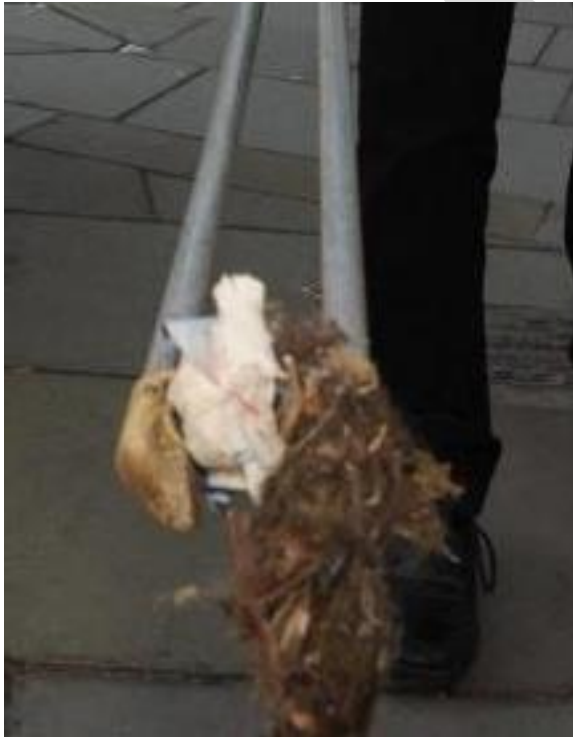


Wiltshire Streetscene Service 2019/ 20



March 2019

IDVERDE Schedule Of Resources

The operational element (contract) of the Streetscene Service is a resource provision (operatives and equipment).

To maximise the effectiveness of the delivery of the service, where partners (local councils) choose to use the council's contractor following service delegation the resources (operatives and equipment) are shared between Wiltshire Council and its partners.

From April 2019 the resources are shared between Wiltshire Council, Salisbury City Council and Devizes Town Council. The Service Delegation Programme has scheduled Chippenham for delegation in June 2019 and the resources will again be shared with Chippenham at that time. No resources are scheduled to solely one town or parish area within Wiltshire. This arrangement will be same for any Service Delegation to a local council until June 2020.

In June 2020 the local town councils will be given the option to continue to use the Wiltshire Council contract for areas service delegated or leave the council's contract provision to make their own arrangements.

Where local town councils decide to leave the service, the legal requirement for the Transfer of Undertakings Protection of Employment will apply and a number of staff providing those duties will be transferred to the local towns. The Wiltshire Council resource will be reduced by the number of staff subject to TUPE. The baseline number of staff will be agreed at the time of TUPE.

Scope Specification

Litter Picking

1. Litter Pickers will be responsible for one visit per day (Monday – Friday - starting at 0600hrs) ensuring the removal of litter from identified town centres (including the car parks in town centre – High Density Areas) to standard A as detailed in the CoPLR. Unless instructed otherwise by the Coordinator.
2. The Contractor shall ensure all highway and amenity areas found to be at an unacceptable level of cleanliness for litter and detritus are cleaned within the times and returned to Grade A status in accordance with the Code of Practice for Litter and Refuse 2006 (CoPLR) following a reactive report.
3. The Contractor shall note that for the avoidance of doubt, litter is deemed to include anything up to and including 1 cubic metre of material in any discrete location.

Litter examples would include:

1. Dead animals (road kill)
2. Dog/ animal faeces
3. Beverage and drinks containers
4. Food containers or utensils
5. Publications, magazines and newspapers
6. Shopping and other bags
7. Illegal deposits of bagged commercial and household waste (not including early presented waste)
8. Removal of fallen branches, wood, metal and plastic objects
9. Other similar waste types up to 1 cubic meter

During the town centre scheduled litter picking the contractor will:

- ...Ensure the litter bins are not overflowing at the time of the scheduled visit.
4. Hazardous materials (needles, broken glass, syringes etc) notified to the Contractor for the Teams by the Coordinator verbally or in writing must be removed within two hours or otherwise agreed with the Coordinator. Where hazardous litter is reported or found that cannot be removed by the Team the Contractor is to immediately agree a *Subcontract Service*, time and cost with the Coordinator for its removal. The Contractor will be expected to make the area safe immediately until the waste material and risk has been removed.

Wiltshire Council carries the risk that the delivery can only be achieved within the resource allocation. Wiltshire Council will set the priorities and recognises that work will be limited to the agreed resource. idverde will need to prove efficiencies and effectiveness.

