

CENTRAL COUNCIL

Specification of Requirements for Creating a Cleaner and Greener Environment in partnership with local people.

1. Brief Summary of the Service

The Central Area Council has operated a Clean and Green contract for the last 18 months and it is important that the work done through this contract builds on that. Central Area Council wants to commission a Provider to deliver a service that will complement existing service provision to improve the overall environmental appearance of the five wards that make up the Central Council area.

The service will contribute to maintaining a clean, well presented and welcoming physical environment in the Central Council area through both a reactive and proactive approach to the issues of littering, dog fouling, shrub bed maintenance, cutting back etc.

Wherever possible the service should involve local people in sustaining their own neighbourhoods and inspire people to Love Where You Live. Engaging with local residents, community groups and volunteers will therefore be an integral part of this service.

Background information about the Central area and the Central Council can be found at Appendix A.

In developing and delivering this service, the provider should ensure that it is contributing to the Council's corporate priorities and outcome statements. Sustainability, community support, self-reliance, resilience and reciprocity should therefore be built into the service design and delivery. Also and where possible, work experience placements, apprentice opportunities and local labour should be used.

We are keen to see the involvement of local people, groups and businesses in this service at a local level, where appropriate.

2. Background and Context

The Central Council area is a diverse area that is made up of 5 wards, namely Central, Kingstone, Dodworth, Worsbrough and Stairfoot. The population of the area is approximately 52,700.

The area, which covers 35km, includes a number of high density urban areas with a mix of social and owner occupier housing. It also includes a number of green areas, small parks, a borough park, conservation areas, distinct villages, town centres and

countryside parks.

The Trans Pennine trail runs through parts of the Central Council area.

The proximity of some wards to the Town Centre has a distinct impact on the green and clean agenda that is more pronounced than in other parts of the Central Council area, for example litter and parking issues.

The local environment has been highlighted as a cause for concern by local residents across the 5 wards and this view is supported by the Ward Alliances who have highlighted the Environment as a priority for local consideration.

An existing and ongoing service that includes litter picking, dog fouling, fly tipping, weed killing, grass cutting, hedge cutting etc. has been delivered by the Council's Neighbourhood Pride team for a number of years.

The service to be procured should therefore complement the continuing Neighbourhood Pride Service and proactively engage the local community in keeping their neighbourhoods clean and tidy.

The service to be commissioned will also be complemented by the enforcement service which is currently being retendered by the Central Council.

3.Strategic Vision, Values, Aims and Priorities

3a. Barnsley Council's Vision and Values

Barnsley MBC's Vision is to '***Work together for a brighter future, a better Barnsley***'

Our Values include:

We're a Team

- We all work together towards the same goal: to make Barnsley a better place for the people who live, work and visit here.

We're Honest

- We always say what we mean. Most of all we're reliable, fair and true.

We're Proud

- We're dedicated to making Barnsley a better place. We take pride in our work.

We'll be Excellent

- We work really hard to provide the best quality and value for money for the people of Barnsley. Only our best is good enough.

3b. BMBC Corporate Priorities and Outcome Statements

In developing and delivering this service, the provider should ensure that it is contributing to the Council's Corporate priorities and outcome statements as outlined below.

<p>Thriving and vibrant economy</p>	<p>Create more and better jobs and good business growth</p> <p>Increase skills to get more people working</p> <p>Develop a vibrant Town Centre</p> <p>Strengthen our visitor economy</p> <p>Create more and better housing</p>
<p>People achieving their potential</p>	<p>Every child attends a good school</p> <p>Early, targeted support for those that need it</p> <p>Children and adults are safe from harm</p> <p>People are healthier, happier, independent and active</p>
<p>Strong and resilient communities</p>	<p>People volunteering and contributing towards stronger communities</p> <p>Protecting the Borough for future generations</p> <p>Customers can contact us easily and use more services online</p>

4. Specific Aims and Objectives of the Service

- To improve the physical appearance of the Central Council area in partnership with local residents and/or local community groups/organisations
- Contribute to maintaining a clean, safe, well presented and welcoming physical environment through the provision of proactive work as agreed with Ward Alliances
- Inspire and lead local people and encourage sustainability through engagement with volunteers, residents, local community groups and organisations
- Encourage and support community responsibility for green areas/ shrub beds/planters
- Reduce the amount of littering, dog fouling in the area through education in schools and within local communities
- Liaison with environmental enforcement service in hot spot areas

