



## **TREE SERVICES SPECIFICATION**

**FOR STOCKPORT HOMES**

**2017-2018**

## **SERVICE SPECIFICATION**

## **1.0 Introduction to the Service Specification**

- 1.1 Stockport Homes (The Company) is an Arm's Length Management Organisation (ALMO) with over 30,000 customers. It manages and develops housing on behalf of Stockport Council, owns properties as a result of property development, empty homes and mortgage rescue activity and manages others on behalf of private landlords. Its role includes delivering a range of services, often in partnership. These help manage and improve neighbourhoods, support vulnerable people at all stages of their lives and assist Stockport Council to discharge its legal obligations to those who need housing. In addition, Stockport Homes does commercial work for private customers and for other Council companies
- 1.2 Stockport Homes managed and owned properties included a range of unique open spaces that are highly valued by customers and are key to sustaining neighbourhoods in terms of appearance and sustainable space. The management and maintenance of greenspaces is set in the context of the Stockport Homes Greenspace Strategy; with the overall aim of creating a network of high quality greenspaces in partnership with customers and key stakeholders.
- 1.3 Stockport Homes is committed to creating and maintaining quality greenspaces and as part of this ensuring that trees and their benefits are integral to this. Stockport Homes Tree policy sets how trees are to be managed and maintained to ensure continued and improved tree cover across the borough.

## **2.0 Overall Purpose**

- 2.1 The overall purpose of this Contract is to deliver high quality arboricultural services within Management Area. To ensure that sites are safe, clean and well-maintained. All work shall consequently be carried out and timed in such a way as to leave the whole of each site in a tidy and safe condition.
- 2.3 It is therefore a requirement of this Contract that all work which needs to be undertaken on a site is carried out at the same time. This will mean that the site should always look clean, safe and tidy whenever a visit has been made. Tenderers have the opportunity within their Method Statements to explain how they will ensure that this is to be achieved. The works

## **3.0 Standard to be achieved on each site**

- 3.1 The services required will differ on each site, dependent on the location and the activities that are required. The Company has therefore defined categories of services required as defined so that Tenderers will know what standard is required in each given situation. The details are attached as Appendix 3 Pricing Schedule

#### **4.0 Tolerance levels**

- 4.1 The Company will employ the Contractor not only to do the required work but to also decide when and how work needs to be carried out to meet the Standard. It accepts that there will be occasions where sites will not warrant having work carried out on them because they are hardly beyond the specified standard and the cost of doing the work would be greater than the benefit to be achieved by carrying out the work. A certain tolerance will therefore be acceptable, which will be based on common sense and professionalism.
- 4.2 However, we trust that tenderers will appreciate that because the Company has a responsibility to its customers it is still necessary to state that this partnership-orientated, innovative and professional approach being taken by the Company in no way removes the responsibility from the Contractor to fully meet the terms and conditions of this Contract.

#### **5.0 Scope of Service**

- 5.1 The scope of the work comprises of the delivery of tree services across Stockport on land managed and owned by Stockport Homes . Stockport Homes undertakes regular tree surveys on all trees within greenspaces across the borough and as required within individual properties. Tree services are also where appropriate delivered as described in section 34.0

#### **6.0 The Management Area**

- 6.1 The Management Area is a collective term for all sites and facilities that are part of this Contract. Information about the Management Area locations is held on individual plans that are available for inspection at any time throughout the tendering period.

#### **7.0 Philosophy**

- 7.1 The Company`s overall aim for the management, maintenance and improvement of greenspace is set out in its “ Greenspace Strategy” ; which aims to create a network of high quality greenspaces in partnership with customers, key stakeholders and partners. The Strategy recognises the value of greenspaces, in terms of social, economic, health and environmental benefits to customers and neighbourhoods they live and work in.
- 7.2 The Company recognises the importance of creating greener places to live and work and continually works to ensure minimal impact of activities on the environment and is seeking a like-minded partner to achieve this overall vision.
- 7.3 The management and maintenance of the greenspaces is service charged separately to customers who receive the service. It is therefore important to ensure that any service provided continues to meet the standards and quality customers require and it is value for money. Customers have and will continue to be involved in monitoring the quality and type of service provided by any proposed Tenderer.
- 7.4 Bearing all the above in mind the following paragraphs explain the Company's policies in various areas.

