



*Method Statement*  
Ground and Gardens Maintenance Service

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## **1 Objectives**

Through the provision of a comprehensive Grounds and Gardens Maintenance Service that is responsive to seasonal weather and growing conditions Project Co shall achieve the following key objectives:

- Development and maintenance of an aesthetically pleasing and varied landscape that is functional and complementary to the Site and the local environment throughout the year
- Maintenance of the Site Grounds in a safe manner and accessible to members of the public, including existing rights of way
- Maintenance the grounds and gardens to facilitate the smooth running of core Board operations and ensuring access to the Facility at all times
- Maintain and develop the grounds and gardens in a manner that promotes a positive image of the Board to all authorised users of the Site
- Provide and maintain safe, logical and clear circulation routes across the Site that are accessible to all authorised users of the Site

The key customers of the Grounds and Gardens Service are patients; staff; authorised visitors; service providers; emergency services and approved sub-contractors employed by The Board.

It is agreed between the Parties that the Method Statements shall not apply during the Transition Periods.

## **2 Management Supervision and Organisational Structure**

The provision of the Ground and Gardens Service will be managed under the portfolio of Project Co's asset management that includes the following Services:

- Grounds and Gardens
- Estates
- Utilities
- Pest Control

Project Co will provide, manage and operate a comprehensive Grounds and Gardens Service, as an integral part of the Estates Team, in accordance with the Service Standards and the provisions of the Service Specific Specification

Our approach is based on three areas of responsibility;

- A specialist Grounds and Gardens sub-contractor shall carry out preventative and responsive ground maintenance activities as directed by the Estates Management Team;
- Functioning as part of the Estates Team the Grounds and Gardens Service will manage external and courtyard grounds areas with the assistance of the specialist sub-contractor when the task requires it; and
- Trained Maintenance Assistants from the Estates team will provide response and rectification to Grounds and Gardens related calls received via the Helpdesk as directed by the Estates Management Team.

The Estates Manager shall have overall responsibility for the management of the Grounds and Gardens Service. The Maintenance Manager will report to the Estates Manager. The Estates Team and the sub-contractor will be responsible to the Maintenance Manager and the Technical Manager.

The Estates Manager shall be responsible for overseeing the appointment and management of the Sub-contractor and Project Co Grounds and Gardens activities.

The Maintenance Manager shall manage the local interface with the Grounds and Gardens sub-contractor and the activities of the in-house estates team to provide the appropriate first line response and advice to any reactive call received via the Helpdesk and to implement the performance and monitoring of the Planned Maintenance activities carried out by these groups. The Technical Manager shall select and audit the sub-contractor prior to and during their engagement at the Site.

The Grounds and Gardens Sub-contractor shall carry out the PPM activities in accordance with the agreed Schedule of Programmed Maintenance and respond to reactive calls from the Maintenance Manager, the Technical Manager or the Technician or from the Helpdesk as directed by them.

The Grounds and Gardens Sub-contractor shall provide on-site supervision and provide documentary evidence of competence of their operatives in advance of their engagement. Individual sub-contractor files shall be maintained by the Estates Service.

Estates Management Staff shall in accordance with the Performance Monitoring System (PMS), undertake scheduled inspections of ongoing and completed planned and reactive tasks to ensure adherence to the applicable quality standards.

