

Grounds and Gardens Output Requirement

1 DEFINITIONS

Any reference to "this Output Requirement" in this Annexure shall be a reference to this Grounds & Gardens Output Requirement (including the Appendices hereto).

In this Output Requirement the following words and phrases shall have the following meanings unless the context otherwise requires:

"Grounds & Gardens"	means all external elements of the Trust Site.
"Grounds & Gardens Maintenance Service"	means those Services to be carried out pursuant to this Output Requirement.

2 KEY OBJECTIVES

To provide a comprehensive Grounds & Gardens Maintenance Service 24 hours per day 365(6) days per year that is responsive to seasonal weather and growing conditions in order to:

- a) Maintain an aesthetically pleasing landscape that is both functional and complementary to the Trust Site and local environment throughout the year.
- b) Assist in the provision of therapy and recreation activity by maintaining designating areas for minor gardening activities to be conducted by in patients and visitors, e.g. allowing patients to conduct light gardening activities in cultivated areas using plants and or garden ornaments donated by friends and relatives. The grounds and gardens service must ensure that any such designated areas and features are maintained to the standards generally applied.
- c) Maintain the Grounds & Gardens to facilitate the smooth and safe running of core Trust operations including ensuring access to the Facility at all times.
- d) Maintain the Grounds and Gardens in such a way as to promote a positive image of the Trust to all Patients, Visitors and Staff.
- e) Ensure that external seating ornaments etc are maintained to the standards applied generally throughout the development.
- f) Provide and maintain free of obstruction, snow, ice and any other hazards or restriction at all appropriate times, safe, logical and clear circulation routes, across the Trust Site that are accessible to all bona fide Patients/Visitors.

3 KEY CUSTOMERS

The key customers for the Grounds & Gardens Maintenance Service are:

- a) Patients;
- b) Staff;
- c) Visitors;
- d) Emergency Services;
- e) Service Providers/Contractors.

4 PROCESS

4.1 Scope

Project Co shall comply with all requirements relevant to the delivery of the Grounds and Gardens Maintenance Service.

In addition to the applicable provisions set in the Technical Requirements, Project Co shall comply with the Service Standards and Service Requirements of this Output Requirement.

The Grounds and Gardens Maintenance Service shall be delivered 365(6) days per year on a planned and reactive basis.

The Grounds and Gardens Maintenance Service shall provide the following, in accordance with the Service Standards and the provisions of this Output Requirement:

- a) A planned and ad-hoc horticulture service;
- b) A planned and reactive maintenance programme for all external structures and surfaces;
- c) An emergency call-out service to address such occurrences as fallen trees, snow or ice, etc;
- d) Flora display service.

The Grounds and Gardens Maintenance Service shall provide a full horticulture service across the Trust Site. This shall include, but not be limited to:

- a) Shrub pruning;
- b) Hedge cutting;
- c) Tree maintenance/surgery;
- d) Lawn care including mowing and edging;
- e) Flower bed maintenance;
- f) Weeding;
- g) Planting, including shrubs, trees, flower beds.

The Grounds and Gardens Maintenance Service shall provide a comprehensive grounds maintenance service across the Trust Site. This shall include but not be limited to:

- a) Roads and pathways;
- b) Signage; including lighting
- c) Courtyards and paved areas;
- d) Boundary walls and fences;
- e) Car parks;
- f) External furniture including street furniture; including replacement of light fittings and elements
- g) Lawns, open areas;
- h) Paved areas and hardstandings.

4.2 Service Requirements

- 01** Project Co shall provide a planned preventative Grounds and Gardens Maintenance Service based around a monthly maintenance programme. Project Co shall identify and schedule all preventative work, the nature of the work and the affected area(s) in a programme format agreed with Trust Representative. The programme shall be provided to the Trust Representative in the agreed format at least 5 working days before the commencement of the programme period which shall be one calendar month. The programme shall also highlight areas where the Trust's or other Service Provider's co-operation is required before work can be started for example in areas where car parks may need to be temporarily closed. **SP01**

Horticulture

- 02** Project Co shall provide a planned and reactive horticulture Service that delivers the Service Standard described in Table 1 of Appendix A and the Response and Rectification Times described in Appendix B of this Output Requirement. **SP02**
- 03** In addition to the Horticulture Service Standards described in Table 1 Horticulture Service Standards in Appendix A the Grounds and Gardens Maintenance Service shall: **SP03**
- a) Provide and maintain adequate propagation facilities to ensure appropriate supplies of bedding plants and flowers for both internal and external applications;
 - b) Provide an internal floral decorative display service in support of hospital seminars and functions on an ad-hoc basis and to an annual value not exceeding £250 (index linked), maintained to a high standard. The Grounds and Gardens Maintenance Service shall also be responsible watering and disposing of arrangements once the functions have finished.