Weekend Litter Picking

1. The Contractor shall ensure that a weekend and bank holiday litter picking *Subcontract Service* provides the following *Subcontract Services* to the stated standards in the town centres of Wiltshire (detailed in Appendix above as Team Town Centres).
 - .. Ensuring that the area litter picked is at a standard of Grade A from the Code of Practice for litter and refuse (Defra) following litter picking
 - .. Removal of all dog and animal faeces
 - .. To remove dumped waste/ fly tips etc.
 - .. Ensuring the litter bins are emptied to a frequency which prevents them overflowing
 - .. To removal offensive graffiti as and when found/ reported immediately

2. In these areas the Contractor shall provide a weekend and bank holiday litter picker with a hand barrow. All areas listed are to be returned to Grade A between 0600hrs and 0800hrs.

Emptying of Litter Bins

1. The Litter Pickers shall be responsible for the emptying of all dog faeces and litter bins (Council or other bodies if agreed by the Coordinator) outside of the town centres on highway and amenity land including car parks and the disposal of all subsequent waste .
2. The Contractor shall programme all emptying activities within the daily works programme of the Litter Pickers as prioritised by the Coordinator.
3. The Contractor is to maintain a list of the litter bins emptied and frequency of emptying.

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Dead Animals on the Highway

1. The Litter Pickers will be responsible for ensuring the removal of dead animals on Highway and Amenity Land during their normal work activities.
2. For the avoidance of doubt “dead animals” for collection by the Litter Pickers is deemed to include anything up to an animal that can be lifted by one operative and it is expected that when identified by a Team the animal will be removed. The only exception will be where the operative does not have the capability to remove the carcass, for example operative in a sweeper, however the operative will be expected to report the matter.
3. The Contractor shall note that cats, dogs and obvious 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 Contractor in providing this *Subcontract Service* shall be responsible for the provision of adequate scanning, storage and disposal facilities when dealing with such animals.
4. Dead animals notified to the contractor by the Coordinator verbally or in writing must be removed within the agreed timescale between the contractor and Coordinator.
5. The Contractor shall notify the Coordinator on the same working day, of any dead animals which in his opinion is outside the scope of the Team *Subcontract Service* (for example livestock). 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 Coordinator.

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Minor Fly Tipping

1. The Litter Pickers will be responsible for ensuring the removal of minor non-hazardous fly tipping during their normal work activities in compliance with the guidance stated below.
2. The Contractor shall note that “minor fly-tipped rubbish” is deemed to include anything up to and including 3 cubic metres of material in any discrete location ‘which could be lifted by one people.
3. The Contractor shall remove all fly tipping found within highways and amenity boundaries including car parks at his own initiative as part of the scheduled *Subcontract Service*.
4. Fly tipping notified to the contractor by the Coordinator verbally or in writing must be removed within the timescales agreed with the Coordinator and contractor.
5. The Contractor shall notify the Coordinator on the same working day, of any fly-tipping which in his opinion is outside the scope of minor fly tipping

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Clearance of Fly Tipping

1. The Contractor shall under the direction of the Coordinator be responsible for the removal and disposal of fly tipping (waste deposits over 3m³ or hazardous) from any highway, amenity or land within the affected property of the contract.
2. On receipt of an instruction from the Coordinator, the Contractor shall clear the affected area within 5 working days of receiving the instruction and dispose of the waste at a registered waste site.
3. Prior to commencing the removal of any hazardous fly tipping the Contractor shall confirm to the Coordinator in writing the disposal point for the cleared waste. All disposal points shall be registered for the management of hazardous waste products.

4. The contractor is responsible for the completion, liaising and managing the process for the removal of hazardous waste. Including any correspondence with statutory bodies' .i.e the Environment Agency.
5. The Contractor will ensure that following the report or discovery of hazardous waste public safety is maintained.

Graffiti Removal

1. The Contractor when instructed to remove graffiti will do so within the agreed timescales. Offensive graffiti shall be removed within 24hrs where possible. Discretionary graffiti will be subject to special arrangements.

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Shopping Trolley Removal

Is now undertaken through the national scheme.

Leaf Clearance

- (a) The Contractor, where capacity permits, shall manually remove leaves from the areas of the highway and amenity land including car parks identified in this contract when instructed and agreed with the Coordinator.

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Balancing ponds, amenity footpaths, streetscene assets and water courses

1. The Litter Pickers/ Grounds Staff and Highway Staff during their normal work activities shall continuously monitor the condition of the highways and amenity asset through informal visual inspections and highlight any health and safety concerns on amenity footpaths, ponds and ditches to the Coordinator.

