



Schedule 2– Services Specification

LEISURE AND CULTURAL SERVICES CONTRACT
SERVICES SPECIFICATION LOT 1

LOT 1 - Parks and Open Spaces
(Including Playgrounds, Events, Filming
Management and sub-contracts)

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Background and Summary

This Specification focuses primarily on the outcomes required in relation to general performance requirements and the services required for Lot 1 - Parks and Open Spaces (including Playgrounds, Events, Filming Management and sub-contracts). The majority of the Specification is not prescriptive in relation to how these outcomes are delivered so as to enable innovative solutions. However, the Concessionaire must be mindful of, and ensure compliance with, the regulatory framework set out within the Specification, within which the Services shall be delivered.

The Specification is set out in five Sections:

1 Section 1 - Summary of Services and General Performance Requirements

Section 1 sets out the four main types of services comprising the Services:

- Specific Services
- Client-Side Services
- Premises Management Services
- Consultancy and Advisory Services

It also details a range of areas of General Performance Requirements and the Council's minimum requirements/ standards in relation to each of these.

2 Section 2 - Specific Services in more detail

Section 2 details the range and scope of service delivery for the specific Service Areas within the Parks and Open Spaces, Playgrounds, Events and Filming including sub-contracts

3 Section 3 – Client-Side Services

Section 3 details the Contracts for which the Concessionaire provides a Client-Side function to the Council.

4 Section 4 - Sites, Premises & Facilities

Section 4 details the range of sites, premises and facilities that the Concessionaire will have direct, indirect or no responsibility for managing as part of the Property Management Services, and which form the focus of the other Services referred to above.

5 Section 5 - Appendices

Section 5 comprises the Appendices referred to in Sections 1, 2, 3 and 4.

All capitalized terms are defined in the Agreement of which this Specification forms a part.

Section 1 - General Performance Requirements

PART 1 SERVICE DELIVERY

1 THE SERVICES

- 1.1 The Concessionaire shall provide the Services as set out in this Specification. The Services to be delivered are broken down into the following categories:
- 1.1.1 The **Specific Services** which are the Parks and Open Spaces services which the Concessionaire is to provide directly to the Customers;
 - 1.1.2 The **Client-Side services** which comprise the management services for the Council's parks and open spaces contracts;
 - 1.1.3 The **Premises Management Services** to be provided in relation to the various Premises listed in Section 4 for which the Concessionaire is responsible during the Contract Period; and
 - 1.1.4 The **Consultancy and Advisory Services** which comprise the ad hoc consultancy services to be provided by the Concessionaire to the Council in relation to parks and open spaces services.
- 1.2 In performing the Services, the Concessionaire shall also comply with the general requirements set out in paragraphs 8 - 14 of this Section 1 below.

2 SPECIFIC SERVICES

- 2.1 **Strategic Aim:** To deliver and enable excellent Parks, Open Spaces, Events and Film Management services which: engage and inspire people; develop welcoming, high-quality places; and strengthen vibrant, sustainable and healthy communities.
- 2.2 The Concessionaire shall provide the Specific Services as contained within **Section 2** and shall be responsible for managing these Services in line with the requirements and objectives of the Council as set out in Section 2.
- 2.3 The Concessionaire shall work with the service providers for Lot 2, 3 and 4 to help ensure the successful delivery of Leisure and Culture Services.
- 2.4 The Specific Services cover services in respect of:
- 2.4.1 Parks
 - 2.4.2 Playgrounds
 - 2.4.3 Events; and
 - 2.4.4 Filming; and

3 CONCESSIONAIRE CLIENT-SIDE SERVICES

- 3.1 The Concessionaire shall provide day to day management for the contracts and service level agreements that are in place with Council departments as set out in Section 3. The Concessionaire shall:
 - 3.1.1 Manage the services in line with the specifications, requirements and contracts agreed and signed by the Council;
 - 3.1.2 Monitor the performance of the contractors against their contracts;
 - 3.1.3 Review invoices submitted by the contractors and confirm to the Council whether payment should be made in full or whether deductions should be made together with reasons;
 - 3.1.4 Instigate performance mechanisms to ensure adequate performance of the services under the contracts;
 - 3.1.5 Respond to contractor requests and queries;
 - 3.1.6 Organise and attend contractor review meetings in line with the provisions of the contract;
 - 3.1.7 Carry out spot checks of the services provided;
 - 3.1.8 Respond to complaints made against the contractor;
 - 3.1.9 Follow up on any health and safety incidents;
 - 3.1.10 Assist the Council in contract exit and re- tendering as applicable;
 - 3.1.11 Assisting the Council in budget forecasting and advising on trends and projections in spending;
 - 3.1.12 Assisting the Council in relation to the services provided generally
- 3.2 The Council, following discussions with the Concessionaire, shall normally be responsible for contract renewals.
- 3.3 For the avoidance of doubt the Concessionaire shall only provide Client-Side Services in relation to the Contracts listed in Section 3.

4 PREMISES MANAGEMENT SERVICES

4.1 Premises

- 4.1.1 The Concessionaire's management and maintenance responsibilities that are set out in this **paragraph 4** of the Specification extend to those sites, premises and facilities named/listed in **Section 4**. This includes, where applicable:
 - 4.1.1.1 Premises which the Concessionaire will occupy as its own offices and depots (**Table 1**); and

4.1.1.2 Premises which the Concessionaire will manage for use as bookable facilities (**Table 2**); and

4.1.1.3 Premises which the Concessionaire will manage, and which do not generate income (**Table 3**); and

together known as the "Premises". The Concessionaire shall enter leases or licenses for each of the Premises listed in Table 1 and 2. The Concessionaire shall not enter leases or licenses of the Premises listed in Table 3.

4.2 The Concessionaire's Maintenance and Repair Obligations

4.2.1 The Concessionaire shall be responsible, at no cost to the Council, for the following which shall be known as the "Concessionaire's Repair Obligations":

- o The maintenance and repair of all Equipment, (see paragraph 4.2.3 below);
- o Cleaning and housekeeping of all internal surfaces of all the Premises (as applicable) (see Paragraph 4.2. below);
- o All routine cleaning of the following external surfaces
 - Window and window frame cleaning;
 - Cleaning and clearing of the forecourt, paths and all external hard surfaces up to the boundaries of each Premises;
 - Ensuring the clearing and cleaning of the Car parking areas
 - Cleaning of all external doors; and
 - Ensuring the clearing, maintaining and planting as applicable in all garden areas (see paragraph 4.2.6 below).
- o Security of the Premises (See paragraph 4.2.5 below);
- o Energy conservation and sustainability of the Premises (see paragraph 4.2.7 below);
- o Payment of all Utilities at the Premises (see paragraph 4.2.8 below);
- o the maintenance of the Premises listed in Table 4 at Section 4 (see paragraph 4.2.9 below);
- o to inform the Council, via the Help Desk Facility of its computer aided facilities management system, in the event that it becomes aware or should reasonably have become aware that any plant or Premises require repair or maintenance where such repair or maintenance is a Council's Repair Obligation; and
- o the Concessionaire is required to report any suspected damage to asbestos to the Council.

4.2.2 Changes to the Premises

The Concessionaire shall not make any structural alterations or other changes, or improvement works to the Premises unless it has obtained the Council's consent for any changes to the Premises. See also paragraph 4.4 below.

