operatives shall always be available throughout the hours a week.</p> <p>b) All infestations of pests shall be reported to the Town Council.</p> <p>c) The contractor shall provide all materials, plant and hydraulic shoring equipment required to ensure the provision of grave digging duties to this clause. Grave digging will usually be carried out during the cemetery operational hours stipulated in 28.3 General, although work outside normal hours may occasionally be necessary to complete the filling and tidying up of graves and surrounding areas. Excavation of new graves and re-opening of existing graves for further interments will be carried out using a suitable mechanical excavator, with due regard to prevailing ground conditions within the cemeteries and the use of running boards to protect the turf if appropriate. The contractor shall note that on occasions the Town Council may instruct the hand digging of any grave, for whatever reason. Any vehicles used in the cemeteries must be narrower than the paths or roads along which they are travelling.</p> <p>d) The contractor shall be required to undertake works relating to the interment of bodies and cremated remains as well as some administrative duties related to burials as directed by the Town Council. In carrying out such work the contractor and his staff shall exhibit a caring attitude, showing respect to both mourners and staff employed by funeral directors and others visiting the cemetery.</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>e) During interments (coffin or ashes casket) the contractor shall ensure that one member of staff is present within 50 metres of the grave to provide any assistance that may be required. During interments any staff not directly required should remain out of sight of mourners and no mechanical operations shall be undertaken within the hearing of the mourners. Any tools and equipment on site shall be placed out of sight of the funeral party.</p> <p>f) The contractor may occasionally be required to carry out investigations e.g., rodding of a grave to establish suitability of a site for further burials.</p> <p>g) The Town Council will give a minimum of 48 hours' notice to excavate a grave and is entitled to give this instruction verbally provided the instruction is confirmed by e mail giving no less than 24 hours' notice of the interment. This notice is reduced, only when required on religious grounds</p> <p>h) New graves are to be dug to double depth unless instructed otherwise and re-openers to be dug to single depth unless instructed otherwise and subject to ground conditions and adjacent grave stability. The contractor will ensure that graves are set out in rows and line up with existing graves according to cemetery plans held by the Town Council.</p> <p>i) Prior to carrying out an excavation the contractor will place boards in positions to accept the spoil and examine adjacent memorials to ensure that they are in a safe condition, in the event of any memorial being unsafe the contractor will immediately contact the Town Council. The contractor will protect any memorials adjacent to the excavation site during excavation and back filling operations with boards and tarpaulins provided by the contractor (any damage caused to adjacent memorials during such operations will be the responsibility of the contractor). If there is insufficient space adjacent to the grave to accommodate spoil the contractor will remove spoil to a position within the burial ground agreed with the Town Council.</p> <p>j) On removal of the turf the contractor shall excavate the grave to the dimensions sufficient to accommodate the coffin of a size specified by the relevant Funeral Director/Town Council. In carrying out this work the contractor shall take steps to ensure that no adjoining or underlying remains are disturbed, and during excavation the contractor shall ensure that the exposed sides of the grave are adequately shored using tools, equipment's, and materials to be supplied by the contractor. Having completed the excavation, the grave should be shaped to produce a regular and uniform opening.</p> <p>k) On completion of the excavation, or at any time when the grave is left unattended, the grave should be covered with boards provided by the contractor. Such boards should be adequate to prevent persons falling into the excavation. Any</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>other risks from the works to persons entering the burial ground should be removed or reduced so far as is reasonably practicable. Boards covering a grave shall only be removed immediately prior to the cortege arriving. Prior to the arrival of the cortege the following tasks shall be undertaken:</p> <ul style="list-style-type: none"> • The grave being fully prepared not less than 30 minutes prior to the arrival of the cortege at the burial ground. • The grave shall be emptied of any water or debris that has collected within it during or after excavation. • The base of the grave shall then be covered with a layer of wood shavings provided by the contractor. The layer of shavings shall be of sufficient depth to mask any water that may collect prior to the cortege leaving the site, and the shavings shall be evenly and uniformly distributed over the whole surface of the grave floor. • Grass matting (Greens) will be arranged and draped so that the sides of the grave are completely covered, and the surrounds are also covered to an area extending at least 600mm beyond the edges of the grave. Grass matting shall be pegged as required and shall be neatly and tidily arranged. • Any spoil mound adjacent to the grave shall be graded smooth and completely covered with grass matting (Greens), all storage boards being similarly covered. • The area around the grave shall be cleared of any debris or litter leaving the site in a tidy and presentable condition. A pot of dry earth is to be left by the grave side for mourners. • Provide lowering ropes/straps and bearers, placed neatly by the side and over the grave, for the Funeral Directors use. <p>l) In the absence of the town council Officer the funeral director will pass to the contractor the Green Burial Certificate or Cremation Certificate, which must be passed to the Town Council within 24 hours. The contractor on these occasions shall confirm that the name on the certificate matches that on the plaque on the coffin.</p> <p>m) Immediately after the cortege has left the location the town council Officer will instruct the contractor to backfill the grave, recalling the contractor by phone if necessary. During backfilling, spoil shall not be allowed to fall onto the coffin in such a manner that it may cause damage. During the backfilling spoil shall be firmed down every 300mm. The surface of the grave should finally be moulded to produce a uniform and smooth mound of curved cross section standing 250mm proud of the surrounding surfaces. The finished surface shall be dressed with finely graded soil (provided by the contractor) to ensure a good appearance. All</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>work must be completed on the day of burial. After mounding, floral tributes shall be carried from the laying out area and placed on the grave in a careful and attractive manner.</p> <p>n) On completion of the tasks associated with the grave all excess soil shall be removed from the location to either approved bays provided on site, or, taken away where no soil bay is on site. Any memorial which has been soiled during the excavation or backfilling of the grave shall be thoroughly cleaned. All rope, grass matting and other equipment provided by the contractor shall be cleaned.</p> <p>o) The contractor shall maintain the grave to make good any settlement at 4 weeks, 8 weeks and 16 weeks after the funeral and a Town Council shall be notified on completion of each occasion (via a ABAVUS report with photo). Any associated materials such as topsoil shall be provided by the contractor. In carrying out this work the contractor shall remove any floral tributes replacing them on completion of his work. Similarly, the contractor shall clean any memorials soiled during this operation. If the grave has planting by the family/owners, the Town Council will be notified and consent sought from the grave owner before work is carried out.</p> <p>p) After 24 weeks have elapsed the contractor shall level the grave by adding or removing soil as required (provided by the contractor where required) The surface should then be dug to a depth of 150mm to provide a fine tilth and raked level. The area shall either be turfed or seeded so that the original surface is restored, the edges of the grave shall be cut as required to ensure that laid turf and the existing sward abut one another. Subsequent maintenance of the gravesite will be undertaken under the provisions for the horticultural maintenance of cemeteries under this contract. If by this time the grave has received plantings by the family/owners, the Town Council will be notified and consent sought from the grave owner before work is carried out. All imported turf shall be free of weeds and made up of grasses of equal quality to the native turf.</p> <p>q) The contractor shall note that on occasions and when notified by the Town Council the family of the deceased may wish to backfill the grave partially or completely themselves. In this case three spades will be provided, and fine soil reserved during excavation of the grave and used first until the coffin is covered. On occasions funeral directors may approach the contractor direct to arrange for the contractor to purchase additional topsoil for purpose of the family backfilling.</p> <p>r) The contractor shall be responsible for the preparation and reinstatement of sites for the burial of cremated remains. The Town Council will give a minimum of 48 hours' notice to excavate a site and is entitled to give this instruction verbally provided the instruction is</p>

