

To: Town & Parish Councils

Shropshire Council
The Guildhall
Frankwell Quay
Shrewsbury
SY3 8HQ

10 December 2025

Dear Clerk / Councillors,

Re: Devolution Pilots – Progress & Next Steps

We're really pleased that you've chosen to engage with us through the Town & Parish Devolution Programme and have signed the Memorandum of Understanding (MoU). Thank you for your patience and continued commitment while we've been developing the next stage of this work.

I'm now pleased to share an update on devolution pilots, which are underway across the four pilot areas.

These pilots mark an important step in testing how Shropshire Council and local councils work more closely together to plan and deliver local services, ensuring that decisions are made closer to communities.

The attached summary briefing note outlines what the pilots involve, the key principles they are testing, and how the learning will shape the future approach that all Town and Parish Councils can benefit from. Our aim is to strengthen local collaboration, improve responsiveness, and make the best use of local insight and resources, while Shropshire Council retains overall governance and accountability.

Over the coming weeks, we'd like to arrange meetings with councils who have signed the MoU to discuss how this first phase of pilots is progressing and how future phases could involve your area. An officer will be in touch with you to arrange a suitable time, but please do let me know if there are any particular dates that work best for you.

I hope you find the briefing useful and informative and thank you again for your ongoing engagement and partnership.

Yours sincerely

Alex Wagner

Alex Wagner -Deputy Leader

Town and Parish Devolution Pilots Summary (December 2025)

1. Purpose

The devolution pilots are part of Shropshire Council's wider transformation and improvement programme. They are designed to test delegated approaches to local service delivery, particularly within **Street Scene and Grounds Maintenance**, to identify practical, locally led ways of improving outcomes while maintaining clear governance and accountability.

2. Overview of the Pilots

Four pilot areas are now working with Shropshire Council to explore how delegated activities can be planned, managed and reviewed at a local level:

- **Shrewsbury** - Full Devolution of all StreetScene Services. (starting April 2026)
- **Oswestry** - Partial Devolution - Parks and green spaces.
- **Shifnal & Broseley**- Collaboration Approach - Enhanced arrangements only.

These pilots are not about transferring services or responsibilities; Shropshire Council retains overall accountability. This is about delegating and coordinating work more locally, improving responsiveness and making the best use of local knowledge and capacity.

Each pilot is focusing on:

- **Street scene and environmental services**, such as grounds maintenance, verge cutting and local cleansing.
- **Better communication and coordination**, ensuring issues are raised and resolved more efficiently; and
- **Governance and reporting**, establishing clear standards, accountability and performance measures.

The learning from these pilots will help shape a consistent county-wide model that can be extended to other Town and Parish Councils in due course.

3. Shared Objectives Across All Pilots

- **Local decision-making:** Ensuring town and parish input shapes priorities and delivery.
- **Responsiveness:** Issues resolved quickly through clear, local communication channels.
- **Efficiency:** Reducing duplication, improving scheduling, and maximising use of resources.
- **Partnership:** Strengthening relationships between local and principal councils.
- **Community pride:** Enhancing the appearance and feel of local places.

4. Expectations Framework (applies to all pilot and future areas)

Area	Shropshire Council will...	Town & Parish Councils will...
Communication and Engagement	Maintain open channels of communication, share information in a timely way, and respond through agreed routes.	Provide local contact details, ensure clear escalation routes, and share updates on local issues.
Support and Resources	Offer advice, templates, and data to support local delivery; ensure access to relevant officers and guidance.	Use agreed templates and processes; identify local delivery capacity or partnerships where appropriate.
Standards and Compliance	Set service standards, monitor delivery, and provide oversight for health and safety, insurance, and risk.	Deliver tasks to agreed standards and report any incidents or risks promptly.
Performance and Reporting	Collate and review monitoring information; feedback on performance and learning.	Record activity and outcomes and provide information for monitoring and evaluation.
Learning and Development	Capture and share lessons from pilots; refine processes for wider rollout.	Contribute to evaluation by sharing feedback and practical insights.

Detailed examples of operational service levels (e.g., StreetScene activities and frequencies) are provided in Appendix B.

