

«Title» «Init» «Surname»  
«Site\_Name»  
«Add\_1»  
«Add\_2»  
«Add\_3»  
«Postcode»

**City Development**  
Parks and Countryside  
Farnley Hall  
Farnley Hall Park  
Hall Lane  
Leeds LS12 5HA

Contact: D Gibson  
Tel: 0113 395 7400  
Email:ls.parks.sla@leeds.gov.uk

16<sup>th</sup> February 2010

Dear «Title» «Surname»

**SUBJECT: Three Year Service Level Agreement Quotation 2010/13 - «Site\_Name»**

Please find enclosed your Grounds Maintenance Service Level Agreement quotation for the forthcoming financial year. I trust it is to your satisfaction.

At the request of Education Leeds, we are required to submit grounds maintenance SLA's for a three year agreement period and, with the exception of schools closing or transferring to PFI, you will be entering into an agreement which will last for the next three financial years. The annual value quoted in this document will reflect the "year 1" (i.e., 2010-11) maintenance value. For years two and three, we will send you a confirmation of the updated value, allowing for budgetary increases set by central finance, along with an acceptance slip each year, which should be returned to us. It will still be possible to amend the level of service and add/remove features to be maintained should this be required.

**Important Information:**

Parks & Countryside have carried out a pricing review this year to reflect changes in materials/labour costs, working practices, health & safety and legislative changes. It is important that you check the costs and level of service, as your site may be subject to significant price increases.

As a result of these changes, and expiration of the previous three year tie in, our staff will not be able to commence any maintenance activities on site after 1<sup>st</sup> April if we have not received a signed acceptance slip or an email/letter indicating that further time is required to come to a decision regarding grounds maintenance provision.

Any short term provision of services pending your final decision will be by mutual agreement and for a fixed period advised to us in advance (eg six weeks), subject to acceptance of charges for works carried out during that time.

If you would like to discuss the aforementioned changes, require any further information, or your requirements have changed and you would like to revise the level of service, please do not hesitate to contact me on 0113 395 7400

I would be grateful if you could read through the SLA to ensure it meets with your requirements and return a completed copy of the response form (attached to the SLA documentation) and feedback sheet if appropriate, to me as soon as possible. Many thanks.

Yours sincerely

A handwritten signature in black ink, appearing to read 'DAGS', written in a cursive style.

**Darren Gibson**  
Parks & Countryside Service  
Enc



**LEEDS CITY COUNCIL**  
**CITY DEVELOPMENT**  
**PARKS & COUNTRYSIDE SERVICE**

**SERVICE LEVEL AGREEMENT FOR THE PROVISION OF  
GROUND MANAGEMENT SERVICES AT**

«Site\_Name»

**CONTACT : «Title». «Surname»**  
**ADDRESS : «Add\_1»**  
**«Add\_2»**  
**«Add\_3»**  
**«Postcode»**

**TEL : «Tel\_No»**

## Three Year Service Level Agreements

### Memorandum of Agreement

**Service Title: Parks & Countryside Grounds Maintenance**  
**Head of Service: Sean Flesher, Acting Head of Parks & Countryside**

**SLA ID Number: Grounds10/«Site\_No»**

**Agreement Date: 1<sup>st</sup> April 2010**

**Between:**

**The School: «Site\_Name»**

**Name of School: «Site\_Name»**

**Address: «Add\_1»,**

**«Add\_2»**

**«Add\_3»**

**«Postcode»**

**Tel. No: «Tel\_No»**

**Headteacher/Site Principal: «Title». «Init» «Surname»**

**and**

**Service Provider**

**Service Title: Parks & Countryside Grounds Maintenance**

**Service Management Area: «Area\_No»**

**Address:**

Parks and Countryside

Farnley Hall

Farnley Hall Park

Hall Lane

LEEDS

LS12 5HA

**Service Managers: Kevin Barker (West/North West), Kris Nenadic (East/North East - Acting)**

**General Enquiries: Switchboard – 0113 3957400**

## Conditions of the Agreement

### **Purpose of the Agreement:**

The Purchaser wishes to engage the Service Provider in the provision of the Services in accordance with the terms of this agreement.

The Service Provider shall provide the services as set out in Appendix C – “The Agreed Services”.