4.2.3 **Maintenance of Equipment and Fittings -**

- 4.2.3.1 The Concessionaire shall be responsible for the **maintenance** of the Equipment and Fittings used for the delivery of the Services.
- 4.2.3.2 The Concessionaire is required to carry out, in an efficient and effective manner, routine maintenance on the heating, ventilation, water treatment, plant and associated equipment in all relevant buildings
- 4.2.3.3 The Concessionaire shall be responsible for any plant failure including replacement costs which the Council considers results from the Contractor failing to properly meet the requirement for the operation and routine maintenance of plant
- 4.2.3.4 Fire and Emergency Protection Systems - The Concessionaire shall provide a separate log for fire protection and emergency system
- 4.2.3.5 Lift Maintenance – Where a lift is present in any premises shown in Table 1, 2 or 3, the Concessionaire is to employ a competent lift maintenance contractor to carry out the recommended manufacturer’s maintenance (for compliance with current European and British Standards, as applicable) during monthly service visits to all lifts and carry out repairs as required to ensure that all the lifts are kept fully operational. The Concessionaire shall inform the Council of any works that are required to be carried out over £5,000 for clarification of procurement and further authorisation, together with any improvement work that is considered appropriate by the Lift Maintenance Concessionaire
- 4.2.3.6 Where the Concessionaire considers that any item of plant is not maintainable, they shall inform the Council in writing and provide a time in which the item of plant should be replaced and the cost.
- 4.2.3.7 The Council may, following advice from the Specialist Monitor appointed in accordance with paragraph 4.3.2.6 authorise the Concessionaire to replace the item of plant, subject to the cost of the plant replacement being greater than £5000.00. All plant replacement having a cost less than £5000.00 shall be the responsibility of the Concessionaire.
- 4.2.3.8 The Concessionaire shall provide day-to-day, weekly, monthly and annual routine maintenance systems in accordance with the Building & Engineering Services Association (formerly HVCA) SFG 20 Standard Maintenance Specification for Building Services and generally as the typical routines shown in paragraphs 1, 2 and 3 of this Part C and a monitoring system at each Centre.
- 4.2.3.9 The Concessionaire is required:
- 4.2.3.9.1 to report to the Council any mechanical and electrical defects outside of his direct responsibility Attend regular meetings (6 weekly, with the council representatives to report the condition of plant and equipment
 - 4.2.3.9.2 To annually inspect the plant and produce a condition report for the Council.
 - 4.2.3.9.3 To annually produce a 5-year rolling programme of renewals and major repairs in priority order with indicative costs.
 - 4.2.3.9.4 By 31st of January each year agree the planned maintenance repairs and renewals with the Councils representative for the annual programme.
 - 4.2.3.9.5 Programme renewals to ensure the service delivery is not compromised

4.2.4 Housekeeping and cleaning -

The Concessionaire shall be responsible for ensuring cleaning of all areas of the Premises, including Equipment, Fixtures and Fittings. The level of cleanliness must be visibly acceptable at all times, taking due account of Customer expectations, the environment and use of the Premises and all relevant hygiene and health and safety regulations.,.

4.2.5 Security -

The Concessionaire shall take all reasonable steps to ensure the safety of Customers and the security of their possessions whilst on/in the Premises.

4.2.5.1 The Concessionaire shall at all times be responsible for the total security of the Premises, including all areas of the buildings, structures and amenities, plant and Equipment therein. The Concessionaire shall ensure that appropriate arrangements are in place for the security and locking of the Premises (where agreed/required) and that out of hours contact details are provided to the Authorised Officer for use in an emergency.

4.2.5.2 The Concessionaire shall ensure that alarm systems, where fitted, are operated in accordance with manufacturers operating instructions when the Premises covered are not occupied. The Concessionaire shall report faults with the alarm systems to the Council.

4.2.6 Grounds Maintenance

The Concessionaire shall ensure that the hard and soft landscaping of the grounds are maintained in a clean, tidy and safe condition and present a welcoming external aspect and approach to the Premises. The Concessionaire shall be responsible for all aspects of landscape maintenance which shall include, without limitation, all grassed and planted areas (including flowerbeds, shrubberies, hedges and trees) through management of the Council's Grounds Maintenance and Arboricultural Services contracts in liaison with the contractor for Lot 2 and 3.

4.2.7 Environmental policy and energy conservation –

4.2.7.1 The Concessionaire shall have clear environmental sustainability policies and procedures.

4.2.7.2 The Concessionaire shall operate the Premises in an environmentally friendly and sustainable manner, having regard to the design of the Premises and the existing Plant, Fixtures and Fittings and state of repair of the Premises and shall take all reasonable steps to reduce energy consumption, minimise chemical usage, recycle appropriate non-hazardous wastes, recycle and reduce water consumption and therefore will be responsible for the reporting of CO2 emissions where applicable.

4.2.8 Utilities

4.2.8.1 The Concessionaire shall be responsible for the provision of and payment for all utilities at all Premises listed in Tables 1, 2 and 3 of Section 4.

4.2.8.2 The Concessionaire shall take meter readings for all utilities at all Premises at the beginning and end of the Contract Period.

4.2.8.3 The council will obtain quarterly meter readings for all sites listed in appendix 5 and will provide the information and calculation for the

applicable costs. The Council will reimburse the concessionaire as appropriate

- 4.2.8.4 The provisions of Schedule 13 of the Agreement (Multi- occupier Premises) shall apply in relation to the Premises identified therein

4.2.9 **Building Maintenance**

- 4.2.9.1 The Concessionaire shall be responsible for the maintenance, repair and decoration of the buildings, including signage, save for the structure and the external appearance.
- 4.2.9.2 Where the Concessionaire considers that any item of building maintenance is not the responsibility of the Contractor, he shall inform the Council.
- 4.2.9.3 In the event that the Concessionaire determines that any of these Premises are surplus to their requirements they shall notify the Council and shall discuss the future use of the Premises through the Change Procedure.

4.3 **The Council's Repair Obligations**

- 4.3.1 The Council shall be responsible for all routine and preventative maintenance and repairs not referred to in paragraphs 4.2, at the Premises, (for which the Concessionaire shall be responsible). The "Council's Repair Obligations" are further defined in the Agreement, and include, but are not limited to, the following:

- 4.3.1.1 external surfaces and external structure of the Premises, including external decoration of the surfaces;

- 4.3.1.2 Replacement plant at the Premises where replacement cost exceeds £5,000 in accordance with 4.2.3.6 and 4.2.3.7

Further provisions on the Council's Repair Obligations are set out in the Agreement.

4.3.2 **Closures for planned maintenance -**

- 4.3.2.1 The Council may from time to time need to close Premises to carry out planned maintenance. Such closures shall be clearly shown on the planned maintenance programme agreed between the Council and the concessionaire. The Council shall provide the Concessionaire with no less than 3 months' notice of any such closures. The Concessionaire shall not be entitled to any compensation or payment in relation to such planned maintenance, save in the following circumstances:

- 4.3.2.1.1 Closure was not included in the agreed annual planned maintenance programme;

- 4.3.2.1.2 Closure exceeded the agreed planned closure period;

- 4.3.2.1.3 The works undertaken are of such poor quality, design or implementation that they have a material and adverse impact on the Concessionaire 's ability to deliver the Services in accordance with this Agreement and/or the Concessionaire's Business Plan.

Where one of these grounds exists, the compensation shall include loss of third-

party revenue.

4.3.3 Unplanned and enforced closures -

4.3.3.1 In cases where the unplanned closure is due to works to be carried out by the Council in accordance with its responsibilities for the structure of the sites, premises and facilities the Council shall contact the Concessionaire as soon as it becomes aware of the need for the closure, by telephone or by email. The Council shall provide the Concessionaire with details of the event leading to the closure, the expected length of the closure and the areas affected by the closure.