5. Social Value Objectives of the Service

Under this contract the successful provider will be required to actively contribute to the achievement of specific social value objectives. These reflect the vision and corporate priorities of the Council outlined in Section 3, and include:-

- Provision of local skills development, work experience placements and apprentice opportunities
- Employment and training opportunities within the locality
- Use of local Voluntary Community Organisations and community groups
- Recruitment and deployment of volunteers
- Development of strong community networks, community self-help and resilience
- Engaging with local residents to initiate social action
- Working with existing “friends of” groups and community groups to encourage local action
- Development of new environmental groups
- Local spend
- Use of local supply chains

6. The Service/Activities to be Delivered

The appointed provider will develop and deliver a service that: complements existing provision; addresses the needs of each ward in the area, meets the specified objectives; and delivers the outcomes outlined in this document. Work should also build on initiatives implemented during the previous contract.

Five Service Level Agreements that address the needs in each ward and address hot spot areas should be developed in liaison with each of the 5 Ward Alliances and delivered accordingly.

The interventions/activities to be delivered for each Ward as part of the SLA may include the following:

- Grass cutting
- Shrub bed maintenance/removal
- Pruning vegetation
- Hedge strimming
- Litter picking
- Sweep roads where machines cannot access
- Remove fallen leaves- hot spot areas
- Remove graffiti which is not racist or homophobic
- Weed control

In addition, and in liaison with the Central Area Team, the provider will be expected to:

- Assist with community social action initiatives organised by the Area Team
- Develop and implement independent social action projects
- Develop community warden schemes for adult residents
- Promote street pride

The above is not an exhaustive list and there may be other activities you wish to include.

The provider will be expected to tailor their work to suit seasonal variations in demand and support for community events and/or community clean ups will be an integral part of the work.

The provider will be expected to act as the “eyes and the ears” in the community and be responsible for reporting other matters not necessarily within their scope of responsibility so that this can be actioned by the respective Council service. This would include reporting:

- Discarded needles
- Graffiti which is racist or homophobic
- Fly Tipping
- Problems with trees
- Asbestos
- Dog fouling
- Fly posters

Instructions on how these reports should be made will be provided.

It is expected that the set-up, and ongoing costs of materials, tools, equipment will be met by the provider. The provider will ensure that these materials, tools and equipment are well maintained and kept in a secure place.

The provider will be responsible for disposing of the waste generated by them, and recycling carried out wherever possible. Any waste generated by the provider as part of community activities or projects instigated by the Area Team will be disposed of by Barnsley Council at no cost. The provider will have their own Waste Carriers License and should provide evidence as part of the procurement process of their waste disposal and recycling arrangements.

Work with local media and through social media channels should be implemented to highlight the work taking place, the improvements being made and to change the relationship between community and council. This should encourage more witness reports to come forward from the community.

It will be very important that this service is delivered in close liaison with Neighbourhood Services to ensure that overall service delivery is co-ordinated and complementary. The provider is also expected to work closely with environmental enforcement services.

The service must be flexible and reactive to the needs of the Ward Alliances as well as proactive. The service is expected to deliver to ‘hot spot’ areas as identified by

elected members/Ward Alliances, to improve the environment in a way which is sustainable. There will be SLAs with each of the 5 wards that includes an equal number of working hours but with the flexibility to deliver on the key requirements of each area, each having different needs.

7. Target Groups and / or Areas

The Service should be delivered proportionately across each of the 5 wards of the Central Council area. Hot spot areas in each of the 5 wards should however be prioritised through the Ward Alliances.

8. Equality Impacts

The successful service provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion, culture, lifestyle and values. If any needs are required as per the Equalities Act, such as language or disability, these needs will be provided for during the term of the contract.

9. Performance Measures

9a. Outcomes

The following are the outcomes that the provider is expected to achieve as a result of the service being delivered.

Specific outcome measures, targets and methodology for measuring to be proposed by provider .

Targets will be agreed prior to commencement of contract.