## **8.0 Customer Care**

- 8.1 The Company has a proven track record of delivering excellent services to its customers. A key aim of the Company is to exceed customer expectations and always do the right thing. The Contractor will be expected to treat all customers on basis of the same principles.
- 8.2 Historically customer satisfaction levels for the provision of greenspace services are in the upper quartile. Engagement with customer’s ranges from one to one advice and support, customer focused group sessions, tenant and resident groups, customer satisfaction questionnaires and surveys, community groups and through neighbourhood events. The engagement activities have ranged from consultation on a range of issues, priorities and areas for improvement in the future management, improvement and maintenance of green spaces across the Borough.

## **9. IMPROVEMENTS AND EXPANSION OF SERVICES**

- 9.1 The Contractor and Company will work together to seek opportunities to improve and deliver new/innovative trees services within the management area .The Company reserves the right to curtail any form of activity or service that is not in accordance with the service objectives or policies shared by the Company.

## **10. VARIATION IN SPECIFICATION**

- 10.1 The Company reserves the right to request a Variation as per the Terms and Conditions of Contract Clause F3 provided that such variation does not amount to a material change to the Specification. The Company may request a Variation by notifying the Contractor in writing of the "Variation" and giving the Contractor sufficient information to assess the extent of the Variation and consider jointly with the company whether any change to the Contract Price is required in order to implement the Variation. The Client shall specify a time limit within which the Contractor shall respond to the request for a Variation. Such time limits shall be reasonable having regard to the nature of the Variation.

## **11. PRELIMINARIES**

- 11.1 The Contractor will execute the works described in this specification in accordance with good arboriculture practices and British Standards 3998.
- 11.2 Although good arboriculture practices are well known for most situations, even in a situation where there is a strong partnership approach, the Company accepts it is possible that one party may believe they are carrying out work 'correctly', and the other party may not. In such case(s) a person approved of by both parties - an 'expert advisor' - will be brought in, and both parties will be expected to abide by the decision of the expert advisor
- 11.3 Any expert advisor required will be agreed after the contract award. The expert advisor's fee, will be borne in accordance with the advice of the expert advisor regarding the share of costs, will be shared equally by both parties.

## **12. Accommodation**

- 12.1 The Contractor will be responsible for the provision of accommodation at his own cost necessary to house staff, equipment and materials required for the purpose of performing the service. All such accommodation shall be suitable and fit for purpose and shall satisfy all requirements of relevant legislation. The contractor will pay for any utility charges direct to the supplier connected to that accommodation.

## **13. *Equipment and machinery***

- 13.1 The Contractor will provide all the necessary equipment and machinery to perform the Service to the agreed specification. All equipment shall be regularly

maintained and serviced. In the event of any breakdowns the contractor will ensure that the service remains unaffected. The Company has the right to inspect all equipment and machinery at any time during the contract.

- 13.2 The Contractor will ensure that any refuelling of machinery on site is carried out on a hard surface and care is taken to avoid any spillage. Drip trays and/or a spill kit will be made available on site.
- 13.3 All health and safety and other precautions shall be observed when driving vehicles and working with machinery including the wearing and use of protective clothing and equipment. Any damage to sites from the inappropriate use and type of machinery being used on site shall be made good at the contractors own expense.

#### **14. *Publicity and public awareness***

- 14.1 The Contractor will at all times be aware of the customer service culture of the Company, and shall ensure that all the contract staff treat equally and with respect all of the Company`s staff and customers.
- 14.2 To inform customers of the partnership role between the Company and the Contractor, the Contractor will:
- Provide and fix appropriately worded transfer signage of an approved design to vehicles used for the contract indicating the name of the Contractor and the service provided
  - Keep noise to the lowest level possible for carrying out the work properly
  - Provide all employees with suitable, safe uniform which is in a good state of repair and standardised clothing which includes the name of the contractor and ensure that this worn at all times.
  - Provide all employees with an identification badge and ensure these are returned when staff leaves the contractors employment.
  - Support and attend visits by other organisations as appropriate.