4. Legal & Statutory Requirements

All devolved StreetScene functions must be delivered in full compliance with relevant legislation, including the **Environmental Protection Act 1990** and associated regulations. Participating councils must ensure that statutory duties, such as those relating to waste management, litter control, and environmental protection are maintained at all times.

5. Next Steps

The pilots will run through 2025–2026, with regular evaluation to understand what works well and what needs refinement. Findings will be shared through the Town & Parish Operations Board and SALC briefings, with the aim of shaping a consistent county-wide approach that can be offered to all Town and Parish Councils.

Milestone	Description	Lead Responsibility	Target Date
Confirm Service Scope and Local Responsibilities	Finalise which StreetScene functions will be delivered by each Town or Parish Council and define operational boundaries.	Shropshire Council with each Pilot Council	15 November 2025
Agree Financial and Governance Arrangements	Complete costings, funding allocations, and governance documentation. Formal sign-off required before implementation.	Shropshire Council & Pilot Councils	W/C 17 November 2026
Training and Induction	Deliver training sessions on service delivery, compliance, and reporting expectations.	Shropshire Council (Support & Training Function)	W/C 1 December 2025
Implementation Preparation	Confirm local delivery plans, contact points, and communication arrangements (inc. supporting budget /precept meetings)	Pilot Councils with Shropshire Council oversight	Nov 2025 – Jan 2026
Pilot Launch – Go Live	Begin devolved delivery of agreed services under the new arrangements.	Pilot Councils	April 2026

Initial Review	Assess early progress, identify issues, and capture lessons learned for refinement of the wider devolution model.	Shropshire Council (Performance & Evaluation)	June 2026
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Appendix B: StreetScene Services

1. Service Frequencies and Standards

Re-design model proposed activities and frequencies

Ref	How (Equipment)	Where (Category)	What We Do	How Often	Number of Visits per Year
A	Mechanical Sweeper (12t)	Zone 1a	Sweeping of main retail areas: Shrewsbury, Bridgnorth, Market Drayton, Oswestry, Whitchurch, Ludlow	Once per Week	52
		Car Parks	Sweeping of all Shropshire Council owned or managed car parks.	Once per 12 Weeks	4
		Other Areas	Sweeping of roads with kerbs or a boundary wall.	Once per 12 Weeks	4
	Mechanical Sweeper (18t)	Remote/Rural Roads	Sweeping of roads with kerbs or a boundary wall.	Once per 12 Weeks	4
B	Pedestrian Sweeper	Zone 1a	Sweeping of footpaths in main retail areas: Shrewsbury, Bridgnorth, Market Drayton, Oswestry, Whitchurch, Ludlow.	Once per Week	52
		Alleyways, Connected Footpaths and Cycleways not Running Alongside a Road	Secondary retail zones, strategic walking routes and some high footfall areas.	Twice per Year	2
		Alleyways, Connected Footpaths and Cycleways not Running Alongside a Road	Alleyways, footpaths, and cycleways in low footfall areas.	Once per Year	1
C	Hand Brush	Zone 1b	Steps and alleyways not accessible by machinery.	Once per 12 Weeks	2

Ref	How (Equipment)	Where (Category)	What We Do	How Often	Number of Visits per Year
		Other Areas	Steps/narrow alleyways not accessible by machinery in rural areas.	Twice per Year	1
D	Power Sweeper	Alleyways and Footpaths	Litter hot spots, secondary retail, and strategic walking routes.	Twice per Year	2
		Alleyways and Footpaths	Alleyways and footpaths in low footfall areas.	Once per Year	1
E	Litter Picking	Zone 1a	Litter picking in main retail areas: Shrewsbury, Market Drayton, Oswestry.	Twice per Week	104
		Zone 1a	Litter picking in main retail areas: Bridgnorth, Whitchurch, Ludlow.	Once per Week	52
E	Litter Picking	Zone 1b	Areas connected to main retail areas: Shrewsbury, Bridgnorth, Market Drayton, Oswestry, Whitchurch, Ludlow.	Once per Week	52
		Litter Hot Spots	Litter pick in areas with a history of having problems with litter.	Once per 2 Weeks	26
		Secondary Retail Zones	Shopping areas outside of main town centres.	Once per 4 Weeks	12
		High Population	Litter pick in areas with large populations.	Once per 4 Weeks	12
		Strategic Walking Routes with High Traffic	Litter picking on high footfall paths that act as common routes to Schools, Hospitals, Towns etc.	Once per 12 Weeks	4
		Car Parks	Litter pick of all Shropshire Council owned or managed car parks.	Once per 12 Weeks	4
		Other Areas	Litter pick in areas with low populations, not within a retail zone and with no history of litter problems.	Twice per Year	2
F	Waste Bins	Zone 1a	Bin emptying in main retail areas: Shrewsbury, Bridgnorth, Market Drayton, Oswestry, Whitchurch, Ludlow.	Daily	365
		Other Areas	All areas not within the main retail areas: Shrewsbury, Bridgnorth,	Range from one to four times per	x