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Park and Highway Furniture

- The Litter Pickers/ Grounds Staff and Highway Staff during their normal work activities shall continuously monitor the condition of the furniture through informal visual inspections and highlight any health and safety concerns.

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Grounds Maintenance

1. The Teams will be responsible for the delivery of the grounds maintenance activities specified in the following paragraphs on all highway and amenity land including car parks identified on the maps.
 - a. Annual maintenance of Shrub Beds/ Shelterbelt/Plantation Areas/ Hedge / Tree/ Herbaceous Borders identified. Cutting back the annual growth.
2. The resources will be allocated/ prioritised by the contractor to undertake above to ensure the Council priorities are addressed.

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Grass Maintenance

General Standards

- a. The Team shall carry out regular grass cutting of all specified grass areas shown in Appendix 40/73 and including car parks. The grass-mowing schedule stated below defines the standards and frequencies required dependant on the area.
- b. 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).
- c. 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 mower and on the same day.

- d. 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.
- e. Any litter found on the areas to be mowed shall be removed prior to mowing. Any litter shredded as a result of mowing or strimming operations shall also be removed immediately after mowing has been completed.
- f. All clippings and mowings which land on hard surfaces, road gulleys, shrub borders, flower beds etc shall be removed immediately upon completion of mowing the area.

Machinery

The Contractor may use such machinery and methods as he believes best to achieve the desired finish. Care especially should be taken not to leave a trail of clippings on the road from the wheels of mowers or vehicles when leaving sites.

Frequency

- a. The frequency of mowing will depend upon the area and prevailing conditions. In very wet or frosty weather all grass-cutting operations shall be deferred until ground conditions allow grass cutting to continue.
- b. In dry seasons when grass growth is affected the Coordinator may suspend cutting for the resource to be reallocated to other works within that area. The number of scheduled cuts will be reduced in relation to the suspended time.
- c. The grass cutting schedule will be as stated below unless otherwise agreed with the Coordinator:

Code	Expected Mowing Season	Max/Min Height Of Growth	Expected Frequency of Cut	Type of Mow
Sheltered Housing Schemes	2 nd week March - end of October		Once per week	First 2 cuts of season to be boxed off, thereafter as flown
High Amenity Areas	2 nd week March - end of October	These are now classed as Gen grass areas	Monthly	Cuttings to be as flown
General Grass Areas	2 nd week March - end of October		Monthly	Cuttings to be as flown

Low Amenity Areas	2 nd week March - end of October		Monthly	Cuttings to be as flown
Highway Verge Areas	2 nd week March - end of October		Monthly	Cuttings to be as flown
Rough Grass Areas	One cut during the first 2 weeks of April, July and September		N/A	Cuttings to be as flown
Flail Grass Areas	2 nd week March - end of November		Two Times per year	Cuttings to be as flown
Wild Flower/ Conservation Areas	One cut during the final week of September and one cut during the final week of March		N/A	Cuttings to be collected and removed from site

- d. Areas of grass where bulbs have been naturalised shall not be cut for a minimum of 8 weeks after flowering or until notified by the Co-ordinator. 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.

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Sports Pitch Maintenance (Football and Rugby)

These will be maintained as general grass cut.

Clubs which require cuts will pay IDVERDE direct for their spec

Cricket Pitch Maintenance

These will be maintained as general grass cut.

Clubs which require cuts will pay IDVERDE direct for their spec

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Play Areas, Multiple Use Games Areas (MUGA) and Skate Park Inspection and Maintenance

1. The Contractor shall be responsible for the inspection and maintenance of the Councils play areas, MUGAs and skate parks.
2. Unless otherwise instructed by the Service Manager the Contractor shall employ suitably trained and qualified staff (Register of Play Inspectors International) to undertake the inspection role and allow the inspection of the sites on a weekly basis.
3. The Contractor shall note that the Service Manager may in consultation with the Contractor change the frequencies of the inspections.
4. The Inspector(s) shall complete the approved inspection sheet at the time of inspection giving details of the dates the sites were visited, what observations/repairs were noted or undertaken etc. Inspections to be completed electronically and uploaded to Wiltshire Councils nominated data provider (Licence maintained by Wiltshire Council). This electronic data should provide a comprehensive report of the inspection and may be used in a court of law to protect the Council against third party claims.
5. The Inspector shall carry out a thorough physical and visual inspection of all equipment to ensure it is safe for use. Any defects, problems etc should be recorded on the electronic system. Should any defect, hazard etc be discovered which in the inspector's opinion renders the use of that equipment as potentially dangerous if used then it shall be immediately report to the Coordinator.
7. All safety surfacing irrespective of type within the play area boundaries shall be inspected for damage, vandalism etc. In addition, at each inspection, bark surfaces shall be:
 - Raked out level with no high or low areas across the 'bark pit'.
 - Any bark displaced onto adjoining hard surfaces, grass etc shall be swept back into the bark pit.
8. Twice per year, once during the first week of February and once during the first week of August, the inspector shall lubricate all shackles, bushes, bearings etc with grease/oil either manually or by guns. All excess lubricant shall be wiped clean immediately. This work shall be recorded electronically.