### **Length of the Agreement:**

The provision of the services shall commence from: 1<sup>st</sup> April 2010  
for a period of 36 months

### **Method of Payment**

The method of payment for the Service Level Agreement as specified below will be made by Journal Transfer. An order number will be required for processing payments. Emails are sent automatically by the Council’s FMS system to the registered finance contact for each school. Please ensure you keep your details up to date, as this contact list is not managed by Parks & Countryside. Advice on how to manage your details can be provided by the Education Leeds Finance team.

### **Variations**

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

### **Confidentiality**

Neither party shall disclose to any other party any information in connection with the provision of the service or any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

### **Statutory Requirements**

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

## **Indemnity and Insurance**

The Service Provider shall be liable for and shall indemnify the Purchaser against any liability, loss, claim or proceedings arising under any statute or at common law in respect of any damage to property or persons; any injury to persons including injury resulting in death; and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Purchaser or of any person for whom the purchaser is responsible. The Provider shall insure fully against its liability in such sum and on such terms as the Purchaser may reasonably require.

## **Assignment & Subcontracting**

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the Purchaser, such permission to be not reasonably withheld.

## **Monitoring & Liaison**

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement. The Service Provider agrees to provide sufficient levels of experienced supervision and management of the services, which includes the provision of area supervision and management.

The Service Provider will meet with the Customer (or a nominated representative) upon request, at any time the Customer considers there a need to do so.

## **Enquiries, Compliments and Complaints**

For enquiries:

**Contact: Parks & Countryside Reception (call will be forwarded to appropriate office)**

**Tel. No: 0113 3957400**

**e-mail: [ls.parks.sla@leeds.gov.uk](mailto:ls.parks.sla@leeds.gov.uk)**

For compliments and complaints (in writing):

**Contact: Darren Gibson**

**e-mail: [ls.parks.sla@leeds.gov.uk](mailto:ls.parks.sla@leeds.gov.uk)**

**Address: As per Correspondence Address**

## **Notice**

During the agreement period, either party may terminate the agreement by giving six months notice in writing. Both the Service Provider and Customer reserve the right to not renew the agreement.

Early termination of the Agreement (i.e. less than 6 months prior notice) by the customer will result in the Service Provider levying an Early Termination Charge, which will be equivalent to the weekly cost of the labour element within the annual charge.

If however, the Service Provider fails to deliver the service specified or fails to comply with the terms of this Agreement, the Customer may give 4 weeks notice of termination without incurring the Early Termination Charge. Prior to the issue of notice to terminate, it will be necessary for both parties to engage in a process of consultation to agree rectification of any deficiencies in service provision. Rectification will be provided within agreed timescales.

If the Service Provider fails to carry out the required rectification or the work element cannot be rectified, then the Customer reserves the right to request compensation from the Service Provider. If the Customer and Service Provider cannot agree an appropriate level of compensation, the matter shall be referred to the Procurement Unit, who will calculate the appropriate level of reimbursement.

## Specification of Work

### Context

The Parks & Countryside service is responsible for the management of a considerable range of services provided by the City Council for both the people of Leeds and visitors to the city. The value of the service is reflected in substantial elements of the Vision for Leeds, particularly those related to the quality of life provided by an attractive green city and the environmentally sustainable approach needed to secure its future.

Parks & Countryside seeks to meet the essential needs of residents and visitors through its mission: "To Manage the Environment for Recreation".

We are committed to delivering this mission, by providing a high standard of service to customers, and helping in the development of their green spaces. Whilst very important, grounds maintenance forms only one part of our range of services.

This Service Level Agreement is designed to give a clear and concise understanding of what Parks & Countryside will provide, and the standards of care that can be expected. It also seeks to develop the range of additional services available to customers who choose to be part of this exciting initiative.

### Services Available

Please see the Directory of Services to Schools for the Service description and service specific procurement advice.

### Method Statements

Parks & Countryside maintain a comprehensive portfolio of Risk Assessments/Method Statements specific to particular tasks and operations. Electronic copies (via e-mail) are available upon request

## **Performance**

The whole Parks & Countryside Service is accredited to the ISO9001:2000 Quality Assurance Standard.

## **Monitoring**

The customer will be provided with records of maintenance visits for monitoring purposes. Queries relating to operations detailed on the visit record should be submitted within three working days of submission.

## **Service provider requirements of the School**

The Customer will be responsible for:

- Providing an order number for Journal Transfer Invoicing and keeping their finance contact email details up to date
- Nominating an appropriate member of staff as a point of contact.
- Informing the service provider of any circumstances within the school that may affect the provider's ability to deliver the services detailed in this agreement (e.g. Building works, changes to site accessibility, school events).
- Ensuring that all grounds are open for access and closed at the agreed times, and to ensure free access to all areas requiring a grounds management service.
- Keeping their own staff informed of changes to the agreement.