4.3.3.2 The Concessionaire shall contact the Council as soon as it becomes aware of the need for repair in accordance with 4.2.3.6

4.3.3.3 The Concessionaire shall not be entitled to any compensation or payment for any such unplanned closures, save in the following circumstances:

4.3.3.3.1 The closure exceeds the period advised to the Concessionaire as required to carry out the unplanned works;

4.3.3.3.2 The works undertaken are of such poor quality, design or implementation that they have a material and adverse impact on the Concessionaire's ability to deliver the Services in accordance with this Agreement and/or the Concessionaire's Business Plans

Where one of these grounds exists, the compensation shall include loss of third-party revenue.

4.3.3.4 Initial contact from Customers regarding unplanned closures must be with the Concessionaire and information must be updated on its website or other means deemed most appropriate by the Concessionaire.

4.4 General Improvements and Works

4.4.1 The Concessionaire shall not undertake any improvement works itself but may from time to time propose improvement works to the Council.

4.4.2 The Concessionaire shall whenever possible, with the Council's prior approval, pursue opportunities for external funding for any improvement works.

4.4.3 The Council shall at their absolute discretion either accept the proposals or reject them. Any such improvement works will be carried out by the Council (which will not be unreasonably withheld), or at the Council's discretion and subject to the receipt of no less than three quotations, by the Concessionaire on the Council's instruction.

4.5 Use of Premises

4.5.1 The Council reserves the right to utilise any of its Premises for democratic processes or civil emergencies (both practice and actual). With regard to democratic processes the Council will give at least 56 days' notice of intention to use the assets managed by the Concessionaire and in respect of practice civil emergency exercises the Council will give at least 90 days' notice of intention to use the assets managed by the Concessionaire. Any costs or losses suffered or incurred by the Concessionaire shall be dealt with in accordance with clause 13.4.3 of the Agreement.

5 CONSULTANCY AND ADDITIONAL SERVICES

- 5.1 The Concessionaire shall also provide Consultancy Services to the Council in relation to other aspects of parks and open spaces within the Borough, as reasonably required by the Council from time to time. Such advice to be provided by the Concessionaire 's own pre-existing internal resources
- 5.2 Areas for consultancy and advisory services are likely to include (without limitation):
- 5.2.1 Advice to the Council on and in relation to the Council's Armed Forces Community Covenant including advising the Council's 'Armed Forces Champion ' on duties required and duties in relation to the Regular and Reserve Armed Forces and cadet and veteran communities;
 - 5.2.2 To provide assistance to the Council with initiatives to protect the Parks and Open space.
 - 5.2.2.1 Undertake the day to day management of the Parks and Events Police, reporting to the Council (without limitation) work patterns, staffing levels, activity allocations.
 - 5.2.2.2 All income generated in relation to activities undertaken by the Parks and Events Police will be retained by the Council.
 - 5.2.2.3 Should the concessionaire utilise the Parks and Events Police in works associated with works outside Council Duties i.e.: events and filming, all associated costs will be reimbursed to the Council.

PART 2 - INCOME AND CHARGES

6 PRICING AND CHARGES

- 6.1 The Council shall set maximum fees for Customers for some facilities ("the Charges" as identified in Appendix 1). The Council shall review and set these maximum fees annually in line with the Council's financial regulations. The Council shall consult with the Concessionaire when setting these maximum fees of the Charges.
- 6.2 The Concessionaire shall be entitled to set fees for the Charges for Customers provided such fees are below the maximum set by the Council. The Concessionaire shall not be entitled to charge more than the maximum fees at any time unless otherwise agreed with the Council.
- 6.3 The Concessionaire shall have full discretion to set fees for the use of facilities by Customers in areas other than the Charges.
- 6.4 No later than [15] August of each Contract Year the Concessionaire shall prepare and provide the Council with proposals for the maximum fees for the Charges for the forthcoming calendar year. Such charges will be subject to review by the Council in October of each Contract Year and the Council shall respond in writing to the Concessionaire's proposals by no later than 15 September in each Contract Year. The Council may, acting reasonably, object to the proposed changes if any of the proposed fees if the Council considers the proposed fees Charges are unreasonable and shall refer any objections back to the Concessionaire for discussion. An agreed set of proposals for the Charges shall then be referred to the appropriate member-level body for approval.
- 6.5 The Council may at its discretion consider increases in fees levied for Charges by the Concessionaire which are in excess of the maximum if they result from changes in external funding.
- 6.6 If changes in the Charges are agreed, the new charges will take effect from 1st January or such other date as is appropriate to the service to which the particular charge applies, provided always that the Customers shall be given no less than 28 days' notice of any increase in prices.
- 6.7 Where relevant, details of current charges shall be prominently displayed at all Customer Reception Desks, on the Concessionaire's web site and in appropriate marketing material.
- 6.8 Notwithstanding the time table above, the Council shall give due consideration to requests from the Concessionaire to review the maximum fees for the Charges for the Services at other times due to exceptional and/or unforeseen circumstances and/or to maximise business opportunities. The Concessionaire accepts that this may require approval from the appropriate member-level body.

7 INCOME

- 7.1 The Concessionaire shall provide the Services so as to maximise income from the Premises, including through Lettings and Events. The Concessionaire shall ensure that all Lettings, and all Events to be run by Event Organisers, shall be agreed with the beneficiary of the Letting / Event Organiser on the basis of written terms and conditions signed by the beneficiary of the Letting / Event Organiser. The income under the Contract is likely to come from various sources as set out in paragraphs 7.2 and 7.3 below. The Concessionaire shall share the income with the Council in line with the provisions set out in paragraph 7.2 and 7.3 below.

7.2 Retained Income

The Concessionaire shall be entitled to retain all the following income. For the avoidance of doubt the Council shall retain all other income:

- 7.2.1 **Operational Income:** The Concessionaire may retain all income from the use, in line with the Contract, of the Premises set out in Table 2 excluding, the income from the car parks at Battersea Park and King George's Park, for which the Council will retain the income subject to the provisions of paragraph 7.2.3.

"Operational Income" does not include Lettings (which fall within the Shared Income provisions below), or income from Concession Contracts (which can be either Retained Income or Shared Income as set out below) but will include all other hire arrangements.

- 7.2.2 **Chelsea Flower Show:** The Concessionaire will be responsible for the management of parking within Battersea Park in respect of the annual Chelsea Flower show. The Concessionaire may retain income related to parking at Battersea Park for the annual Chelsea Flower Show, however it must not disrupt the usual pay and display arrangements for Albert Car Park.
- 7.2.3 **Concession Contracts (e.g. sports or catering concessions):** The Concessionaire shall keep all income from the British Genius Events Site (See section 3). For the avoidance of doubt the Council shall retain all income from any other existing Concession Contracts on the Premises as highlighted in red within the list in Appendix 5.
- 7.2.4 **Events other than Exceptional Events:** Normal Event income, (The Councils current events are detailed in 17.6) and income generated by the Concessionaire from any Event or filming shall be retained by the Concessionaire, in compliance with the Approved Events Policy
- 7.2.5 The Concessionaire is enabled to let areas of the car parking areas within Battersea Park for Events and filming activities within operational limits without additional payment to the Council. The Council would expect a management plan to monitor and manage this.
- 7.2.6 **Existing Bookings** the Concessionaire will be responsible for honoring all events bookings made prior to the commencement date, up and including to 30th September 2021