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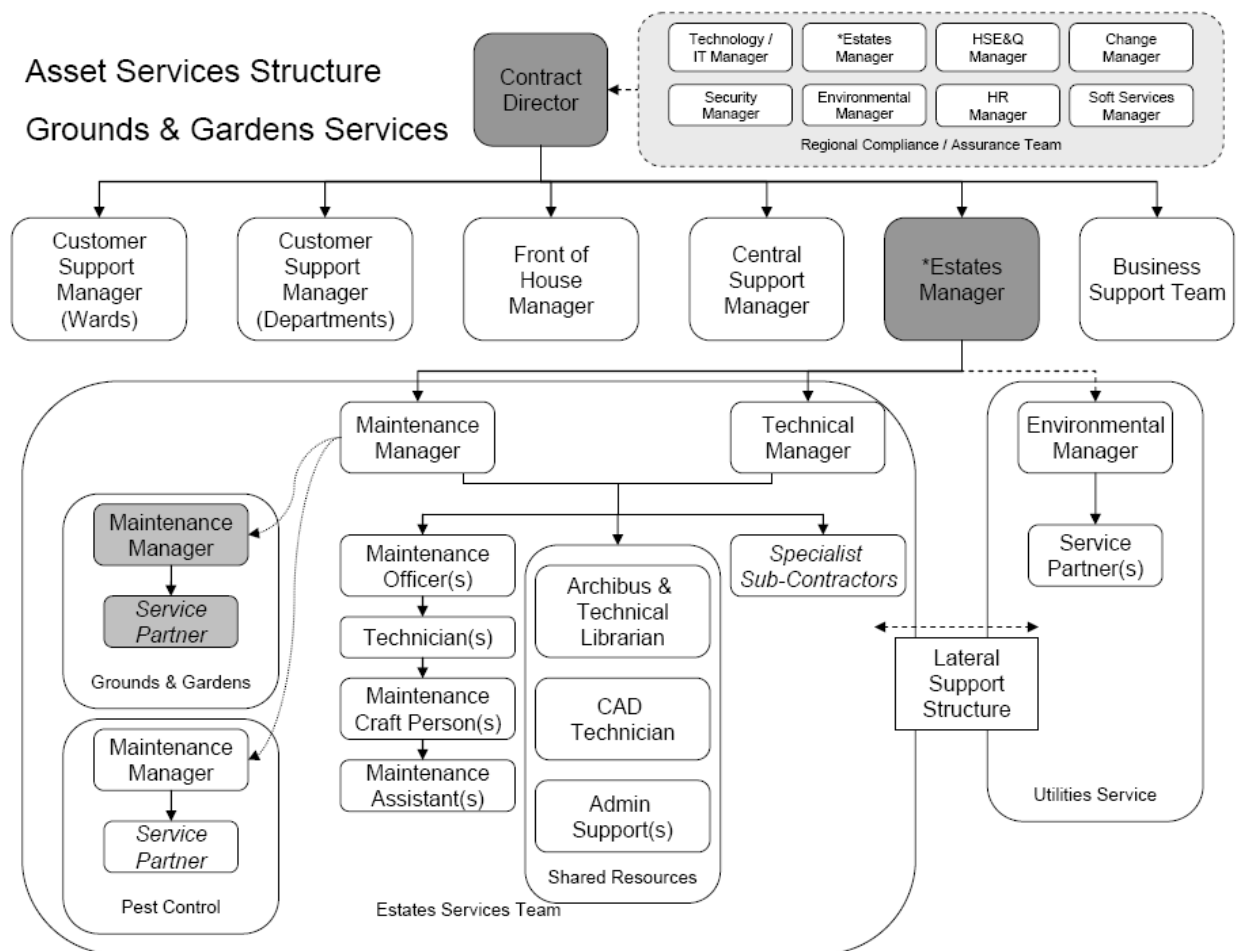
**Ground and Gardens Maintenance Service**

The Grounds and Gardens service shall be delivered between the hours of 8.00 to 16.00, Monday to Friday with a 24 hour, 365(6) days per year emergency call-out capability.

Project Co shall provide a 24-hour, 365(6) days a year service. Monday to Friday the Estates Maintenance Manager, Maintenance Officer or Technician shall provide attendance to any reactive call. Out of hours the emergency on-call system will be operated with emergency call being routed via the Helpdesk to the Manager on-call who will be responsible for implementing an appropriate response.

Estates operatives working outside of normal working hours shall in addition complete an internal departmental out of hours report log shall be maintained to ensure continuity and communication 24/7.

Grounds and Gardens Service Organisational Chart – Figure A



\* The Estates Manager shall be site based but with wider off-site responsibilities.

For clarity, although shown three times as above, there is 1No. Maintenance Manager who is responsible for managing the operatives and sub-contractors across the Estates, Grounds and Gardens and the Pest Control functions.

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### **3 Scope**

The Grounds Service shall be provided only for the area within the Site boundary as designated by the Red Line Drawing in Attachment D to the Project Agreement.

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

- a planned and ad-hoc horticulture service;
- a planned and reactive maintenance programme for all external structures and surfaces;
- an emergency call-out service to address such occurrences as fallen trees, snow or ice, etc; and
- flora display service.

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

- shrub pruning;
- hedge cutting;
- tree maintenance/surgery;
- lawn care including mowing and edging;
- flower bed maintenance;
- weeding and proactive weed control; and
- planting, including shrubs, trees, flower beds.

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

- roads and pathways;
- signage; including lighting;
- courtyards and paved areas;
- boundary walls and fences;
- car parks, including line markings;
- external furniture including street furniture; including replacement of light fittings and elements;
- lawns, open areas (including rough grass);
- paved areas and hard standings;
- external staircases/fire escapes;
- listed properties if applicable;
- Site of Special Scientific Interest (SSSIs) if applicable;
- Tree Protection Orders (TPOs) if applicable; and
- the loch if applicable.