<i>Outcomes</i>	INDICATIVE Outcome Indicators	<i>(Evaluation Methodology)</i>
Creating a well maintained, clean, safe, well presented and welcoming physical environment	Reduction in complaints/ requests for service	
Local communities involved in ensuring areas are kept clean and litter free	Residents taking part in volunteering activities	

Reduction in levels of littering and dog fouling.		
Residents/community groups taking responsibility for green areas/ shrub beds/planters etc.	Increase in number of community groups established	
Increase skills and work experience at local level		
Increase the number of people engaged in volunteering activities in the community		
<p>9b. Outputs. <i>Easy to measure actions, units, events that tell us how much, how many or how often.</i></p> <p><i>Exact measurements and targets to be determined when the final interventions are agreed</i></p>		
<p>9c. Milestones</p>		
<i>(Activity/Action)</i>	<i>(When)</i>	
Tender Return	End January 2016	
Tender Evaluation	Beginning February 2016	
Provider Interviews	Mid-February 2016	
Tender Report and Approval to Award	End February 2016	
Standstill Period and Feedback	Early March 2016	
Contract commences	1 st April 2016	
Develop and agree SLA's for each of the 5 ward areas	Beginning May 2016	
Year 1 Quarter 1 report submitted	Beginning July 2016	

Year 1 Quarter 2 report submitted	Beginning October 2016	
Year 1 Quarter 3 report submitted	Beginning January 2017	
Year 1 Quarter 4 and end of year 1 report submitted	Beginning April 2017	
Year 2 Quarter 1 report submitted	Beginning July 2017	
Year 2 Quarter 2 report submitted	Beginning October 2017	
Year 2 Quarter 3 report submitted	Beginning January 2018	
Year 2 Quarter 4 and end of year 1 report submitted	Beginning April 2018	

10. Location/Availability/Accessibility of the Service

Service to be delivered within the boundaries of the Central Council area.

11.Contract Value

The estimated cost total value of this procurement is £170,000 (85,000 p.a.).
The contract duration is 1 year plus 1 dependant on funding being available and subject to satisfactory contract performance.

12. Contract Terms and Conditions

Please see contract.

13. Monitoring and Recording Arrangements

The Provider will need to be able to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs. There is a key requirement of the provider to:

- Provide a quarterly report to the Contract Manager against each of the 5 SLA's agreed.
- Collect, collate and report on a range of agreed indicators on a quarterly basis (see milestones) as part of a quarterly report. This should also include the submission of 2 case studies (group, individual or illustrating good practice/innovative work) together with supporting photographs.
- Attend quarterly meetings with the contract manager to discuss the quarterly report and request any additional information/provide clarification, if required.
- An end of year report to be submitted (see milestones)
- An end of Project report and lessons learned to be submitted 3 months before the contract end date.

The Area Council Manager will review performance in liaison with the Central Area Council and may reasonably ask for additional information at any time.

Service provision will be subject to annual review

14. Quality Standards

The provider will have all relevant policies and procedures in place.

The provider of this service will be required to adhere to the Health and Safety at Work Act 1974 at all times and any other relevant guidance and directives in force or subsequently issued. In addition the provider is required to achieve accreditation under one of the Safety Schemes in Procurement.

The Service Provider will ensure that:

- All materials used in carrying out the service comply with the Control of Substances Hazardous to Health Regulations
- All materials, and equipment, are stored in a safe and proper manner
- Environmentally friendly materials are used whenever possible
- All staff are equipped with appropriate training, (including needle search training) staff development and supervision.
- Where an appropriate British Standards Specification or British Standard of Code of Practice is issued by the British Standards Institution is current at the date of the tender, all goods and materials used or supplied and all workmanship shall be in accordance with that standard
- It holds a valid Waste Carriers Licence

- All staff employed or engaged by the Service Provider are informed and are aware of the standard of performance that they are required to provide and are able to meet that standard.
- The adherence of the Service Provider's staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met
- All staff employed or engaged by the Service Provider have been subject to a DBS clearance, where required, and an acceptable outcome determined
- For the avoidance of doubt, nothing in this specification is intended to prevent the Service Provider from setting higher quality standards than those laid down in the Contract.
Additionally:
- The Service Provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery.
- The Service Provider will submit reports summarising any complaints, investigations and remedial actions

15. Commissioning/Procurement Officer Details

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