7.3 Shared Income

- 7.3.1 **Income from Lettings:** Income generated by the Concessionaire by the sub-letting on an exclusive basis, with the prior approval of the Council, of space within one of the Premises which is not being used for operational requirements ("a Letting") shall be shared as follows:
- 7.3.1.1 50 % payable to the Concessionaire; and
- 7.3.1.2 50 % payable to the Council.
- 7.3.2 **New Concession Contracts Income:** Income generated by the Concessionaire through the introduction, with the Council's prior approval, of new Concession Contracts (as opposed to existing Concession Contracts which are highlighted in red within the list at Appendix 5) shall be shared on a 50:50 basis between the Concessionaire and the Council. For the avoidance of doubt, where an existing Concession Contract is expiring and is renewed, then this renewal shall still be an existing Concession Contract, even if a new provider is appointed.
- 7.3.3 **Exceptional Events:** An exceptional event is any New Event taking place outside of the B G Site with a site fee in excess of £25,000. (The Council's current events are set out in 17.6. New Events shall be any events not listed).
- 7.3.4 In the event such an Exceptional Event is arranged the income shall be shared as follows:
- 7.3.4.1 If the Council has arranged the event the Council shall retain all the income arising from the event. Where the event was in a park or open

space it would not pay a Site hire fee to the Concessionaire, however in all other cases the Council would pay a Site hire fee.

7.3.4.2 If the Concessionaire arranged the event, then the Concessionaire shall share the Site hire fee with the Council as follows:

- The Concessionaire shall retain the first £25,000 of the site fee;
- The remaining Site fee income shall be shared as follows:
 - 50% to the Council;
 - 50% to the Concessionaire.

7.4 Council's Losses

7.4.1 The Concessionaire shall be responsible for all costs in relation to Lettings and Events. If the Council suffers any loss as a direct or indirect result due to any Letting or Concession Contract, or any Event (including filming) run by the Concessionaire or run by a third party having hired the Premises from the Concessionaire, including, without limitation,

- loss of parking income; and/or
- increased costs relating to suspension of parking bays, and/or
- damage by the Hirer or a person present at the Event to any part of the Site, and/or
- claims for compensation from other concessionaires,

the Council shall be entitled to recover such loss from the Concessionaire subject to the Council taking all reasonable steps to mitigate its losses. However, in the case of damage caused by the Hirer/ Concessionaire running the Event, or person present at an Event, the Council may accept as an alternative to a financial claim, the Concessionaire making good the damage.

PART 3 – NON-PROPERTY ASSETS

8 EQUIPMENT

- 8.1 At the Commencement Date the Council shall provide the Concessionaire with the Equipment set out in the Equipment Lists (see **Appendix 2**). The Concessionaire shall be entitled to reject any items of Council Equipment which are in poor repair, disrepair, dangerous, obsolete, out of date or not fit for purpose for use in delivery of the Services.
- 8.2 The Concessionaire shall maintain and replace (following Council approval) the Equipment as required during the Contract Period, including the disposal of, save that the Concessionaire shall be under no obligation to put the Council Equipment in a better state of repair than at the Commencement Date, and shall provide any additional Equipment necessary in order to provide the Services. The Concessionaire shall prepare and maintain an inventory of all the Equipment used at the Premises, whether Council Equipment or Concessionaire's Equipment and shall provide the Council with a copy of this at the end of the Contract Period.
- 8.3 The Council Equipment (including any replacements of Council Equipment) shall be transferred back to the Council at the end of the Contract Term at no cost to the Council. Any Concessionaire Equipment purchased or acquired by the Concessionaire and used in the delivery of the Services shall be available for purchase by the Council at the end of the Contract Term on such terms as agreed between the Parties, save that the purchase price shall not be less than the market value of the items of Council Equipment.

9 IT, COMMUNICATIONS AND E-SERVICES

- 9.1 Separately from any specific requirements outlined in **Section 2** in respect of the individual Service Areas or the provision of ICT/E-Services required under existing Service Contracts that the Concessionaire is responsible for managing on behalf of the Council, the Concessionaire shall provide technology and efficient ICT and E- Service infrastructure, to support the provision of the Services.
- 9.2 The Concessionaire is responsible for the provision of telephone and other communications services/provision at its offices and "front desk" locations and shall publicly publish all telephone numbers as required for the delivery of Services.
- 9.3 The Concessionaire shall provide all necessary outward-facing ICT/E-Services for the effective management of the Contract, including, but not limited to the following:
- 9.3.1 Those required under the provisions of existing Service areas that the Concessionaire is responsible for ensuring/managing on behalf of the Council;
- 9.3.2 A properly managed web site that provides suitable, relevant and up to date information about the Concessionaire's Services;
- 9.3.3 The provision of easily accessible systems for the provision of E-Services to members of the public that:
- Are maintained and operated in such a way as to ensure that the information contained in them is instantly updated as transactions take place, or the data is amended/updated;
 - Are capable of generating reports in agreed formats on any aspect of the systems;
 - Has a suitable back-up system to ensure continuity of service including a disaster recovery system; and
 - That meets the legislative requirements of the Data Protection Act and is consistent with the Council's policies regarding ICT security.
- 9.4 In addition, the Concessionaire shall provide suitable and sufficient inward-facing ICT

infrastructure for use by staff that is fit for purpose, represents value for money and supports high quality service delivery including:

- 9.4.1 Annually review ICT provision to ensure it meets the needs of the Concessionaire;
- 9.4.2 Firewalls, virus control and ICT protocols;
- 9.4.3 All upgrades to the ICT provision;
- 9.4.4 All life cycle costs for the ICT provision; and
- 9.4.5 Ensuring all Data Protection regulations are followed and enforced.

PART 4 - GENERAL

10 CONTRACTS

- 10.1 The Concessionaire shall not enter into contracts on the Council's behalf. In addition, the Concessionaire shall not enter into any arrangements, contractual or otherwise, which bind the Council or Premises beyond the Service Period, save with the express prior consent of the Council and except for those bookings referred to in 7.2.6

11 STAFFING, TRAINING & DEVELOPMENT

11.1 Staffing

The Concessionaire shall provide sufficient numbers of suitably qualified and experienced staff to deliver and develop the Services and to maintain or increase standards of delivery and quality and provide this information on a 6-monthly basis to the council to include organograms and staff numbers.

11.2 Professional Management Team

The Concessionaire shall provide and maintain a suitably qualified and experienced professional management team to manage and develop the services and to maintain or increase standards of delivery.

11.3 Dress Code and Staff Identification

The Concessionaire shall ensure that staff adhere to an appropriate/relevant dress code, which provides a positive image to members of the public. In addition, all staff shall at all times be expected to wear a staff name badge.

11.4 Recruitment

The Concessionaire shall have recruitment procedures to ensure that all prospective candidates are entitled to employment in the UK, are suitably qualified and skilled and are given equal consideration for available positions. In respect of all staff employed or seeking employment, the Concessionaire shall comply with the provisions of all relevant employment legislation including but not limited to Immigration, Equal Opportunities, the EU Working Time Directive and the National Minimum Wage.

The Concessionaire should have and maintain an established Child and Vulnerable Adult Safeguarding Policy which covers its approach to Disclosure and Barring Service checks, and which is consistent with the Council's policy.

11.5 Training

The Concessionaire shall have a staff training and development strategy and produce an annual action plan to ensure staff skills are updated and developed in order to deliver the required services.