Open Cemeteries

1. The Contractor shall be responsible for the general up keep and maintenance of the Councils 7 open cemeteries to the standards set out in the following paragraphs of this clause. In general on completion of a maintenance visit the cemetery shall be left in a clean, tidy and well maintained condition to provide the tranquil environment demanded by the area.
2. The Cemetery hours are stated below;
 - Cemetery Opening Hours to the Public
1st October to 31st March 9 am to 4 pm
1st April to 30th September 9 am to 7 pm
 - Operational Hours (Interments shall take place between)
1st October to 31st March 9 am and 2.30 pm for burials and 3 pm for ashes
1st April to 30th September 9 am and 2.30 pm for burials and 3 pm for ashes
3. The Contractor will open and close the cemetery gates at Westbury, Trowbridge, Bradford on Avon and Warminster every day during the 9hours the cemetery is open to the public.
4. The Contractor shall be responsible for the general maintenance cleaning of the cemetery sites. This will include, but is not limited to all hard surfaces, ditches, general clearance and disposal. It also includes the cleaning and airing of the three cemetery chapels. The soil bays located at Melksham, Trowbridge, Bradford-on-Avon and Westbury Cemeteries will require regularly emptying and should be maintained in a tidy and clean appearance.
5. The Contractor shall for *Subcontract Services* at the chapels at Trowbridge, Bradford-on-Avon and Westbury be given 24 hours notice in advance of the *Subcontract Service*. The Contractor shall clean the chapel interior and ensure the entrances are free from detritus. The heating and power supply shall be tested for operation on the day before the *Subcontract Service*.
6. The Contractor shall be in attendance in good time for the *Subcontract Service* to unlock the chapel, ensure that the organ is set up and the chairs and hymn books are laid out as required and the heating is on. After the *Subcontract Service* the organ will be put away the heating and lighting turned off and the chapel secured. All hymn books shall be counted and collected.

7. The Contractor shall ensure that the buildings are cleaned and ventilated on a weekly basis and any defects notified to the Coordinator. Weekly, clean sanitary ware, floors, doors and windows and replenish supplies in the public conveniences at Melksham, Bradford on Avon, Warminster and Westbury, Melksham and Trowbridge Cemeteries, reporting any faults, vandalism or maintenance issues to the Coordinator.

8. The Contractor shall note that the following areas may be used for convenience by the Contractor in association with open cemetery *Subcontract Service*.

Site	Approx Building Area m2
Trowbridge Cemetery – workman’s chapel & mess room	130
Westbury Cemetery – workman’s chapel & mess room	73
Pine Lawn, Warminster - mess room	11
Melksham Cemetery - mess room	9
Bradford-on-Avon – workman’s Chapel	110
Site	Approx Building Area m2

9. All infestations of pests shall be reported to the Coordinator.

10. 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 paragraph 2, 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 Coordinator 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.

11. 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 Coordinator. 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.

12. During interments (coffin or ashes casket) the Contractor shall ensure that one member of staff is present within 50m of the grave to provide any assistance that maybe required. During the burial 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 to out of sight of the funeral party.
13. The Contractor shall be required to carry out investigations e.g. rodding of a grave to establish suitability of a site for further burials.
14. The Coordinator 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 in writing by e mail within 24 hours of the interment. This notice is reduced, only when required on religious grounds
15. New graves are to be dug to triple depth, and double or single for re-openers as instructed 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 Coordinator.
16. 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 Coordinator. 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. 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 Coordinator.
17. 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 Coordinator. 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 grave is adequately shored using tools, equipments and materials to be supplied by the Contractor. Having completed the excavation the grave should be shaped to produce a regular and uniform opening.
18. 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, which are adequate to prevent persons falling into the excavation, and any other element of danger to persons entering the burial ground should be removed. 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:

- a. the grave being fully prepared not less than 30 minutes prior to the arrival of the cortege at the burial ground.
 - b. the grave shall be emptied of any water or debris that has collected within it during or after excavation
 - c. 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
 - d. grass matting 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.
 - e. any spoil mound adjacent to the grave shall be completely covered with grass matting, all storage boards being similarly covered
 - f. 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
 - g. provide lowering ropes/straps and bearers, placed neatly by the side and over the grave, for the Funeral Directors use.
19. In the absence of the Wiltshire Council Officer the funeral director will pass over to the Contractor the Green Burial Certificate or Cremation Certificate, which must be passed to the Coordinator within 24 hours. The Contractor on these occasions shall confirm that the name on the certificate matches that on the plaque on the coffin.
20. Immediately after the cortege has left the location the Wiltshire 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 tamped 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 tilled soil to ensure a good appearance. All 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.
21. 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 and returned to the store.

22. After 24 weeks have elapsed the Contractor shall level the grave by adding or removing soil as 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. Again if by this time the grave has planting by the family/owners the Coordinator 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.
23. The Contractor shall maintain the grave to make good any settlement at 4 weeks, 8 weeks and 16 weeks after the funeral. 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 Coordinator will be notified and consent sought from the grave owner before work is carried out.
24. The Contractor shall note that on occasions and when notified by the Coordinator the deceased family may wish to backfill the grave 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.
25. The Contractor shall be responsible for the preparation and reinstatement of sites for the burial of cremated remains; the Coordinator will give a minimum of 48 hours notice to excavate a site and is entitled to give this instruction verbally provided the instruction is confirmed in writing within 24 hours by e mail. 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. The spoil should be stored after excavation in a wheel barrow and removed to a discrete location as agreed with the Coordinator and the site left clean and tidy.
26. After the interment of remains the Contractor shall immediately reinstate the site filling and treading the soil to leave the surface of the site level and flush with adjoining levels. A paving slab is to be laid or reinstated in such a manner that they abut surfaces adjacent to the excavation to provide a level surface.

27. 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 Wiltshire Council Officer shall always be present and the Contractor shall follow the instructions issued by the Officer.

Markets

1. The Contractor shall provide support to the Councils Markets Team in the establishment and demobilisation of market locations throughout the County the time to be spent will be within the agreed hours.

2. For the markets in Pewsey, Corsham, Devizes, Amesbury, Marlborough, Wilton, Bradford on Avon, Chippenham, Calne and Warminster the Contractor shall provide the following Subcontract Services;
 - place bollards supplied by the Council to secure the market areas at Marlborough, Devizes, Bradford on Avon, Wilton and Warminster
 - place information signs supplied by the Council to inform the public that parking is not allowed on market days in Marlborough, Devizes, Bradford on Avon, Wilton and Warminster and
 - after the closure of each market and clearance by traders; clear litter and return to Grade A status either that evening or before 0800hrs the following morning

3. The Contractor shall note that the market days for named towns above are as follows;

Tuesday:	Corsham	General market, High Street
	Devizes (antiques)	Antiques market, The Shambles Market Hall
	Pewsey	General market, Bouverie Hall car park
Wednesday:	Amesbury	General market, Salisbury Street
	Marlborough	General market, High Street
Thursday:	Bradford on Avon	General market, Bridge Street car park
	Devizes (indoor and outdoor)	General market, Market Place
	Wilton	General market, Market Place car

		park
Friday:	Calne	General market, Phelps Parade Market Square
	Chippenham (outdoor)	General market, Market Square, High Street
	Devizes (indoor)	General market, The Shambles Market Hall
	Warminster	General market, Central car park
Saturday:	Chippenham (outdoor)	General market, Market Square, High Street
	Devizes (indoor)	General market, The Shambles Market Hall
	Marlborough	General market, High Street

4. Typically, the markets setup at 0600hrs with most traders closing by 16.00hrs. The Service Manager shall confirm to the Contractor any variance to the dates and times stated above, but-all be within the agreed hours.

Property Cleaning

1. The cleaning of other buildings (Shambles in Devizes) within 24 hours of previous use and prior to any further use (See Shamble Booking Arrangements as in Markets and for special events) shall follow the cleaning regime outlined below.