Maintenance

- 04** Project Co shall ensure all external areas of the Trust Site are sound, safe and tidy and in accordance with the Service Standards and Response and Rectification Times in Appendix B of this Output Requirement. **SP04**
- 05** The Grounds and Gardens Maintenance Service shall additionally: **SP05**
- a) Provide, erect and maintain the integrity of all site fencing;

- b) Provide, erect, maintain and clean all street furniture across the Trust Site including but not limited to Ballard's, signage, bus stops, street lights. This shall include rectification of replacement of light elements, vandalism and graffiti;
- c) Minimise the number of potential sites for vermin habitation.

Site Access

- 06** Project Co shall ensure access routes comply with the Disability Discrimination Act. This shall include provision for cars or minibuses to set down disabled or elderly people at entrances, safely and without hindrance. **SP06**
- 07** Project Co shall ensure emergency vehicles have access to the Trust Site and to the faces of the buildings. The Service shall ensure fire paths are used where roads do not give the required access. The Service shall ensure all fire access is agreed with the Trust Fire Officer and the Fire Service and in accordance with the Firecode Regulations. The Service shall ensure use of hatched road markings to help to prevent misuse of emergency vehicle access routes. **SP07**
- 08** Project Co shall ensure there is minimal interference to access routes for emergency vehicles, including ambulances. In addition, congestion and speed restriction measures shall be avoided on any access routes required by the Fire Service. Fire Service access-routes shall be clearly sign-posted. The Service shall ensure appropriate speed control measures are in place on the roads of the Trust Site. The Service shall consider extending speed control measures although roads that carry ambulance traffic shall be excluded; **SP08**
- 09** The Grounds and Gardens Maintenance Service shall ensure pedestrian access routes are convenient, short and safe. The Service shall ensure pedestrians are segregated from vehicular traffic by the provision of walkways from bus stops and designated car parks and throughout the Trust Site and well lit both day and night; **SP09**
- 10** Project Co shall develop and implement contingency plans for ensuring access and egress to the site is maintained throughout periods of adverse weather conditions. This shall include staff briefing and provision of specialist equipment to for gritting, salting, de-icing, snow and ice clearance. In support of these preventative measures the Service shall provide a 24-hour rapid response service to clear snow, ice and/or standing water and grit all roads, pathways, car parks and external fire escape routes. **SP10**

Administration

- 11** Project Co shall maintain all records, showing areas occupied, status, materials used, activities carried out, date of activity and conduct inspections to ensure that all areas are in good order. Develop, document and maintain procedures required for the effective operation of the roads and paths activities to ensure availability of access to all essential areas for all services. **SP11**

Performance Parameters – Grounds and Gardens

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Performance Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
<i>Horticulture</i>							
SP01	The forthcoming monthly maintenance programme is provided to the Trust Representative in the agreed format and quality on by the agreed date.	QF	Medium	N/A	N/A	M	2, 3, 4, 8
SP02a	Works described in the monthly programme are executed in accordance with the Response and Rectification Times to the relevant Service Standard.	FE	A-C	Within 10 minutes of agreed time.	As programmed.	PR	1, 2, 3, 4, 8
SP02	Emergency request for the Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-D	5 minutes	As agreed with Trust Rep.	PR	1, 2, 4, 5, 8
SP02	Urgent request for Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-C	30 minutes	As agreed with Trust Rep.	PR	1, 2, 4, 5, 8
SP02	Routine request for Grounds and Gardens Maintenance Service is carried out within Response and Rectification Time.	FE	A-C	1 hour	As agreed with Trust Rep.	PR	1, 2, 4, 5, 8
SP03a	Ensure all flower beds and internal arrangements are Fully and fully stocked for the season.	QF	Low	N/A	N/A	M	1, 2, 4, 8
SP03b	Provide an ad hoc internal floral displays to a high standard and include watering and disposal of the arrangements.	FE	B	Within 10 minutes of agreed time.	N/A	PR	1, 2, 4, 8