Ref	How (Equipment)	Where (Category)	What We Do	How Often	Number of Visits per Year
			Market Drayton, Oswestry, Whitchurch, Ludlow.	week and fortnightly	
G	Weed Control	All Areas	Carriageways/footpaths with a kerb or hard boundary wall.	Twice per Year	2
H	Leaf Fall	All Areas	Carriageway/ footpath with a kerb or hard boundary wall. High density areas impacted by heavy, obstructive leaf fall will receive this 1 additional visit.	Once per year	1

2. Glossary

Term	Description
Boundary Wall	A boundary wall is a hard standing object at the edge of a pavement or road. Some examples of a boundary wall would be a garden wall (not hedges & fences) or the brick wall of a building
Cycleway	A cycleway is marked with white lines separating it from the footpath and has signage displaying its use for cyclists. A cycleway is not where white lines have been painted separating a section of road dedicated to cyclists
Footpath	A footpath is a path designated for pedestrian use that connects locations separate from the road network. Footpaths are not the footways that are adjacent to/or running alongside roads
High/Low Footfall	Footfall is used to describe the level of pedestrian traffic in a particular location. High footfall refers to a large number of people entering a specific area, while low footfall indicates a small number of people entering
Litter Hot Spot	Litter hot spots are areas with a known history of littering problems within Shropshire. They have been identified using data-led and local intelligence
Secondary Retail Zone	Secondary retail zones are areas containing a few grouped shops, sometimes with a pedestrian area. Secondary retail zones are not areas surrounding local corner shops or one-off shops on side streets
Strategic Walking Route	Strategic walking routes are pedestrian walking routes that link key areas. An example could be a footpath or footway linking a highly populated housing estate to a school, hospital, or town centre

Zone 1a	Zone 1a's are the main central retail districts of Shrewsbury, Bridgnorth, Market Drayton, Oswestry, Whitchurch, and Ludlow
Zone 1b	Zone 1b's are the areas that lead into Zone 1a's. They are highly trafficked routes that lead directly into town centres in close proximities

STREET SCENE AND GROUNDS

Specification Guidance Notes

Juan Hernandez

Football Pitch Maintenance

The maintenance of football pitches shall be to the following standard

Table 01

Task	Response times for non-compliance
Maintenance of Football Pitches – All specified sites	5 working days

List of Grass Football Pitches:

Competition Pitch

Adult Pitches

Junior Pitches

9-a-side

5-a-side/7-a-side

Table 02

ACTIVITY	STANDARD
Grass Cutting	The Service Provider shall cut the pitch grass to maintain a uniform grass height during the playing season, between 25 and 40mm long. To achieve this, it's recommended that football pitches have a minimum of twenty (20) cuts per year, allowing for additional cuts to be made if the weather is good and promotes a faster rate of growth.
Initial Measure and Marking Out	<p>Annually, prior to the beginning of the football season, the Service Provider shall set out and mark the pitches. Lines must be marked with a non-toxic white marking compound using a pedestrian line marker or equivalent equipment.</p> <p>The line marking material must be agreed by the Authorised Officer prior to use.</p>
Remarking	The Service Provider will re-mark the pitches during the playing season using a compound as detailed above. Re-marking of the lines is required at reasonable intervals throughout the season.
Aeration	The Service Provider shall aerate the football pitches, as necessary. Any arisings from this operation shall be removed for disposal.