#### **15. *Working Hours.***

- 15.1 The Contractor will:

Restrict any mechanical operations or noisy works between 8.00 a.m. - 6.00 p.m. Monday to Friday and on Saturdays between 9am and 4pm. The only exceptions shall be emergency and other works where there are overriding considerations of public safety. The Authorised Officer also reserves the reasonable right to instruct

the Contractor to temporarily suspend work for community, social operational or health and safety reasons.

## **16. Access**

- 16.1 The Contractor will contact the Company representative if any issue arises or access to site is inhibited. The access to certain sites may restrict the size of vehicles and machinery used for maintenance. Although in some cases this may be obvious from the site plan, it shall be the general responsibility of the Contractor to acquaint themselves with the access arrangements for each site and any problems likely to arise from them. No claim will be allowed on the basis that the Contractor did not include for constraints relating to access.

## **17. Use of Site**

- 17.1 The Contractor will not use any site for purposes other than those directly related to the provision of the Service, and shall obtain the approval of the Company's representative for the siting and storage of materials, equipment and vehicles on any sites managed by the Company for that purpose
- 17.2 The Contractor will be required to restrict his activities to the boundaries of the site unless otherwise instructed by the Company representative and shall not inconvenience any member of the public or other users of the site.
- 17.3 The Contractor will note that exclusive rights to providing tree services within the Management Area are not granted to any tenderer or the Contractor. The Company reserves the right to instruct or allow other contractors to implement works (particularly capital schemes or specialist works) and may employ other contractors to carry out work due to default or delay by the Contractor, refer to Appendix 2 Standard Terms and Conditions of Contracts for Services for details.

## **18. Accidents, incidents and dangerous occurrences.**

- 18.1 Notwithstanding any other legal or statutory requirements, the Contractor is required to submit a copy of any accident, incident or dangerous occurrence report in relation to the operation of the service within the Management Area to the Company. For RIDDOR reportable accidents the Contractor will report without delay to the Company.

- 18.2 The Contractor will be required to inform the Company representative of any unsafe feature, risk, hazard or matter of public concern within the Management Area discovered while works are taking place. Where such matters can be simply and safely addressed without reference to the Company representative it shall be the Contractor's duty of care to take any reasonable immediate action to remove or make safe such features, reporting the circumstances in writing to the Company as soon as practicable.
- 18.3 The Contractor will be responsible for compiling a log of all issues as identified above and sharing this with the Company as requested.

**19. Noise control**

- 19.1 The Contractor will ensure that all legislation and guidelines to control noise levels produced by their operations on sites within the Management Area are complied with. Vehicles, machinery and equipment should not be left with engines running if they are not being used.

**20. Precautions to prevent nuisance or trespass.**

- 20.1 The Contractor will take all reasonable precautions to prevent trespass onto adjoining property by staff, vehicles or materials under their control, and to prevent nuisance from water, smoke, noise, dust, rubbish, fumes, pesticides, chemicals or other substances used or arising from the carrying out of the Service.
- 20.2 The Contractor will take all necessary precautions during the progress of work to prevent damage to adjoining property and (except as provided in the Conditions of Contract) will be responsible for any damage resulting from the works and shall make good such damage at their own expense.

**21. Protection of services**

- 21.1 The Contractor will take all necessary action to protect, uphold and maintain the integrity of pipes, ducts, inspection chambers, kiosks, sewers, services, cables and the like (whether above or below ground) during the execution of works. In the event of damage due to any cause within the control of the Contractor, the Contractor will without delay, at their own expense, make good, and pay any costs and charges in connection therewith.
- 21.2 The Contractor will not interfere with the operation of existing services such as gas, water, electricity, telephones, buried cables, sewers drains or ditches without



the permission of the Company, the Company Representative and in the case of statutory authorities and private owners, without their express permission.