Appendix A - Service Standards

Table 1 Horticulture Service Standards

Element	Standard
Trees, Shrubs & Hedges	<ul style="list-style-type: none"> ▪ Trimmed, pruned and/or cut to maintain healthy growth and so as to minimise: <ul style="list-style-type: none"> ▪ the risk of crime and or vandalism; ▪ the opportunity for storm wind damage; ▪ risk of fire; ▪ the obstruction of roadways, pathways, car parks, street lighting etc. ▪ Are secure and safe; ▪ Free from dead or dying branches; ▪ Free from litter; ▪ Free from disease and/or aphid infestation; ▪ Replaced as and when necessary to maintain appearance.
Grassed Areas	<ul style="list-style-type: none"> ▪ Shall be of uniform appearance with no patches; ▪ Edges shall be trimmed; ▪ Free from mole and/or rabbit infestation; ▪ Free from fallen leaves, weeds and litter, excrement; ▪ Shall be maintained to a uniform length between 25 and 50 mm.
Flower Beds	<ul style="list-style-type: none"> ▪ Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year; ▪ Free from fallen leaves, weeds and litter; ▪ Free from disease and/or aphid infestation.

Table 2 Grounds Maintenance Standards

Element	Standard
<p>Site Circulation Routes including:</p> <ul style="list-style-type: none"> ▪ Pavings; ▪ Paths; ▪ Driveways; ▪ Roads; ▪ Car parks; ▪ Hardstandings ▪ Facility Entrances 	<ul style="list-style-type: none"> ▪ Sound safe and even surface with no potholes or sinkings ▪ Free from standing water, ice, snow ▪ Free from fallen leaves, moss algae or interstitial weeds ▪ Kerbs and edgings are sound ▪ No loose kerbs or paving stones ▪ Road markings are clear and complete ▪ Free from graffiti and or vandalism ▪ Provides provision for good disabled access such as the visually impaired and wheelchair users
<p>External Furniture and structures including:</p> <ul style="list-style-type: none"> ▪ Street lights; ▪ Guard rails; ▪ Copings; ▪ Statues or ornamental objects ▪ benches 	<ul style="list-style-type: none"> ▪ Sound secure safe and free from damage ▪ Operating at their design performance where applicable ▪ Free from moss algae and/or interstitial weeds ▪ Free from graffiti and or vandalism ▪ Suitably finished, visually pleasant and protected from weather
<p>Boundaries Including:</p> <ul style="list-style-type: none"> ▪ Fences/Walls ▪ Gates 	<ul style="list-style-type: none"> ▪ Intact safe sound and secure ▪ Free from graffiti and damage ▪ Locks are operational ▪ Free from graffiti and or vandalism
<p>External Play/Recreation Areas</p>	<ul style="list-style-type: none"> ▪ Safe secure ▪ Suitable for disabled and elderly access ▪ Accessible and easily observable by carers and staff ▪ Free from graffiti and or vandalism
<p>External Sign posting</p>	<ul style="list-style-type: none"> ▪ Compliant with NHS guidance – “Wayfinding” ▪ Secure and sound ▪ Not hinder visibility to car and pedestrians at junctions ▪ Be in appropriate locations ▪ Highly visible, both day and night ▪ Offer clear and concise information ▪ Free from graffiti and/or vandalism
<p>Gutters and Drains</p>	<ul style="list-style-type: none"> ▪ Swept ▪ Free from litter, leaves, weeds and extraneous material ▪ Functioning as intended
<p>Trust Site</p>	<ul style="list-style-type: none"> ▪ Free from litter including cigarette ends and chewing gum residue ▪ Bins shall be less than 75% capacity and free from malodour

Appendix B – Response & Rectification Times

Table 3 - Response & Rectification Times

Category	Response Time	Rectification
Priority 1 Emergency	Immediate	12 hours
Priority 2 Urgent	15 Minutes	24 Hours
Priority 3 Routine	2 Hours	36 Hours Dependent on necessity for temporary rectification works which must be approved by the Trust prior to proceeding.