ACTIVITY	STANDARD
Localised Spiking Harrowing	<p>The Service Provider shall during the playing season undertake localised spiking to remove surface water.</p> <p>Prior to re-marking the pitches the Service Provider shall, using suitable equipment, chain harrow the surface to maintain surface levels.</p>
Rolling	<p>During the playing season, the Service Provider shall, using suitable equipment, roll the whole area of the pitch.</p>
Localised Sanding	<p>The Service Provider shall undertake sanding operations on areas of excessive wear.</p>
Renovation	<p>The Service Provider shall carry out annual renovation of the goal mouths, penalty boxes and centre circles. The renovation work will be carried out using a sports mix seed.</p>
Fertilizer	<p>The Service Provider shall use appropriate methods, fertilize football pitches where necessary from April with an accepted fertilizer.</p> <p>Fertilizer must be applied evenly across the surface area. It must not be applied in windy conditions or in periods of drought. Application must preferably be made when rainfall is imminent otherwise, the area must be irrigated to avoid scorching of the sward.</p>
Weed Control	<p>The Service Provider shall maintain each football pitch and provide a method statement outlining how it proposes to apply a suitable herbicide to football pitches at the beginning of the growing season. The affected areas should not be mown for three days following herbicide application.</p>
Goal post installation and removal	<p>The Service Provider shall maintain all goal post to ensure they are installed prior to the start of the season and removed at the end of the season.</p> <p>All goal post to be removed no later than 10 working days once the playing season has finished.</p> <p>Net fittings to be provided.</p> <p>New goalposts need to be provided by SC</p>

Appendix 2: LAW 1: The Field of Play

The line marking of Football Pitches shall be to the following standard

Table 03

Task	Response times for non-compliance
The Line Marking of Football Pitches - All specified sites	5 working days

Table 04

ACTIVITY	STANDARD
Field of Play	<p>The field of play must be rectangular and marked with continuous lines which must not be dangerous.</p> <p>Artificial playing surface material may be used for the field markings on natural fields if it is not dangerous. These lines belong to the areas of which they are boundaries.</p> <p>The field of play is divided into two halves by a halfway line, which joins the midpoints of the two touchlines.</p>
Lines to be Marked	<p>Only the lines indicated in Law 1 are to be marked on the field of play. Where artificial surfaces are used, other lines are permitted provided they are a of different colour and clearly distinguishable from the football lines.</p> <p>The two longer boundary lines are touchlines. The two shorter lines are goal lines.</p>
Centre Mark	<p>The centre mark is at the midpoint of the halfway line. A circle with a radius of 9.15 m (10 yds) is marked around it.</p>
Line Width	<p>All lines must be of the same width, which must not be more than 12.7 cm (5 ins). The goal lines must be of the same width as the goalposts and the crossbar.</p>
Additional Markings	<p>Marks may be made off the field of play 9.15 m (10 yds) from the corner arc at right angles to the goal lines and the touchlines.</p>

Guidance to Support Understanding of Pitch sizes

Diagram 1: Adult Playing Field Marked

- Measurements are from the outside of the lines as the lines are part of the area they enclose.
- The penalty mark is measured from the centre of the mark to the back edge of the goal line.