Price Schedule	Unit Price	Sub-category	Outcome	Specification
				<p>confirmed by email giving no less than 24 hours' notice prior to the interment. The contractor shall remove any paving slab or turf as appropriate and excavate a hole 450mm square and 750mm in depth, the hole being square and with vertical sides, and a flat and level base. Any hole which is to be left open shall be covered until being prepared for an interment. In the event of water collecting in the hole, this should be removed and the base covered with wood shavings and any other preparatory work completed no less than 30 minutes before the cortege is expected. The spoil should be stored after excavation in a wheelbarrow and removed to a discrete location as agreed with the Town Council and the site left clean and tidy.</p> <p>s) After the interment remains the contractor shall immediately reinstate the site filling and treading the soil to leave the surface of the site level and flush with the adjoining services. A paving slab is to be laid or reinstated in such a manner that it abuts surfaces adjacent to the excavation to provide a level surface.</p> <p>t) The contractor may be required to carry out exhumations. This must be completed in accordance with the latest guidance from the Institute of Cemetery and Crematorium Management. On such occasions a town council Officer shall always be present, and the contractor shall follow the instructions issued by the Officer. The contractor will in each such instance, prepare and agree a case specific Risk Assessment and Method Statement with the Town Council in advance of the exhumation. Due to the number of variables associated with Exhumations, a Compensation Event Notice will be issued (for the avoidance of doubt each instance shall not include resources or materials already part of the Open cemetery scope).</p> <p>u) The contractor upon an instruction from the Town Council will remove items within cemeteries and around graves that are owned by families. Removal of such items: small fences, flower holders, flower beds, gravel, small items etc shall be undertaken in a way as not to cause any damage to the items. Items are to be removed and taken to an area of storage (likely to be a depot or chapels) for safe keeping. All items are to be logged in and out. Items shall not be disposed of without the consent of the Town Council. Disposal arrangements shall be agreed with the Town Council.</p>
13	Price per hour	Open Cemeteries	Bill of Quantities Reactive	a) The contractor is expected to make available the crew before or after the core work hours for the Open Cemetery Service upon request of the Town Council.