12 CUSTOMER CARE, COMPLAINTS AND INFORMATION MANAGEMENT

12.1 Customer Care

The Concessionaire's service standards are expected to reflect the Council's own customer care and complaints management processes details of which are attached as **Appendix 4**. The Concessionaire shall note that the Council's processes may change over the period of the Contract.

12.2 Complaints Management

- 12.2.1 It shall be the duty of the Concessionaire to provide the Services to a standard that is in all respects in accordance with the requirements of the Specification. The Council expects that, wherever possible complaints will be dealt with at the local level by the Concessionaire.

- 12.2.2 The Concessionaire shall deal with all complaints received whether orally, electronically or in writing in a prompt, courteous and efficient manner and in compliance with the Concessionaire's complaints policy which shall as a minimum meet the Council's complaints management process attached as **Appendix 4**. The Concessionaire shall fully co-operate with the Council in relation to any unresolved complaint or a complaint referred to the Council.
- 12.2.3 If required to do so, the Concessionaire will attend any meetings with the Local Government Ombudsman relating to any complaint and shall pay forthwith any sums (including compensation) incurred by the Council in consequence of recommendations made to the Council by the Local Government Ombudsman in relation to complaints made to it against the Council relating to an act or omission of the Concessionaire, save where on the instruction of the Council or otherwise in accordance with this Agreement or Service Specification. In addition, the Council reserves the right to charge back to the Concessionaire, any costs incurred in handling / resolving complaints which have not been resolved locally and are referred to the Council for resolution. The exception to this shall be where the Concessionaire is clearly delivering Services within the scope of published Council Policy or within the scope of relevant legislative and regulatory frameworks.
- 12.2.4 The Concessionaire shall bring to the attention of the Council for its consideration the potential requirement for amendment of any policy or operational practice issues arising from a complaint.

12.3 Freedom of Information Act

Throughout the Contract Period, the Concessionaire shall provide the Council with any relevant information held by the Concessionaire, in order to assist the Council to answer any request made under the Freedom of Information Act at no additional cost to the Council. Should the provision of information trigger the provisions whereby the Council is able to recover costs in respect of an FOI enquiry the Council will recompense the Concessionaire for their share of such agreed costs.

12.4 Quality Procedures

- 12.4.1 Throughout the Contract Period, the Concessionaire shall institute and maintain a properly documented system of quality control designed to ensure that the Services generally are provided at all times in all respects in accordance with the Specification.
- 12.4.2 The Concessionaire shall put in place monitoring and quality assurance systems to ensure that the Services are delivered to the specified level and comply with all legislation and regulatory frameworks, including any relevant data protection matters.
- 12.4.3 The Council may carry out periodic audits of the quality assurance systems at approximate intervals of three months and may carry out such other periodic monitoring, spot checks and auditing of the Concessionaire's quality management systems as reasonably required.
- 12.4.4 Throughout the Contract Period, the Concessionaire shall consult with and engage with the key stakeholders involved in the Services including, but not limited to, staff, residents, Council Departments, users of sports and other facilities, the recently bereaved, visitors, schools, colleges etc. as relevant to the delivery of Services.

13 PERFORMANCE MONITORING

13.1 General performance requirements

The Concessionaire shall carry out the Services in accordance with this Specification and the Contract generally. The Concessionaire shall put in place and maintain a monitoring system whereby it monitors its own performance of the Services against the Council's requirements and those that relate to the Concessionaire's Client-Side responsibilities for other Contracts on

behalf of the Council as listed in **Section 3**. The Concessionaire is to report back to the Council on compliance with these requirements and shall notify the Council where there has been any failure by the Concessionaire to meet the requirements.

13.2 Regular Monitoring Meetings

13.2.1 The Concessionaire shall attend regular performance monitoring meetings with the Council. During the first 6 months of the contract such meetings are to be held monthly and thereafter quarterly (hereinafter referred to as the Monitoring Period).

13.2.2 Within 10 Working Days after the end of each Monitoring Period the Concessionaire shall submit a report to the Council setting out details of performance in the previous Monitoring Period. The report shall, without limitation contain the following information:

- o Any unplanned closures in the previous Monitoring Period, to include any unplanned closures of any part of the sites, premises and facilities listed in **Table 1, 2 and 3 at Section 4**;
- o Health and Safety Report;
- o Performance Measures as listed in **Appendix 3** reported quarterly or annually as appropriate;
- o Customer complaints (and compliments);
- o Recruitment; and
- o Report on any maintenance issues required to be carried out at any of the Premises including when it is a Council Repair Obligation.

Without prejudice to the generality of the foregoing, the Concessionaire's Representative shall be available to consult with the Authorised Officer(s) as often as may reasonably be necessary for the efficient provision of the Services and to attend such additional meetings as reasonably required by the Council.

13.3 Annual Performance Review

13.3.1 The parties shall meet annually to discuss the performance of the Services in the previous Contract Year and the proposals for the forthcoming Contract Year.

13.3.2 Prior to the annual review meeting, the Concessionaire shall submit an Annual Plan which shall include details of the performance in the previous year and plans and proposals for the forthcoming year. The Annual Plan shall include at least the following:

- o Performance Measures as set out in the **Appendix 3**;
- o An analysis of the Services throughout the previous Contract Year, focusing on those areas which were particularly successful and those areas where the Services might have been improved;
- o Details of proposed development of the Services for the forthcoming year;
- o Planned closures by the Council and any Special Events;
- o Any revisions to the Emergency and Business Continuity Plan.

13.4 Other Meetings

In addition to the above the Concessionaire may from time to time be required to by the Council, acting reasonably, to attend a range of corporate meetings initiated or organised by the Council, including but not limited to the following:

- o Directorate policy and committee meetings as and when required.
- o The Corporate Property Review Group

- o The Emergency Planning Group
- o The Augmented Safety Advisory Group

14 SAFETY AND EMERGENCY PLANNING

14.1 Health and Safety

- 14.1.1 The Concessionaire shall comply with all relevant sections of the Health and Safety at Work etc. Act 1974, and other such legislation and approved guidance.
- 14.1.2 The Concessionaire may be subject to a full Health and Safety inspection by an appointed inspecting officer employed by the Council. A report will be available to the Concessionaire and the Concessionaire will be required to act upon the recommendations within an agreed time period.
- 14.1.3 The Concessionaire will institute a programme of quarterly Hazard Control inspections, recording the results and reporting to the Council upon request.

14.2 Emergency and Business Continuity Planning

- 14.2.1 The Concessionaire shall at the Commencement Date put into place appropriate Emergency and Business Continuity Plans. These plans shall be reviewed annually, and the Concessionaire shall submit them to the Council for approval as part of the Annual Review Meeting.
- 14.2.2** The Concessionaire shall ensure that clear procedures are in place to deal with any evacuation and/or emergency that may arise at any of the Premises listed in **Tables 1 and 2 of Section 4**.
- 14.2.3 The Council may, from time to time, require the Concessionaire to participate in formal training exercises [up to a maximum of two training exercises per year] with regard to the Emergency and Business Continuity Plans, which may necessitate closure of one or more of the Premises. The cost of such training exercises will be borne by the Concessionaire.
- 14.2.4 The Concessionaire shall ensure that emergency procedures are practiced, tested and recorded at least twice yearly at each of the Premises listed in **Table 1 and Table 2 of Section 4** and that all statutory fire safety regulations are strictly enforced. This includes a minimum of two fire drills per annum, annual checks and services of all firefighting equipment, staff training to deal with fire emergencies and adequate signage of emergency exit routes.
- 14.2.5 The Council reserves the right to use the whole or any part of any of the Premises at any time in the event of a civil emergency pursuant to paragraph 4.5.1 above, in particular the Police Control Room must be available. The staff at the Premises and facilities will be required to be available during these times. Any necessary adjustment to the Concession Fee through loss of income or additional costs shall be borne by the Council as set out in paragraph 4.5.1 above. Any such costs would only be applicable after an initial 24 hours of a civil emergency.