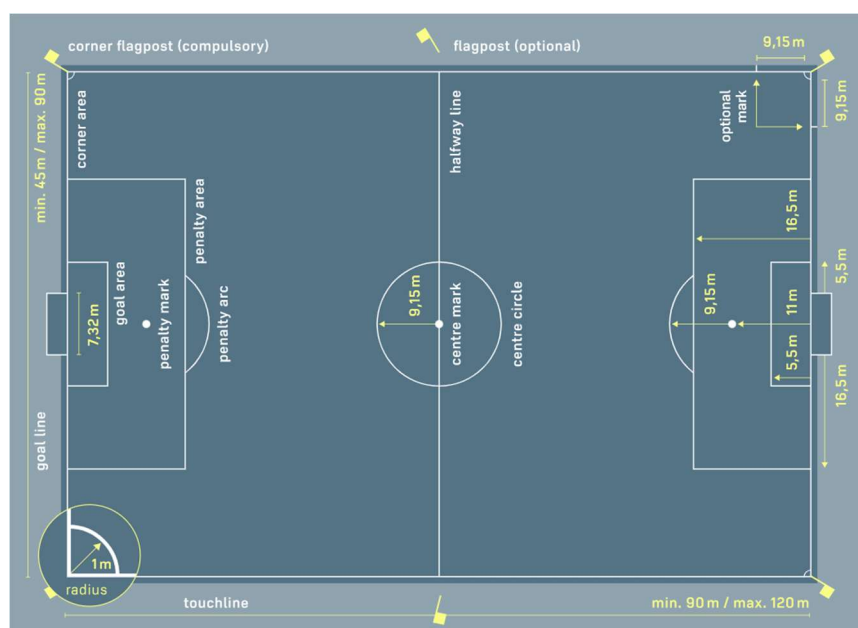


Diagram 2: Junior Playing Field Marked



Appendix 3: Artificial Pitch Maintenance

The maintenance of artificial pitches shall be to the following standard to the playing characteristics such as ball roll and bounce, stud slide and shock absorption are improved by the carpet's longer fibres (around 40-50mm) and cushioning rubber infill. These features must be preserved to allow a 3G pitch to provide a consistently high standard of play.

Table 05

Task	Response times for non-compliance
Maintenance of Artificial Pitches – All specified sites	5 working days

List of 3G Artificial Turf Pitches:

- 1 x Full size
- 4 x 5-a-side markings within
- 4 x 7-a-side markings within

Table 06

ACTIVITY	STANDARD
Weekly Pitch Cleaning/ maintenance	<p>The Service Provider shall remove debris such as leaves, twigs, and dirt can accumulate on the surface and affect its performance.</p> <ul style="list-style-type: none"> Inspect for damage: Check the turf for any signs of damage or wear and tear, such as loose seams, tears, or worn-out areas. Promptly report any issues to prevent further damage. Remove debris: Use a broom or leaf blower to clear the surface of any debris, especially after windy or stormy weather. Brush the turf: Regularly brush the turf fibres to prevent matting and keep the surface even. Matting can affect ball roll and player traction.
Leaf Clearance	<p>The Service Provider shall remove leaf fall and not allow it to accumulate, particularly during the autumn months when leaf fall can accumulate and over time mulch down into the surface fibres creating issues with drainage, cleanliness, performance, and durability.</p>
Reporting	<p>The Service Provider shall immediately report any damage or concerns with the Surface Seams and lines.</p>

Appendix 4: Grass Areas

The maintenance of Amenity Grass Areas shall be to the following standard

Table 07

Task	Response times for non-compliance	
Maintenance of Amenity Grass - All specified sites.	Highway visibility splays	5 working days
	Countryside sites	5 working days
	Highway Verge - Rural Outside 40mph limits	10 working days
	Highway Verge - within 40mph limits	10 working days

Table 08

ACTIVITY	STANDARD
Grass Cutting Frequency	<p>The Service Provider shall cut the grass areas to a frequency of once (1) per calendar month during the period between April to October allowing for a total of seven (7) visits per season.</p> <p>An allowance will be made for an early cut subject to ground condition in March to be agreed by the Authorising Officer prior to any works starting.</p> <p>Any persistent problems with grass cutting an area should be brought to the attention of the Authorised Officer at the earliest opportunity in order that these issues can be considered when monitoring performance and alternative arrangements considered.</p> <p>The Authorised Officer shall be aware that some areas may not be cut at certain times of the day to reduce risk to the public and minimise nuisance. For example, roads with high volumes of traffic at peak times, outside schools and other places of education and in pedestrian areas.</p>
Highway Verges	<p>The Service Provider shall include highway verges, central reserves, islands and roundabouts and side slopes to embankments and cuttings.</p>

ACTIVITY

STANDARD

Naturalised Grass/ Areas

Urban (within 40 mph speed limit signs) grass areas to a frequency of once (1) per calendar month during the period between April to October allowing for a total of seven (7) visits per season.

Urban (outside 40 mph speed limit signs) grass areas to a frequency of once (1) per calendar month during the period between April to October allowing for a total of seven (7) visits per season.

Rural (within 40 mph speed limit signs) grass areas to a frequency of once (1) per calendar month during the period between April to October allowing for a total of seven (7) visits per season.