Price Schedule	Unit Price	Sub-category	Outcome	Specification
14	Price per burial	Open Cemeteries	Bill of Quantities –	<p>a) The contractor shall provide all materials, plant and hydraulic shoring equipment required to ensure the provision of grave digging duties to the cemetery clause, on a one-off arrangement. Excavation of new graves and re-opening of existing graves for further interments will be carried out using a suitable mechanical excavator, with due regard to prevailing ground conditions within the cemeteries and the use of running boards to protect the turf if appropriate. Any vehicles used in the cemeteries must be narrower than the paths or roads along which they are travelling. Graves shall be dug up to triple depth. With back filling and reinstatement to the cemetery clause specification</p> <p>b) Single c) Double d) Triple e) Ashes</p>

26. Waste

Price Schedule	Unit Price	Sub-category	Outcome	Specification
15	Per Analysis	Waste Analysis	Bill of Quantities - Reactive	<p>a) An analysis on the 25% of waste types collected through the Streetscene, grounds maintenance operations. Wastes are to be broken down into their main categories with a report to the Town Council on the findings.</p> <p>b) All waste collected from all the services within this contract are to be disposed of at appropriate waste disposal sites for the particular waste and all legislations followed within this process.</p>

27. Leaves

Price Schedule	Unit Price	Sub-category	Outcome	Specification
	Core Payment			<p>a) The contractor shall carry out collection of fallen leaves in the areas mapped covered by this contract during the Autumn period of November. Leaves shall be swept or blown but collected at least once, but weather dependant maybe twice in November.</p>

Glossary of Terms

Amenity Grass	Amenity grass cutting is generally carried out in built-up urban areas, approaches to major junctions and on the central islands of roundabouts. Additional cuts are sometimes carried out by town and parish councils who fund these at their own expense or via a license.
Amenity Land	Occupied land with an identified service within this contract.
Approved Waste Disposal Site	A licensed waste management facility approved by Town Council for the disposal of Contract Waste.
Approved Waste Site	A licensed waste management facility approved by Town Council for the management of Contract Waste.
Open Cemetery, Burials and Ashes	Westbury has 1 open cemetery on Bratton Road. Wiltshire Council will continue to carry out burials and ashes until 2026 at which time the contractor will be required to carry out the duties in the scope of works Open Cemetery in respect to burials and ashes. Grounds maintenance will be carried out by in house operatives.
Code of Practice on Litter and Refuse (CoPLAR)	Litter responsibilities link: <u>Code of Practise on Litter and Refuse.pdf</u>
Contract Waste	Waste produced by the contractor in delivering the Services.
Council owned land	Land that is registered (Land Registry) as being owned by the council.
Hazardous Waste: as defined in The Hazardous Waste (England and Wales) Regulations 2005	Necessary Consents: all approvals, certificates, authorisations, permissions, licences, permits, registrations, exemptions, regulations and consents necessary from time to time to enter into or perform any obligations under this Contract including, without limitation and as appropriate, all Environmental Permits, planning permissions, waste carrier registrations, discharge consents, regulatory approvals, licences to use third party Intellectual Property Rights and licences to occupy third party owned land, buildings or property;
ABAVUS	ABAVUS is an application enabling town council to monitor and resolve raised apps from the public, also monitor the contractor's performance in line with agreed contract and scope of works, KPI's and SLA's <u>https://abavus.co.uk/</u> point of contact Darren Bird <u>darren@abavus.co.uk</u>

Highway Land	Land that is adopted by the highway authority and record on its definitive plan (byways, Rights of Way, roads, footways etc.).
Low Amenity Grass Cutting	Low amenity grass cutting is generally carried out in built-up urban areas, approaches to major junctions and on the central islands of roundabouts. Additional cuts are sometimes may be required to be carried out by contractor.
Occupied Land	Land that the council has a made decision to maintain – all land that the council has made a decision to maintain.
Public Open Space	A public open space is land both green space and hard space to which the public has access.
Relevant Land	Relevant Land for which the council has a responsibility to maintain (highway, owned, licenced, agreement).
Town Council	The Town Council is the nominated manager responsible for the contract. Who may appoint other persons to act on their behalf in the management of the contract.
Shelterbelts Area	Shelterbelts or shelter woods are narrow bands of trees positioned to reduce the impact of wind, noise, visibility on buildings. The taller or denser the planting the greater the effect on air flows etc. The height of the planting determines the downwind area of land affected by the reduction in wind speed. Shelterbelts require minimal maintenance, but when undertaken professional outcomes to ensure their benefits are maintained.
Waste Hierarchy	A classification of waste management options in order of their environmental impact, as defined in the Waste (England and Wales) Regulations 2011.
Waste Transfer Note	<p>The document which, in accordance with the Waste (England and Wales) Regulations 2011, details the transfer of waste from one party to another and includes the following information as a minimum:</p> <ul style="list-style-type: none"> • the approximate tonnage of waste (unless an actual tonnage is available), • date of movement, • collection point, • vehicle registration number, • waste type and destination i.e., tip or skip including time of disposal

Wildflower and Conservation Grass Cutting

Wildflower and conservation grass cutting is generally carried out in built-up urban areas where the land management suits the more to conservation management. Local communities may seed the areas.

TUPE /Idverde Ltd

Idverde Ltd are the present contractors for Wiltshire Council due to the service devolution TUPE applies to this contract. Contractors will need to communicate with Idverde Ltd direct for potential staff that could possibly TUPE. Contact details: Andrew Smith Andrew.Smith@idverde.co.uk