Section 2 - Specific Services

15 SPECIFIC SERVICES

15.1 Set out below are the Specific Services to be carried out by the Concessionaire.

15.2 For the avoidance of doubt the Concessionaire shall not enter into contracts on the Council's behalf. In addition, the Concessionaire shall not enter into any arrangements, contractual or otherwise, which bind the Council or Premises beyond the Service Period. (with the exception of any event bookings was permitted up to and including 30th September 2021 as per 7.2.6)

15.3 PARKS

Aim

To provide a place with excellent and diverse parks and green spaces that everyone can enjoy and visit.

Objectives

To manage the Council's Grounds and Maintenance Contract for Parks and Open Spaces, ensuring development of provision and service according to the terms of the Specification and in line with Method Statements:

- To Work with the guidance and assistance of the Parks Management team at the Council
- Ensure that all aspects of parks, cemeteries (in cooperation with the contractor for Lot 2 and 3), and green space maintenance, in particular horticultural, ecological and cleanliness, are carried out in accordance with the contract specification, the Concessionaire's Method Statements and user expectations.
- Ensure that the provision and maintenance of outdoor sports pitches is in accordance with the contract specification, the Concessionaire's Method Statements and user expectations.
- With the Parks Ground Maintenance Concessionaire consider/devise/develop improvements to the provision of the contract services; delivery and range/scope.
- Ensure that the identified priority biodiversity habitats are managed in accordance with the Contract specification and the Concessionaire's Method statements.

To understand and manage the cultural asset that parks, green spaces and allotments represent:

- Effectively develop and manage parks to green flag standard and user expectations in accordance with concessionaire's method statements
- Promote and protect the existence and heritage of parks, green spaces and allotments.
- Promote the contribution of parks, green spaces and allotments to the health and well-being of residents and visitors.
- Ensure that green flag quality standards are maintained in all parks, green spaces and allotments and applied to any new green space.
- Use installed counters in parks and consultations on new provisions to identify patterns of use of parks and green spaces: all seasons; all times; all days; sports use; non-sports use; latent demand.
- Work with the council biodiversity team to identify opportunities afforded by parks, green spaces and allotments to provide ecosystem services including contributions to climate

change mitigation.

- Influence, develop and implement Council strategies that are sustainable and core to developing parks, green spaces and allotments.
- Maintain, review and develop "fit for purpose" service plans for Parks, Trees, Biodiversity and Allotments.

To understand and enhance the visitor experience of parks and green spaces:

- Develop, maintain and review a consultation plan to allow understanding of the visitor/user experience of parks and green spaces.
- Engage, develop and support existing and new stakeholder groups to ensure delivery of the services in line with method statements, specification and user expectations, and expand / maximise community opportunities
- Maintain a communications plan to inform people about parks and green spaces; locations, facilities, opportunities etc.
- Provide information on the facilities and opportunities offered at each park and green space and information on the history and heritage value of each. Provide current format and content and potential to ask for either comment or to for expansion/improvement
- Encourage service providers/concessionaires to use environmentally friendly vehicles (and machinery) where possible/practical and reduce use of fossil fuelled vehicles. To report on the outcomes of any reductions.
- Develop a facility plan for parks to review the purposes and functions for which buildings and facilities in parks and green spaces may be used and, where appropriate seek alternative and fitting uses and users.
- Ensure that appropriate/reasonable/equitable consideration is given to all users in determining the provision of events, formal and informal sporting and fitness facilities.
- Ensure equality of physical access into and within parks and green spaces.
- Ensure that appropriate arrangements are in place, and maintained, to monitor behaviour in parks and green spaces to enhance visitor's enjoyment and perception of the spaces.

To manage the health and safety, wellbeing and values of trees in the Borough

- Ensure that all works are carried out in a timely manner and in accordance with the Contract Specification and the Concessionaire's Method Statements.
- Work with the Council to consider/devise/develop improvements to the provision of the contract services; delivery and range/scope.
- Receive and respond to reports from other services and from members of the public, of concerns about/problems with trees
- Assist the Council in relation to applications for notices in relation to trees and to provide information from the Arboricultural concessionaires to the Council together with advice in relation to such applications. The Concessionaire is not permitted to sign any notices.
- Provide technical and expert advice in respect of third-party claims (related to trees) and non-routine situations e.g. pests and diseases and extreme weather (as they relate to trees). This is likely to take the form of official insurance reports and professional reports on any tree related issues.
- Ensure the sustainability of the council's tree stock by identifying sites for tree planting, both new and replacement, advising on/specifying and procuring appropriate species and managing the planting and ongoing maintenance processes.
- Provide technical and expert advice and assistance in respect of the threat of damage,

and actual damage, to trees by internal and external agencies e.g. highways and public utilities works.

- Provide technical and expert advice on trees in relation to corporate and environmental aims, policies and strategies.
- Provide technical and expert advice, including inspections and recommendations, on the making of Tree Preservation Orders (TPOs). Responsibility for the serving of TPOs is retained by the Council.
- Provide an administrative service, including provision of technical and expert advice, to process planning applications relating to notifications or requests for consent to undertake works to trees in Conservation Areas or subject to Tree Preservation orders.
- Provide technical and expert advice on development applications and trees on development sites.
- Provide technical and expert advice in respect of any contravention of tree protection legislation. Responsibility for the any necessary enforcement action is retained by the Council.
- Record all planning related activities on the Council's Planning Portal and the Planning Service's M3 and IDOX systems.
- Provide technical and expert advice to members, officers, residents and other members of the public on tree related issues that are the concern of the Council.

To enable the local authority to have regard to biodiversity conservation when carrying out its functions (NERC Act 2006 Section 40: the biodiversity duty):

- Maintain an up-to-date evidence base of the habitats and species across the entire (geographical) borough in particular protected sites, protected and priority species and priority habitats.
- Set objectives for habitat management, creation and enhancement taking into consideration biosecurity issues, mitigation techniques and resolving conflicting constraints to achieve positive outcomes for biodiversity.
- Provide technical advice on legislative changes in relation to corporate aims, policies and strategies.
- Provide technical advice on planning applications that include requests or proposals for works which may impact on priority habitats or species.
- Receive and respond to requests for information on wildlife from other services and from members of the public.

15.4 PLAYGROUNDS

Aim

To provide attractive, challenging and safe playgrounds and play opportunities for young people of all ages and all abilities.

Objectives

To inspect and maintain playgrounds located in parks and open spaces:

- To obtain and contract ROSPA approved independent inspector and manage the quarterly and annual statutory inspection for all playgrounds in the borough, on behalf of the Council.