## Pricing

Appendix C – “The Agreed Services” contains the list of items maintained as part of this Service Level Agreement, the agreed maintenance standards and the total annual cost for *year one of the three year agreement*, for provision of the agreed services.

The Customer agrees to pay an annual charge of £«Ann\_Maint\_» for the provision of the Agreed Services. In respect of payment, the Service Provider will provide quarterly invoices requesting payment of one quarter (1/4th) of the annual charge within 28 days of the date of issue for each invoice. The quarterly charge for the current financial year will be approximately £«Quarterly\_Chg» (+ - 1p allowing for rounding)

Charges shall be reviewed annually and shall be increased only by the agreement of both parties. Any such increases shall in any event be linked to increases in line with:

1. national pay awards
2. the retail price index
3. agreed service development plans
4. the requirement of external budgetary pressures

**Failure to reach agreement over annual price increases will result in mutual termination of the Service Level Agreement**

# Appendix A

## Statutory Entitlement

- Countryside Ranger activities, for example:
  - Tree orienteering
  - Bug hunts
  - “Balsam Bashing”
  - Making bird/bat boxes
  - Sensory trails
  - Scavenger hunts
  - Fruit and seed gathering & distribution
  - “Looking at Habitats”
  - Practical conservation
  - Guided walks
- Estate Ranger activities,
- Forestry organise ‘School Seed Collection’ days, whereby children have the opportunity to collect native tree seeds which are then grown on professionally and used for new planting schemes within the city.
- Details of visits to the Parks & Countryside Horticultural Nursery can be obtained by telephoning 0113 2375210
- Pupils attending Leeds schools are eligible to enter the annual ‘Design a Flower Bed’ competition, and win a prize for their school. Mailshots are sent out at the appropriate time.

***All the above are subject to availability. Some Estate based activities may be limited to the local Family of Schools***

## Appendix B

### Parks and Countryside Customer Service Standards

#### **If our customers phone us, we aim to:**

- Greet telephone callers in a polite and courteous manner.
- Give our full attention to the customer for the duration of the telephone call and remain professional at all times.
- Be helpful and aim, wherever possible, to resolve the customer's enquiry.
- When messages are left we will try to get back the following working day.

#### **If we are unable to take our customers call:**

- Answer phones will be used only to ensure that telephone calls do not go unanswered.
- Answer phones will give the option to leave a message.
- Recorded messages will be audible, accurate, appropriate and where possible, provide alternative contact details.

#### **If our customers write to us (fax or email), we aim to:**

- Present the content of any written correspondence in a clear, easy to understand and jargon free manner.
- Let you know the name and contact details for the person dealing with your enquiry or request.

#### **How to Complain about Parks and Countryside:**

- Once a complaint is received into Head Office an acknowledgement letter will be distributed within three working days.
- Complaints will be answered or action planned within 15 working days of receipt.
- Where the complainant remains dissatisfied, the complaint will be reviewed through the Council's procedures.