Rural (outside 40 mph speed limit signs) Cut grass once per year between May & September to a uniform height of 50mm.

Naturalised Areas will receive one (1) maintenance visit annually, these comprise of, Hedge lines, Boundaries and embankments, Wooded areas, around pools and wetland areas, next to conservation areas and some areas just left to grow.

The yearly visits will be undertaken between the months of January – December depending on the requirements and wildlife for the area.

In grassed areas containing naturalised 'bulbs', it is the responsibility of the Service Provider to ensure that all existing bulbs are allowed to flower, ripen and mature before mowing is carried out at these locations.

During the growing, flowering and ripening period, grass shall be cut around the perimeter of the naturalised bulb areas, to form a neat appearance at the standard frequency specified until six weeks after the last flowers have faded.

At the end of the six-week period, the area shall be mown, until a finishing cut can be made.

Arisings

The Service Provider shall at the time of cutting leave arising on the ground.

ACTIVITY	STANDARD
	<p>Grass clippings that are deposited on to property, street furniture, footpath (paved or gravel), carriageway or memorials in the vicinity of mowing operations shall be removed by the Service Provider.</p>
Ornamental grass	<p>The Service Provider shall cut the grass areas to a frequency of Twice (2) per calendar month during the period between March to October allowing for a total of seven (16) visits per season.</p>
	<p>The first and last cut of the season will be delivered by cutting and collecting the arising.</p>
Mowing	<p>The Service Provider shall ensure mowing takes place on the full area of grass at each site. Unless otherwise specified, all grass adjacent to obstacles and boundaries shall be maintained to the height of grass of the surrounding area using appropriate methods and equipment. Grass cutting around fixed obstacles will be carried out as close as possible to the object without causing damage. Where possible 1m left around the base of trees</p>
	<p>All litter should be removed prior to any mowing commencing.</p>
	<p>War Graves that are grouped or individual will be maintained but not paid for as part of this agreement.</p>
Sports Pitches	<p>Competition Pitch Minimum of 1 week to increase up to a maximum 3.</p> <p>All other pitches cut 1 x week along with the adjoining areas.</p>
Fuelling and lubrication	<p>The Service Provider shall not allow fuelling or lubricating to take place on landscaped areas. Any spillage of fuel or lubricants shall be reported to the Authorised Officer and cleared up immediately to the satisfaction of the Authorised Officer. Any contaminated material of whatever description shall be safely disposed of off-site.</p>
Conservation Areas	<p>Although identified within the agreed plan specifications and spreadsheet.</p>

Appendix 5: Waste Bins

The maintenance of Waste Bins shall be to the following standard.

Table 09

Task	Provision	Response times for non-compliance
Maintenance of Waste Bins - All specified sites (Locations and numbers to be agreed.)	Bins to be emptied at a frequency to ensure they do not become full All contents of bin to be removed each visit including side waste. The surrounding area litter picked.	1 working day

The Authorised Officer may instruct the Service Provider to carry out additional bin empties following events which will be prioritised, and emptying must be carried out within the relevant response time.

Table 10

Task	Response times for Instruction	
Maintenance of Waste Bins - All specified sites (Locations and numbers to be agreed.)	Low Medium High	3 days 1 day 1 ^{1/2} hours

Table 11

ACTIVITY	STANDARD
Emptying of Bins	Many bins are locked, and the Service Provider will be issued with keys to gain access to bins for emptying and cleansing. The Service Provider shall ensure these bins are locked after emptying.
Plastic Sacks	The Service Provider shall line bins with a plastic sack at the time of emptying and will be responsible for the supply of adequate plastic sacks.