The Grounds and Gardens Maintenance Service shall include the supply of materials and consumables for the proper execution of all work, which Project Co is required to carry out under this Service Specification and shall be responsible for the safe provision, use and maintenance of all equipment.

The service will operate between the hours of 8.00 to 16.00, Monday to Friday with a 24 hour, 365(6) days per year emergency call-out capability. Working hours will be flexible to meet the seasonal demands and visitor peaks that generate litter. Using our site dedicated maintenance assistants and support from our in house cleaning team we will organise a suitable schedule to

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ensure the peak litter collection times are fully covered, both evening and weekends, ensuring we meet the specification of keeping the bins less than 75% full.

## **4 Work Schedules and Procedures**

### **4.1 Staff Competences**

SP01a/b

Project Co shall provide a 24-hour, 365(6) days a year service. Monday to Friday the Estates Maintenance Manager, Maintenance Officer or Technician shall provide attendance to any reactive call. Out of hours the emergency on-call system will be operated with emergency call being routed via the Helpdesk to the Manager on-call who will be responsible for implementing an appropriate response utilising the sub contractor as necessary

The Sub-contractor shall provide proof of competence for their nominated site personnel for site induction and security pass issue.

Estates staff will be trained to carry out minor first line Grounds and Gardens activities.

All operatives working on the Site shall receive Project Co. induction by the Estates Management team and all necessary training for the tasks to be undertaken in the performance of this service.

The Maintenance Manager will ensure all staff are given appropriate Training to ensure they have the necessary skills and knowledge to effectively fulfil their responsibilities.

The Estates Manager and his management team to maintain the training matrix and succession plans for all staff disciplines.

Project Co shall provide a staff roster and on call procedures to the Board Representatives to demonstrate the availability of suitable procedures and resource prior to service commencement and during the contract term.

### **4.2 Planned Preventative Maintenance**

SP02a

The Maintenance Manager shall prepare and publish the 12 monthly PPM programme defining the planned tasks for the year, enabling to plan for the possible impact on health operations. Agreed periodic joint forward focus meetings will be held between the Maintenance Manager and the Board Representative, to keep PPM tasks in view and to assist Board in planning their activities in the affected areas.

The PPM Programme will be issued by Project Co to the Board in the agreed format and on the agreed date via the CAFM “Public” folders and hard copy if required.

The initial PPM plan shall take cognisance of Manufacturers/ Installers/ Groundworks Contractor recommendations, statutory obligations and good industry practice. Thereafter, asset history from the CAFM system and report information will be utilised to assist in the implementation and review of the PPM plan



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- SP02b            The Programme shall be carried out as agreed. Information from Project Co. CAFM will form the basis of the Maintenance Manager’s monthly maintenance report.  
The report will be issued in the agreed format to the Board Representative and on the agreed frequency via the CAFM “Public” folders and hard copy if required shall be issued under a transmittal note.
- SP03            The Maintenance Manager shall be responsible for the implementation monitoring and recording of performance against the agreed PPM programme. The Monthly Maintenance Report will evidence the performance. Joint focus meetings with the Board Representative on an agreed frequency will review progress of all PPM activities in relation to the programme. All maintenance activities identified within the PPM programme will be the subject of task specific job descriptions stored and generated in the CAFM which shall ensure compliance with the Service Standards, law and Good Industry Practice. The job descriptions shall be issued / assigned to the appropriate operative who will advise completion of the task and the information will be uploaded to the CAFM.
- The monthly PMS report will identify work completed and report on any deviations from the programme.
- SP04            Trained Maintenance Assistants will carry out the PPM activities to the roads, car parks and walkways in accordance with the agreed PPM programme. All maintenance activities identified within the PPM programme will be the subject of task specific job descriptions stored and generated in the CAFM which shall ensure compliance with the Service Standards, law and Good Industry Practice. During periods of adverse weather the service will be supported by the sub-contractor.
- Paths and main entrances will be maintained by Project Co operatives and/or sub-contractors.
- Planned major road/ car park sweeping, kerb clearing and gully cleaning will be by sub-contractor.
- Planned inspections by the Maintenance Manager and his team will be recorded and reported via the PMS.
- SP05            The Maintenance Manager shall be responsible for monitoring weather forecast reports from recognised bodies, and if adverse weather is forecast, will decide whether or not gritting needs to be undertaken and will make the necessary arrangements for the treatment of roads pathways and car parks. Project Co operatives and when necessary supplemented by sub-contractor staff will carry out the required treatments as directed.
- Where adverse weather is not forecast, emergency snow and ice clearance activities will be directed by Project Co on site/on-call team and the Project Co and sub-contractor effort will be prioritised as follows:

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All main roads and ambulance routes and bays, with particular attention to the crosshatched section of the ambulance bay area.