## The Agreed Services (Example)

### Test Site

<b>Asset Type</b>	<b>Service Outcome</b>
<b>100m Track</b>	Markings will be to the relevant Sports Body Standard.
<b>5 A Side Markings</b>	<p>Prior to the start of the playing season the pitches will be set out and marked consistent with the current rules of the game to be played.</p> <p>The pitches will be overmarked as required throughout the playing season, maximum once per week.</p>
<b>Amenity Grass</b>	<p>Clippings will be distributed across the grass.</p> <p>The grass around obstacles will not be allowed to grow 'overlong'. Control may be effected by cutting or spraying.</p> <p>The grass in these areas will be maintained at a length consistent with it's usage between Spring and Autumn (Maximum 14 cuts).</p>
<b>General Services</b>	<p>A range of set activities are offered, subject to the availability of staff. Each activity is accompanied by a set of teacher notes which describe how it can be best linked to the National Curriculum. Guided visits are adaptable to the particular needs of the school. In some circumstances where a standard guided activity is not suitable, a ranger will work closely with the school to produce a visit which meets their precise needs. This is usually offered to the Temple Newsam 'Family of Schools' or to those with 'special needs'.</p> <p>There is a school room available for booking as a work area. (It may also be used as an undercover eating area - though it may not be booked in advance for this purpose.)</p> <p><b>Estates</b></p> <p>The Estates throughout Leeds all offer good educational support for schools and many provide educational material and support. At Temple Newsam they hand out free sets of information about the Home Farm, advice on health and safety for the visit, a list of further work sheets and publications available for sale from the Rangers office. Schools can book sets of equipment, for example, for pond dipping, to lead their own visits. The Ranger staff provide instruction on the use of the equipment, and advice on the best areas for the activity. Teachers may book to meet a member of staff in advance of their planned trip for advice and information.</p> <p><b>Leeds Flower Initiative</b></p> <p>Young people of Leeds are encouraged to play a more active part in their environment. To promote this, Leeds Flower Initiative runs various design competitions through out the year. The Design a Flowerbed and Design a Poster competitions are two of the most popular events. The 1999/2000 competitions are sponsored by Bhs Schools Shop who will provide the winners with individual prizes as well as donating a full sports strip to the school. All entrants will receive a certificate.</p> <p>Schools can also enter their premises/grounds into the Leeds in Bloom Commercial competition. Awards and certificates are awarded to the best floral displays/garden created and maintained by children. The very best schools can be nominated to enter the prestigious Yorkshire in Bloom competition and could be judged the 'Best in the County'.</p> <p>This Autumn all High schools in the City received a modest number of 'City of Leeds' tulip bulbs to plant in their grounds.</p> <p><b>Nature Conservation</b></p> <p>Advice can be offered on educational use of nature areas and suitable</p>

# The Agreed Services

## Test Site One

<b>Asset Type</b>	<b>Service Outcome</b>
<b>General Services</b>	<p>'local greenspace' areas. Information can be provided on management practices, grant aid and technical matters. Advice can be provided on a range of wildlife and habitat issues including bats, amphibians and geological sites in Leeds. There is a facility to educate the children on what they need to know about their surroundings which will help in their learning progress, this can even include information and advise on poisonous plants.</p> <p>Rangers</p> <p>Countryside Rangers carry out a important tasks including which may involve conservation in sensitive areas, to planting trees with local school children.</p> <p>A visit to your local countryside is enhanced by facilities and information provided by the Rangers. Nature Trails, leaflets and an extensive events programme all help to explain and aid your enjoyment of the countryside. Rangers strive to involve local groups in caring for and enjoying the local countryside. By their work with schools they aim to develop the students understanding of the green environment and how they can help to maintain it.</p>
<b>Shrub Bed</b>	<p>Immediately following pruning operations the bed surface will be cleared of all weed growth and litter to leave a neat and tidy appearance. Green waste will be removed off site and recycled.</p> <p>Immediately following pruning the soil surface of the bed will be cultivated to leave a neat and tidy appearance.</p> <p>The bed contents will be inspected quarterly and pruned as required to maintain the planting purpose of the bed e.g. screen planting, ground cover etc.</p> <p>The bed surface should be generally free of weeds and litter throughout the year. Maximum of 4 visits.</p>

# The Agreed Services

## Test Site One

### Asset Type

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100m Track

5 A Side Markings

Amenity Grass

General Services

Shrub Bed

Annual Total

£

## Appendix D

### Additional (Chargeable) Services

#### Nursery Services

The Parks & Countryside Nursery, based at Red Hall, provides cut flower decorations for numerous civic functions every week, ranging from council meetings to royal visits. We also advise, design, supply and maintain interior greenscapes in public buildings like museums, theatres and town halls.

We can even turn our hand to 3-D floral sculptures, the most famous example being the larger than life 'Pudsey Bear' which lives in Pudsey Park, Leeds, during the Summer months!

In a single year, Parks & Countryside Nursery produces three thousand items of containerised bedding such as hanging baskets and troughs.

It's a round-the-clock, 7 day a week, multi-seasonal business which centres on a six acre protected cropping area bristling with advanced technology.

Within this area there are chances for children to take part for work experience to enhance their knowledge and development.

#### Forestry

Parks and Countryside's Forestry team has the capability and flexibility to provide you with a 'one-stop', comprehensive and friendly tree care service. We have over 25 years experience of undertaking tree works. Whether you require an emergency call out to deal with a dangerous tree or a complete scheduled tree care programme.

*Tree Inspections* – Our team of experienced and qualified tree officers are available to provide impartial advice. We can undertake individual tree reports, tree and woodland surveys and recommended action. Our expertise covers all areas of concern to the tree owner, including legal duties, hazard tree evaluation, calculating the Safe Useful Life Expectancy (SULE), subsidence problems etc.