- Parks work inspections – weekly/ fortnightly in addition to the above contract, and report to Council.
- Monitor the performance of the playground’s inspection concessionaire and the playgrounds maintenance concessionaire to ensure that all inspections, repairs and routine maintenance are recorded, carried out correctly in a timely manner

To improve the provision of playgrounds located in parks and open spaces:

- Obtain funding for construction of new playgrounds in line with method statement
- Work with the Council consultation team to ensure appropriate consultation with key stakeholders for design and build of new playground or refurbishment of existing
- Act as project manager for the construction of new playgrounds and for any major improvement works to existing playgrounds

To maintain and improve the provision of playgrounds and play equipment located in the Borough:

- Develop and maintain a playground strategy to review existing play provision and identify any areas of deficiency across the Borough
- Arrange quarterly and annual inspections for all playgrounds in the Borough liaising, as appropriate, with other Council Services/Departments and Schools
- Provide professional advice to other Council Services/Departments on proposals for new playgrounds and new play equipment. Ensure that new playgrounds and play equipment are procured and installed in accordance with British Standard EN 1176 and that new safety surfacing is procured and installed in accordance with British Standard EN 1177.

15.5 **EVENTS & FILMING**

Aim

To organise and give assistance and advice on events and filming

Objectives

To manage the Council's programme of special events, to provide a variety of safe, family entertainment:

- Deliver Armed Forces Day (subject to input and involvement from the Armed Services).
- Manage Armed Forces homecoming or other parades in conjunction with relevant Council Departments (subject to all parties covering their own costs)
- Manage car parking arrangements within Battersea Park in respect of the Annual Chelsea Flower Show.

- Deliver the Battersea Park Fireworks Display.
- Deliver Remembrance Day Services except where Armistice Day falls on a weekend
- Manage the delivery of one-off events as required by the Council (subject to the provision of an event budget by the Council).
- Provide advice and assistance as required to all Council Departments, other public bodies and community groups wishing to organise events.

To achieve income from private events, filming, sponsorship and other commercial fundraising activities, by successful marketing of facilities, ensuring that these activities are properly supervised and managed safely:

- Approve events subject to compliance with the Council's policies in relation to events and usage of Premises;
- Manage all events and filming across the Borough's parks and open spaces and other Leisure and Culture facilities as required, having due regard for policies in place (Events Policies)
- Manage all filming on behalf of Council Departments (excluding Schools).
- Venue manage events utilising other Council premises as required.
- Develop and maintain a promotion strategy to promote Wandsworth as a Central London event and filming destination. Within the strategy, maintain a database/location library for Council and non-Council premises.
- Manage third party filming agreements with external organisations.
- Provide input to the Council's Augmented Safety Advisory Group for public events or any specific event Safety Advisory Groups as required.
- Undertake the day to day management of the Parks and Events Police, reporting to the Council (without limitation) work patterns, staffing levels, activity allocations.

Set out below is a list of the Contracted Services.

16 PARKS CONTRACTS

16.1 Grounds Maintenance Contract

Current Concessionaire:	idVerde UK Ltd.
Contract term:	8 years (plus option to extend by a further 4 years)
Contract value:	£2,154,060 p.a. - nominal sum and subject to budget provision by client Services
commencement date:	24 February 2013
Contract review date:	January/February 2019 (to consider extension or not)
Contract scoping date:	Subject to review - mid 2019
Termination date:	23 February 2021 (subject to review)

16.2 Arboricultural Contract

Current Concessionaire:	City Suburban Tree Surgeons
Contract term:	8 years (plus option to extend by a further 4 years)
Contract value:	£749,142 p.a.
Commencement date:	24 February 2013
Contract review date:	January/February 2019 (to consider extension or not)
Contract scoping date:	Subject to review- mid 2019
Termination date:	23 February 2021 (subject to review)

16.3 Horticultural Therapy for people with disabilities: Thrive Contract

Current Contractor:	Thrive
Contract term:	8 years (plus one-year extension)
Contract value:	£15,000 p.a.
Commencement date:	1 April 2011
Contract review date:	January/February 2019 (to consider extension or not)
Contract scoping date:	Subject to review- Jan 2019
Termination date:	31 March 2020 (1-year extension)

Section 4 - Sites, Premises & Facilities

17 THE PREMISES

17.1 Table 1 - Offices and/or Depot Facilities to be leased or licensed to the Concessionaire - in all cases those areas referred to in Appendix 5 are excluded

TABLE 1 PREMISES - OFFICES AND DEPOTS			
LOCATION	AREA NUMBER	DESCRIPTION	LEASE/LICENCE
Battersea Park, SW11 (Queenstown)	1	Staff Yard and Offices excluding areas leased to Thrive and the Grounds Maintenance Concessionaire Leaf Yard	Lease License
Wandsworth Common, SW18 (Wandsworth Common)	1	Staff Yard and Offices excluding areas leased to the Grounds Maintenance Concessionaire.	Lease

17.2 Premises which are operational and bookable which are to be leased or licenced to the Concessionaire.

TABLE 2 PREMISES WHICH ARE OPERATIONAL			
(to note some of these Premises have office space included)			
LOCATION	AREA NO.	DESCRIPTION	Lease/Licence
Battersea Park, SW11 (Queenstown)	1	British Genius Site	Head lease to the concessionaire with sub-lease to British Evolution Limited (BEL) Current Planning Reference: 2017/0937 from the period 16 August 2017 to 1 October 2019: Lease for 2 months of the year to attend site and carry out duties (BEL in occupation for 10 months of the year) Further planning permission pending from 2/10/19
	2	Pump House Gallery	Licence to attend on site to carry out duties
	3	The Band Stand	Licence to attend on site to carry out duties
	4	Bowling Green and Pavilion (dual use; Casual bowlers through Idverde and opening the booking of the facility for events: the concessionaire)	Licence / Lease to attend on site to carry out duties
Furzedown Recreation Ground, SW17 (Furzedown)	1	Furzedown Pavilion; manage the site for community use.	Licence / Lease to attend on site to carry out duties

**TABLE 2
PREMISES WHICH ARE OPERATIONAL**

(to note some of these Premises have office space included)

LOCATION	AREA NO.	DESCRIPTION	Lease/Licence
Beatrix Potter, SW18 (Wandsworth Common)	1	Allotment Site	The Concessionaire will manage the bookings for the plots. The Council is responsible for the infrastructure. The plot holders are key holders. Licence in the Contract to cover access rights as applicable.
Garratt Park, SW17 (Earlsfield)	1	Allotment Site	
Herlwyn Gardens, SW17 (Tooting)	1	Allotment Site	
King George's Park, SW18 (Southfields)	1	Allotment Site	
Morden, KT3 (Merton)	1	Allotment Site	
Putney Vale, SW15 (Roehampton)	1	Allotment Site	
Ravenslea Road, SW17 (Nightingale)	1	Allotment Site	
Sailor Prince, Duntshill Road, SW18 (Earlsfield)	1	Allotment Site	
Roehampton, Doverhouse Road, SW15 (West Putney)	1	Allotment Site	
Roehampton, Huntingfield Road, SW15 (West Putney)	1	Allotment Site	

Park or Open Space Infrastructure Facility

TABLE 3 PREMISES WHICH ARE OPERATIONAL BUT NON-CHARGEABLE		
LOCATION	AREA NO.	DESCRIPTION
Battersea Park, SW11 (Queenstown)	1	Fountain Toilets
	2	Pierpoint Toilets
	3	Beechmore Toilets
	4 (a-c)	Three Shelters
	5	3 Children's Playground (Toddler, Junior (2) mixed ages)
	6	Various switch and pump rooms/chambers
	6	Trim Trail
Bramford Gardens, SW18 (Fairfield)	1	Children's Playground
Coronation Gardens, SW18 (Southfields)	1	Children's Playground
	2	Shelter
Falcon Park Landscaping/ play space , SW11 (Latchmere)		New 2019/2020
Fountain Recreation Ground, SW17 (Tooting)	1	Children's Playground (Toddler)
	2	Hard Surfaced Ball Games Area
Fred Wells Gardens, SW11 (St Mary's Park)	1	Children's Playground (Toddler, Junior)
	2	Hard Surfaced Ball Games Area
Furzedown Recreation Ground, SW17 (Furzedown)	1	Ball Games Area
	2	Children's Playground (Toddler, Junior) and Skate Park
	3	Outdoor Gym Trim Trail