All snow and ice to be removed from the roads and paths and gritted throughout.

Clear pathways from the main car parks, i.e. footpaths to entrances, thus ensuring a safe, treated thoroughfare for easy flow of pedestrian traffic.

All treatments and clearance methods shall be applied in accordance with Good Industry Practice. The employment of manual and/or mechanical effort shall proportionate to the requirement and to the risk.

The Maintenance Manager shall produce a priority plan which will be agreed with the Board prior to publication and will be reviewed every year prior to the onset of winter to ensure the priorities meet the needs of the Board.

- SP06a Project Co shall in accordance with the PPM Programme maintain the installed fences and boundaries in accordance with the best industry practice and where applicable manufacturers instructions.
- SP06b Project Co shall maintain street furniture in a clean and serviceable condition in accordance with the PPM Programme and will provide the appropriate response and rectification to reactive calls received via the Helpdesk in respect of graffiti and vandalism.
- SP06c Project Co shall provide a standard of service in accordance with and agreed/ published work schedule for bin emptying to ensure that they are never more than 75% full and bin cleaning to minimise the potential sites for vermin habitation. This shall be supported by the Pest Control inspections and maintenance.
- SP06d Project Co shall maintain the planted areas through timely and appropriate replacement of plants shrubs and trees.
- SP07 Project Co operatives shall deliver the service in a manner cognisant of the seasonal demands and the visitor peaks that generate litter ensuring compliance with the specifications of keeping bins less than 75% full.
- SP08a/b/c/d **Reactive Repairs and Maintenance**  
Between the hours of 0800 and 1700 the Maintenance Manager shall provide attendance and first line response, using the trained Estates operatives, to any Grounds related Emergency, Important, Routine and Service Requests received via the Helpdesk, and if required, call out the sub-contractor to deal with any Grounds related problems to supplement the resource capability.

Project Co shall provide a 24-hour, 365(6) days a year service. Monday to

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Friday the Estates Maintenance Manager, Maintenance Officer or Technician shall provide attendance to any reactive call. Out of hours 1600-0800 Mon to Fri and all day Sat/Sun the emergency on-call system will be operated with emergency call being routed via the Helpdesk to the Manager on-call who will be responsible for implementing an appropriate response. The Manager on-call will assess the emergency and if required will call out the sub-contractor or implement a “call back to work” request to Estates staff.

The Helpdesk will take calls and requests for all reactive work that is not undertaken or identified within the planned activities. Helpdesk operators will be trained to ask probing questions to ascertain a better understanding of the customer request. The Helpdesk operators will log all calls for audit purposes and data collection by the Assurance Team. Important and Emergency work for Grounds will be phoned directly to the Maintenance Manager or Technician who, if necessary, will contact one of the team via their PDA or equivalent. Routine reactive calls will be routed via the helpdesk to the CAFM system for assignment to a appropriate operative to meet the required response and rectification times.

Each work request will be prioritised according to agreed categories and the appropriate response time assigned.

Project Co shall record all requests and events received to the Helpdesk. In order for a service request to be processed and completed the following information will need to be input and captured within the CAFM system:

- Requestors name and contact number;
- Date and time of task;
- Location of where task is to commence;
- The service and type of request;
- The categorisation of the task;
- Service response and rectification times;
- Unique task number;
- Date and time task was passed to the relevant service provider;

Feedback, including response and rectification time and updates.

Evidence of attendance and rectification shall be recorded and monitored and reported via CAFM and Monthly Service Report.

### **4.3 Horticulture**

SP09a/b/c

Project Co shall maintain all ornamental gardens, flower beds, internal arrangements and floral displays in accordance with the requirement set out in the service specific specification. Their activities shall be compliant with the PPM programme which will take cognisance of seasonal variations and prevailing local conditions to maintain aesthetically pleasing displays.

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#### **4.4 Site Access**

SP10 Project Co shall carry out inspections and maintenance to the access and egress routes and set down areas in accordance with the PPM Programme and will react to any reactive call to the Helpdesk to ensure that grounds are maintained in a safe condition and that in particular access routes and set down points for elderly or disabled persons are clear of debris, obstruction and slip and trip hazards. All maintenance activities identified within the PPM programme will be the subject of task specific job descriptions stored and generated in the CAFM which shall ensure compliance with the Service Standards, law and Good Industry Practice.