*Tree Work* – You can be confident that our team of skilled and experienced staff can undertake the full range of tree work, from dismantling large trees in difficult locations, to routine pruning, to grinding out the stump and replanting.

*Woodland Design and Tree Planting* – Each year we plant tens of thousands of trees. Our Woodland Officers can provide you with advice on single plantings, getting the right tree in the right place, or a complete planting programme, including wildlife and ornamental interest, for your grounds.

*Waste Disposal and Recycling* – You don't have to worry about getting rid of green waste. We remove all arisings and recycling them. Every bit of the tree that can be recycled is utilised as woodchip, compost, saw logs, turnery, pulp wood and firewood. All of these products are available for purchase.

*Management of Health and Safety at Work* – We will provide a written risk assessment and method statement prior to the commencement of work. We are also fully capable of putting in place the control measures required to safeguard both people and property. All our staff meet the training and certification standards requires by health and safety provision. All work and lifting equipment provided and used by the Forestry Section complies with current regulations.

### **Landscape Construction**

The Construction team operate on the specifications drawn up by architects (Landscape Design), whether it is a specific species of plant, soiling and seeding, reinstatement of grassed areas, playgrounds or tree planting.

### **Safety**

Parks and Countryside can offer the service for checking the safety of playground equipment and producing a detailed engineers report. There are also facilities available for onsite fabrication and welding. Fencing and gates can be erected and checked.

### **Winter Services**

Throughout the Winter the weather can become very bleak and therefore dangerous. The Council has the facilities to offer a snow clearance service and gritting to prevent ice from forming, making the school grounds a safer environment. These services are subject to availability.

## Additional Services

### Prices on Application

Service	Measure
Sports Day Markings	Per set
Sports post supply - football - rugby - hockey	per ½ set per ½ set per ½ set
Sports pitch rolling - football - rugby - hockey - cricket	per pitch per pitch per pitch per pitch
Verti-draining to Sports Pitches - football - rugby - hockey - cricket	per pitch per pitch per pitch per pitch
Winter pitch renovations	per 100sq m
Supply and Deliver - wood chip - bark mulch	per m <sup>3</sup> per m <sup>3</sup>
Tree felling	per tree
Playground markings (published sizes)	
Supply and install - benches - litter bins	each each
For hire - 4ft decorative planter - 6ft decorative planter - 6" cut flower arrangements - 10" cut flower arrangements - 15" cut flower arrangements	per week per week each each each
Snow Clearance (footpaths) Including labour and grit	per hour
Snow Clearance (roadways)	per hour

# Parks & Countryside Service Level Agreements 2010-13

«Site\_Name»

## RESPONSE FORM – To be returned by 5<sup>th</sup> April 2010

I have read the Service Level Agreement and require the services of Parks & Countryside. I agree to the cost of the Service Level Agreement as specified above, to be charged directly to my school Account by internal recharge.

I have read the Service Level Agreement and DO NOT require the services of Parks & Countryside for this financial year.

*\*please tick your chosen option above*

**SLA/ID No: Grounds10/«Site\_No»**

**Service: Parks & Countryside Grounds Maintenance**

**School: «Site\_Name»**

**Address:**

«Add\_1», «Add\_2», «Add\_3», «Postcode»

**Signature.....Headteacher/Principal.....**

**Date of Signing.....**

**Expenditure Code.....**

**Order Number.....**

**School staff member nominated as point of contact for Grounds team:**

**Name: ..... Telephone number:.....**

**Please send the completed form to the service provider at the address below**

**Name of Service: Parks & Countryside Service**

**Address: Farnley Hall, Hall Lane, Leeds LS12 5HA**

**Fax: 0113 395 7401**

# Parks & Countryside – SLA Feedback

Thank you for returning your SLA reply slip.

If you have chosen not to take up our services for this financial year, could you please give us an indication as to what influenced your decision. This will help us improve our services in the future.

**I will not be using Parks & Countryside’s services for the following reason(s):**

**1. The quote was too expensive**

**2. I would prefer to try an alternative provider**

**3. Other (please specify)**

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**Please send the completed form to:**

**FAO Information Management**

**Parks & Countryside Service**

**Address: Farnley Hall, Hall Lane, Leeds LS12 5HA**

**Or by fax to 0113 3957401**

«Site\_Name»/«Site\_No»