- 21.3 In all cases, the Contractor shall ascertain and mark the location of services before commencing ground works, and shall conduct any operations or works in accordance with any conditions, regulations or guidelines relevant to the services present.
- 21.4 Any damage to services, including man hole covers etc, whether obvious or suspected, shall be notified immediately to the Company Representative and also to the statutory undertaker or utility involved.

## **22. Cleaning of roads hard surfaces and footpaths**

- 22.1 The Contractor shall prevent the deposition of mud, grass and debris by vehicles and machinery used by the Contractor operating in the performance of the Service, onto any hard surface, car park, road or footpath, whether private or public. Where deposition is temporarily unavoidable, effective arrangements shall be made to immediately sweep and cleanse the area.
- 22.2 Should the Contractor fail to carry out their responsibilities under this clause, the Company reserves the right to make immediate alternative arrangements for the work to be carried out and the cost of doing so will be deducted from payments due to the Contractor.
- 22.3 The Contractor will take all reasonable precautions to prevent other materials arising from works being deposited on any hard surface, car park , road or footpath. Loose materials on open vehicles must be adequately secured with suitable ropes nets and covers.

## **23. Prevention of dumping and disposal of waste**

- 23.1 The Contractor shall prevent excavated spoil, rubbish, surplus material and the like arising from works being dumped or deposited on any areas other than recognised tipping areas, except by the prior agreement of the Authorised Officer. In the event of this occurring without permission, the Contractor shall clear away such deposits to a recognised tipping site at their own cost.

## **24. Prevention of pollution**

- 24.1 Notwithstanding any legal requirements that may apply under the Control of Pollution Act, the Contractor shall have a general duty to take all reasonable precautions to avoid pollution of the atmosphere, watercourses, or land by the discharge or deposit of any solid, liquid or gaseous substance arising from their performance of the Service. The Contractor will be held liable for any damage so caused and the cost of removal or rendering harmless and any other necessary remedial treatment will be borne by the Contractor.

**25. Existing features.**

- 25.1 The Contractor will protect buildings, fences, gates, walls, washing lines, landform, vegetation and other site features that are to remain in position during the performance of the Service. Any damage caused to existing features through the Contractor's negligence will be reinstated at the Contractor's expense. Any instance of damage should be reported as soon as practical to the Company representative.

**26. Traffic Management**

- 26.1 The Contractor shall ensure that whenever working on or adjacent to highways appropriate signage, pedestrian protection and traffic management are used to ensure the safety of the public, road users and the Contractors staff. This responsibility includes both specified works and or additional and emergency work. This includes compliance with relevant legislation, including Traffic Signs Regulations and General Directions 2002.

**27. Vandalism**

- 27.1 The Contractor will immediately report any significant vandalism to the Company representative , who may, where necessary, issue an instruction for the repair and replacement of the damaged elements.

**28. Tipping arrangements**

- 28.1 The Contractor will ensure that all rubbish collected or arising from the performance of the Service is disposed of using a recognised licensed and approved tips. No burning shall take place without the express permission of the Company representative.
- 28.2 The cost of disposal of arisings from the regular execution of the Contract shall be borne by the Contractor who shall include for all charges, fees and transportation charges related to the work.

- 28.1 The Contractor will be required within his Method Statements to submit proposals for recycling of green waste.

**29. Removal and disposal of sharps**

- 29.1 The Contractor will ensure that all relevant legislation, regulations and guidelines are followed.

- 29.2 In addition, the Contractor will ensure that his staff are adequately trained and aware of the potential risks from sharps accidentally encountered in the course of their performance of the Service. The Contractor is responsible for removing any sharps, at no additional cost to the Company. The Contractor is also responsible for ensuring staff and the general public's safety until any sharps have been removed. The Company representative must be informed immediately of the precise location of any sharps.

**30. *Disturbance to the public***

- 30.1 The Contractor will undertake work in such a way as to cause minimal disturbance or inconvenience to customers and members of the public.