The PPM programme agreed between Project Co and the Board Representatives shall define the planned tasks for the year. Should any planned activity fail to be carried out at the agreed time Project Co shall liaise with the Board Representative to make alternative arrangements for the performance of the works.

SP11/12 Project Co shall carry out inspections and maintenance to the as built access and egress routes and set down areas for emergency routes in accordance with the PPM Programme and will react to any reactive call to the Helpdesk to ensure that access and egress routes for emergency vehicle are maintained in a safe and clear condition and that in particular access routes and set down points. Road signage and markings shall be maintained in a clearly visible unobstructed state. In times of adverse weather forecast or otherwise the Maintenance Manager shall be responsible for implementing the preventive or reactive snow and ice clearance regime.

SP13 Project Co shall carry out inspections and maintenance to the as built pedestrian access routes in accordance with the PPM Programme and will react to any reactive call to the Helpdesk to ensure that access and egress routes for emergency vehicle are maintained in a safe and clear condition and that the adequacy of the pathway lighting maintained through cleaning and lamp replacement.

#### **4.5 Administration**

SP14 The Maintenance Manager shall utilising Project Co CAFM system maintain all agreed records of inspection and work schedules and these shall be available for to the Board Representative for inspection within timescales to be agreed .

SP15 Project Co shall carry out inspections and maintenance in accordance with the agreed PPM Programme and shall react to any reactive request received via the Helpdesk in respect of sharps, needlesticks and body fluids. These cleaning tasks will be carried out by Project Co staff who have been specifically trained in the cleaning, retrieving and storage and disposal methods applicable to these items.

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**4.6 Work Schedules**

Prior to service commencement Project Co shall meet with the Board Representatives to agree the scheduling of services. This information shall be consolidated and issued. The frequency and timings of all scheduling shall be based around the parameters set out in schedule 14, the Service Level Specifications.

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## **5 Quality Standards**

Project Co shall ensure that the delivery of the Grounds and Garden Service shall meet the requirements of the Service Specific Specification and associated documents. The delivery shall be monitored and recorded in accordance with the Performance Parameters and any deviation from the required standard of service shall be rectified as soon as it becomes apparent.

These will be backed up by Project Co's Quality Systems.

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## 6 Contingency Plans

An indicative contingency plan has been provided below. Service specific contingency plans will be developed with the Board and will be completed 3 months prior to Service Commencement for each individual service mobilisation.

Scenario: Failure of mains electricity supply	Time Period:	Description of Contingency arrangements: To manage continuity of supply.	
Triggers/ Escalation	When to invoke	Actions	Assumptions
Mains Electricity Supply Failure	When Generators Running Alarms via BMS. Notification to Helpdesk or Estates Department of failure of mains electricity supply either via a Building Management System alarm, by users or by the supply authority.	<p>Instigate Incident Recording Protocol using standard form.....</p> <p>Contact Estates Manager on-call/on-site to attend site.</p> <p>Check Emergency Generators are running.</p> <p>Proceed to Main Incoming HV Board to check status.</p> <p>Instruct checks to critical plant areas to confirm normal operation via BMS where possible. The critical plant checklist will be an integral part of the Estates emergency response procedure</p> <p>Contact Electricity supply authority to ascertain cause estimated time to reinstatement of mains supply to the facility.</p> <p>The Estates on-call Manager shall liaise with Board and FM Heads of Department to inform of action plan for the duration of the failure. The appropriate personnel / departments shall be identified and contact numbers provided by the Board and included the switchboard emergency response procedure</p> <p>Monitor fuel supply for generators.</p> <p>If necessary implement the agreed loadshedding procedure. The loadshedding priority listing shall be jointly developed with the Board.</p> <p>On reinstatement of mains power Estates personnel shall carry out critical plant checks as previously described to ensure complete transition back to mains supply. The generators shall be checked to ensure immediate / continuous availability in the event of recurrence of the outage.</p> <p>The Estates on-call Manager shall carry our debriefing with the appropriate Board representatives.</p>	<p>Fault lies with Supply Authority.</p> <p>Both Sources of Supply are unavailable</p> <p>Generators running.</p>
Name/title of staff member authorized to invoke plan: Helpdesk Operator/ Estates Services Management Team			

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Criteria for returning to normal service: Confirmation to the Estates Service by the Supply Authority of reinstatement and integrity of Mains Electricity Supply.
Procedures for returning to normal service: Inform Board and FM Heads of Department. Check Emergency Generators are returned to standby status. Stand down additional checking regimes.
Protocol References: Helpdesk action card Ref. Estates Incident Action Plan Ref. Incident Report Record