Garratt Green, SW18 (Earlsfield)	1	2 Children's Playground (Toddler, junior)
	2	Ball Wall
Garratt Park, SW18 (Earlsfield)	1	Children's Playground (Toddler, Junior)
	2	Hard Surfaced, Floodlit Ball Games Area
	3	Red-gra Cycle Track
Godley Gardens, SW18 (Wandsworth Common)	1	Play Feature
Harroway Road Open Space, SW11 (St Mary's Park)	1	Children's Playground (mixed ages)
Heathbrook Park, SW8 (Shaftesbury)	1	Children's Playground
	2	Hard Surface Ball Games Area
King George's Park, SW18 (Southfields)	1	Trim Trail
	2	3 Children's Playgrounds (Toddlers (2) and junior)
Latchmere Recreation Ground, SW11 (Latchmere)	1	Children's Playground(Toddler)
Lavender Gardens, SW11 (Shaftesbury)	1	Outdoor Gym
Leader's Gardens, SW15 (Thamesfield)	1	Children's Playground (mixed ages)
Montefiore Gardens, SW8 (Shaftesbury)	1	3 Children's Playground (toddlers (2) Junior)
The Pleasance, Putney Park Lane, SW15 (West Putney)		1 Natural Play Area
Shillington Gardens, SW11 (Latchmere)	1	2 Children's Playground (Toddler, Junior)
	2	Outdoor Gym
Swaby Gardens, SW18 (Earlsfield)	1	2 Children's Playground (Toddler, Junior)

**TABLE 3
PREMISES WHICH ARE OPERATIONAL BUT NON-CHARGEABLE**

Tooting Commons, SW17 (Bedford and Furzedown)	1	Children's Playground (Triangle) (mixed)
	2	2 Children's Playground (Lakeside) (toddler and Junior)
	3	Dr Johnson Avenue Car Park
	4	Lido Car Park
Tooting Gardens, SW17 (Tooting)	1	2 Children's Playgrounds (Toddler & Junior)
Upper Tooting Park, SW17 (Nightingale)	1	2 Children's Playgrounds (Toddler & Junior)
Wandsworth Common, SW18 (Wandsworth Common)	1	2 Children's Playground (Neal's Farm) (Toddler & Junior)
	2	Children's Playground (Chivalry Road) (mixed)
	3	Children's Playground (Windmill) (Toddler)
	4	Children's Playground (St. Marks) (Toddler)
	5	Hard Surfaced, Floodlit Ball Games Area (Chivalry Road)
	6	Trim Trail
	7	Public Toilets
Wandsworth Park, SW18 (Thamesfield)	1	Hard Surfaced, Floodlit Ball Games Area (Chivalry Road)
	2	Public Toilet
York Gardens, SW11 (Latchmere)	1	Children's Playground (Mixed ages)
	2	Outdoor Gym

17.4 Parks List:

<http://www.wandsworth.gov.uk/parksandopenspaces>

Battersea Park
Bramford Gardens
Christchurch Gardens
Coronation Gardens
Falcon Park
Fountain Road Rec
Fred Wells Gardens
Fishponds playing field
Furzedown Rec
Garratt Green
Garratt Lane Old Burial Ground
Garratt Park
Godley Gardens
Harroway Gardens
Heathbrook Park
Huguenot Old Burial Ground
King George's Park
Latchmere Recreation Ground
Lavender Gardens
Leader's Gardens
Montefiore Gardens
Putney Old Burial Ground
Putney Park Lane
Queenstown Garden
Shillington Park
Swaby Gardens
The Pleasance
Tooting Common
Tooting Gardens
Wandsworth Common
Wandsworth Park
York Gardens

17.5 Playground list:

https://www.wandsworth.gov.uk/directory/18/childrens_playgrounds

Balham Leisure Centre Playground
Battersea Park Playground for toddlers and juniors
Bramford Gardens Playground
Chivalry Road Playground for juniors and toddlers
Falcon Park Natural Play Space, SW11
Fishponds Natural Play Space (trim trail), SW17
Fountain Rec Playground for toddlers
Fred Wells Playground for toddlers and juniors

Furzedown Rec Playground for toddlers and juniors
Garratt Green Playground
Garratt Park Playground
Harroway Road Playground for toddlers and juniors
Heathbrook Park Playground
King George's Park playground for toddlers and juniors
Latchmere Rec Playground for toddlers and juniors
Lavender Gardens Playground
Leaders Gardens Playground for toddlers and juniors
Malcolm Gavin Hall - toddlers area
Montefiore Gardens Playground
Shillington Gardens Playground for toddlers and juniors
Swaby Gardens Playground
Tooting Common Lakeside Playground
Tooting Gardens Playground
Tooting Triangle Playground for toddlers and juniors
Upper Tooting Park Playground
Wandsworth Common Ground Playground
Wandsworth Common St Mark's Playground
Wandsworth Park Playground

17.6 Events List

Armed Forces Day:

http://www.wandsworth.gov.uk/info/200506/support_groups/668/armed_forces
http://www.wandsworth.gov.uk/news/article/14554/celebrating_heroes_on_armed_forces_day
http://www.wandsworth.gov.uk/info/200506/support_groups/668/armed_forces/2
http://www.wandsworth.gov.uk/news/article/12087/army_regiment_welcomed_home_to_balham

Battersea Park Fireworks:

http://www.wandsworth.gov.uk/news/article/10098/come_to_the_fireworks_in_battersea_park

See also Appendix 7 and ISIT Information

SECTION 5 - APPENDICES

APPENDIX 1
CHARGES (appended)

The annual review process for these Charges is as set out in section 6 of this Specification "Pricing and Charges"

Council Charges appended "App 1 - Charges Report Appendices"

APPENDIX 2
COUNCIL EQUIPMENT LISTS
(appended "App 2 - Parks Inventory")

APPENDIX 3
PERFORMANCE MEASURES
(appended “App 3a - KPI 1” and “App 3b - KPI 2”)

Battersea Park Landscape Management Plan: App 3 - Battersea Park Management Plan

APPENDIX 4
CUSTOMER CARE AND COMPLAINTS
(appended "XX")

APPENDIX 5

OTHER OCCUPIERS OF PARKS AND OPEN SPACES

APPENDIX 6
SUB CONTRACTS
(appended)

Grounds Maintenance Contract:

- App 6 - GM Contract 1 Vol1 Conditions of Contract
- App 6 - GM Contract 2 Sch1 Spec clauses 1.1 to 8.10
- App 6 - GM Contract 3 Sch 1 Spec clause 8.10.1 to Appx9
- App 6 - GM Contract 4 Sch1 to end. Sch2 (Rates) and sites lists

Arboricultural Contract:

- App 6 - Arboricultural CONTRACT - Part 1
- App 6 - Arboricultural CONTRACT - Part 2

Horticultural Therapy:

- App 6 - Horticultural Contract

APPENDIX 7
EVENTS
Strategies and Information

App 7 - Battersea Park Events Strategy

App 7 - Battersea Park Events Strategy

App 7 - Revised Event Restrictions