**31. Use and Application of Pesticides**

- 31.1 The Company aims to reduce the use of chemical pesticides. Biological controls and naturally occurring pesticides and fungicides are to be used unless they prove ineffective then inorganic chemical alternatives will be allowed subject to the prior approval of the Authorised Officer.
- 31.2 Where pesticide use is necessary the Contractor shall apply and store them in accordance with all relevant legislation and shall inform the Company representative in advance of when they are to be applied, the type, method of application and where they are to be applied. The Contractor shall make arrangement for their own supply of water. Risk assessments and other relevant documentation shall be made available to the company on request.

## **32. MAIN SPECIFICATION**

The following is repeated here to remind tenderers of the importance that the Company places upon this aspect of the contract.

## **33. OVERALL PURPOSE**

- 33.1 The purpose of this Specification is to generally define the Standard to be achieved, rather than define the precise method by which the Contractor will be required to perform the Service. However, in certain situations the Company knows that it wants things done or carried out in a particular way. In these situations a specification is provided to the extent that it is necessary to allow Tenderers to determine resources accurately.
- 33.2 Tenderers are informed that the overall purpose of this Contract is to provide a clean, tidy and well-maintained Management Area. All work will consequently be carried out and timed in such a way as to leave the whole of each site in a completely safe and in a tidy condition.
- 33.3 It is therefore a requirement of this Contract that all work that needs to be undertaken on a site is carried out at the same time. This will mean that the site should always look clean and tidy whenever a visit has been made. The frequency of the visits are as set out in the schedule of rates by the Tenderer in order to meet the required Standard for each of the different types or categories of grass, shrub bed, etc. Tenderers have the opportunity within their Method Statements to explain how they will ensure that this is to be achieved.

## **34 STANDARD TO BE ACHIEVED ON EACH SITE**

- 34.1 There will be ongoing monitoring and audit of the levels of performance achieved. This will include regular monthly meetings, adhoc and joint inspections with the Company, customers and key stakeholders and joint site inspections with the Contractor and Company representatives.
- 34.2 The contract performance will be reviewed regularly, at a frequency set by the Company. Successful tenderers are therefore required to ensure their full co-operation with SHL.

34.3 The Company has tried to ensure that the vast majority of the work to be carried is included. However, in the operation of the Contract it may be necessary to order additional work. Such additional work will be dealt with in the following manner. A price will be sought for each and every additional job as it arises, and if the Company is satisfied with the price offered by the Contractor then the work will be issued. If there is any doubt as to the reasonableness or validity of the price being quoted then the Company will ask for details of the way the price has been arrived at. In the event that the Company still feels that the price being asked for the work is unreasonable then the Company reserves the right to place that work elsewhere with another Contractor.

34.4 The following services will be required as set out in Pricing Schedule Appendix 3

Activity	Abbreviation
Dead Wood Clean	DWC
Clear Overhead Wires	COW
Clear Street Furniture	CSF
Root Prune in Hard surface	RPH
Root Prune in Soft surface	RPS
Lift Complete Crown	CLT
Reduce Complete Crown 10% to 20%	RRS10
Reduce Complete Crown 21% to 30%	RRS20
Reduce Complete Crown 31% to 40%	RRS30
Reduce Complete Crown 41% to 50%	RRS40

Reduce Crown From Property	RSP
Reduce Crown From Road	RHW
Remove Epicormic Growth	REG
Straight Fell Tree	FEL S
Dismantled Fell Tree	FEL D
Remove Fallen Branch	RFB
Remove Fallen Tree	RFT
Remove Broken Branch	CBB
Thin Crown 10% - 20%	CTT10
Thin Crown 21% - 30%	CTT20
Thin Crown 31% - 40%	CTT30
Individual stump/chip stump 1-50cm	GND
Individual stump/chip stump 51cm and over	GND
Scheduled stump grinding	Provision of stump chipper with operator
Treat tree stump	POI
New Stake and tie required	NST

Dig out old stump/Heavy Standard tree	DIG
Supply 8-10cm tree and plant with stake and associated materials	NTR