	Operation
1	Sweep all floors, empty all bins, clear all litter
2	Check and clear all toilets and urinals of litter, debris, blockages etc.
3	Clean all toilet pans and urinals with a proprietary cleansing material and thoroughly rinse off.
4	Clean all wash basins with a proprietary cleansing material and thoroughly rinse off.
5	Polish all mirrors
6	Check and replenish all toilet roll holders, soap dispensers, paper towel holders etc
7	Install new channel blocks in urinals where required

8	Check all warm air dryers, lights etc are in full working order
9	Check the facility for broken windows, leaks and general damage etc
10	All entrances, verandas etc shall be swept and cleared of litter
11	The external areas of the building shall be checked for damage, vandalism etc
12	Place out tables and display cabinets as stated

2. In addition to the requirements above the Contractor shall during the final week of each month undertake the following additional duties.

	Operation
1	All floors shall be mopped using an appropriate cleansing material made up with hot water to remove dirt and marks
2	Any deposits shall be cleaned from walls, doors, benches etc
3	All ledges, sills, heaters, chairs, tables etc shall be wiped over to remove dust etc
4	All grids/drains shall be lifted and cleaned to remove any accumulated debris
5	All tiled areas shall be cleaned and polished
6	All taps etc shall be cleaned and polished
7	All external parts of the structure shall be spot cleaned to remove graffiti
8	All external doors, kick plates, handles, railings, window frames, windows etc shall be wiped down

The Contractor shall for all cleaning operations provide the Service Manager with a monthly schedule of cleaning and within 24hrs of completing any cleaning operations, confirmation of any completed works.

Electoral Transport Service

1. The Contractor shall be responsible for the provision of the electoral transport *Subcontract Service* outlined in Appendix 40/105. In consultation with the Council the Contractor shall agree a programme of work to deliver this *Subcontract Service* for each election listed in section 3.4.
2. The Contractor shall note that both the storage and voting locations stated in the Appendix may change over the course of the contract; and that the election dates stated may also change over time.
3. The contractor will provide on the day cover for elections. This will consist of advance notification of who will be available along with their contact details. Calls for assistance are likely to come direct from the councils Election team and would include problems (damaged) polling booths or missing polling station signage. The level of cover will be agreed on a election by election basis.
4. The electoral work falls outside of the core services and price will be requested at the time of elections.

Provision of Traffic Support Team

1. Working on the highway may require at times special traffic management provision. The contractor may be requested for this provision. These requirements and costs will be agreed with the Coordinator at the relevant time.

Amenity Asset Repairs

1. Where safety issues have been reported the contractor may be requested to affect the repair. This would include: Fencing, Lighting, Foot Paths or Hard Surfaces. These requirements and costs will be agreed with the Coordinator at the relevant time.

Noxious, Harmful or Injurious Weeds

1. Where noxious/harmful or injurious weeds are reported the contractor may be requested to affect the treatment. These requirements and costs will be agreed with the Coordinator at the relevant time.

Agreed Enhanced Service

Barrow Person

1. The Contractor shall provide a week day litter picker with a hand barrow in the Eight Major Towns. To the agreed hours. At the completion of the operational visit the areas are to be returned to Grade A.

Pavement Sweeper

1. The Contractor shall provide a minimum of day a month pavement sweeper in the remaining twelve town centre areas. The pavement sweeper will operate every day to the agreed hours. Following cleaning the areas are to be returned to Grade A.
2. The schedule may be amended by the Coordinator.

Litter Bin Provision

1. The Contractor shall install Litter Bins when requested. Installation costs are to be agreed with the Coordinator.

Proposed Enhancements Awaiting CENs Costing and Member approval:

Town Community Week (idverde Provision)

1. The Contractor shall schedule the Community Team to undertake one week a quarter on generic community activities. The tasks to be completed (including locations and timings) on the designated day will be identified by the Coordinator in consultation with the relevant town. The required activities will be within the scope of the community team, but will be tailored to the community requirements.

Village Highway Weed Control (Ringway or idverde Provision)

1. The Contractor shall be responsible for the safe application of a weed control treatment to the highways and footways of the 'Village' urban identified areas.
2. Six weeks in advance of commencing weed control the Contractor shall submit to the Coordinator the proposed treatment type and method of application for consideration. The Contractor shall be responsible for ensuring that the chosen method of control and method of application is effective in controlling weed growth in the treated areas.
3. The Contractor shall treat all hard surfaces on the identified plans including kerb front and top lines, back edges of footpaths and pavements with a boundary wall or enclosed boundary fencing and paved areas including front face and paving blocks.

4. The Contractor shall agree with the Coordinator the proposed weed control programme for all areas and during the works provide daily updates as necessary to the Coordinator.

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