ACTIVITY	STANDARD
	<p>The Service Provider should note that all litter bins on the relevant land can be used by the public to deposit bagged dog faeces. However, relevant signage is used to identify specific bins for dog faeces.</p>
Waste Disposal	<p>The Service Provider shall provide the Authorised Officer with weights for the collected litter, weighed on a certified weighbridge and maintain an auditable record of the weights of waste.</p>
Washing	<p>The Service Provider carries out the cleaning inside and outside to ensure that they remain free of dirt and staining.</p>
Graffiti and Fly Posting Removal	<p>The Service Provider carries out the removal of all graffiti and fly posting including stickers to ensure that they remain in good appearance.</p> <p>Graffiti and fly posting shall be removed using a suitable detergent specially prepared for this task and shall cause no harmful effects to the surfaces to be cleaned or the environment. No abrasive cleaning materials of any kind shall be used.</p>
Response Times for Graffiti and Fly posting removal	<p>Non offensive 5 days. Offensive 1 day.</p>
Inspections	<p>During routine emptying the Service Provider shall carry out the following during each visit and provide a monthly report in the format agreed by the Authorising Officer that includes,</p> <p>Reporting damaged or missing doors, door locks. Check holding down bolts, banding, and post to ensure the waste bin is secure and structurally sound.</p> <p>Examine, tighten, lubricate hinges, door locks, and replace where necessary all, screws, nuts and locking devices.</p>

Appendix 6: Shrub and Rose beds

The maintenance of Shrub and Rose beds shall be to the following standard:

Table 12

Task	Response times for non-compliance
Maintenance of Shrub and Rose beds – All specified sites. .	10 working days

Table 13

ACTIVITY	STANDARD
Vandalism	Any vandalism or damage to shrubs and rose beds must be reported to Authorised Officer.
Pruning	<p>The Service Provider shall prune to a frequency of once (1) per Annum during the period between October to the end of February back to the previous year growth to maintain the existing appearance and height/definition.</p> <p>Arising will be removed at the time of the works being undertaken and disposed of.</p>
Clearance of weeds and litter	<p>The Service Provider shall ensure Shrub and Rose beds are litter picked and maintained to minimise weed growth to achieve.</p> <p>% of street scene inspections meeting the required standards of cleanliness (Litter and Detritus) Target 90%</p> <p>% of street scene inspections meeting the required standards of cleanliness (Weeds) Target 90%</p>
Removal of severely damaged or diseased plants	During routine pruning maintenance the Service Provider shall carry out inspection and inform the Authorising Officer of any concerns.
Weeding and removal of weeds	<p>Where plants have no bark, mulch or similar covering the Service Provider shall use an approved chemical control method weed free appearance.</p> <p>If mulch or bark is present, then allowance to top up annually will be required.</p>

ACTIVITY	STANDARD
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Replacement of plants	To be authorised prior to any works being undertaken which will aligned to the next planting season.
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Appendix 7: Hedges

The maintenance of Hedges shall be to the following standard

Table 14

Task	Response times for non-compliance
Maintenance of Hedges – All specified sites	10 working days

Table 15

ACTIVITY	STANDARD
Vandalism	Any vandalism or damage to hedges must be reported to SC
Hedge cutting	<p>The Service Provider shall cut to a frequency (of once a year) between August to end of February. Growth including encroachment will be reduced to a point close to the base of the current year's growth or to ensure the full width of the path/ carriageway is maintained.</p> <p>Hedges identified as priority for visibility and for safety issues, will be cut first to maintain the existing appearance and height/definition, ensuring that growth does not present a hazard to pedestrian or vehicular traffic.</p> <p>Arising will be removed at the time of the works being undertaken and disposed of where required to avoid encroachment.</p> <p>The arisings cut by the tractor and flail will be blown back into the bottom of the hedge at the time. All arisings cut by hand will be removed.</p>
Clearance of weeds and litter	The Service Provider shall ensure hedge lines are litter picked and maintained to minimise weed growth to achieve.

ACTIVITY	STANDARD
	% of street scene inspections meeting the required standards of cleanliness (Litter and Detritus) Target 90%
	% of street scene inspections meeting the required standards of cleanliness (Weeds) Target 90%
Removal of severely damaged or diseased hedges	During hedge cutting maintenance the Service Provider shall carry out inspection and inform the Authorising Officer of any concerns.
Replacement of hedges	To be by the Authorised Officer prior to any works being undertaken.

Appendix 8: Hard Surface Management and Maintenance

The maintenance of Hard Surfaces shall be to the following standard

Table 16

Task	Response times for non-compliance
Maintenance of hard Surface – All specified sites	2 working days

Table 17

ACTIVITY	STANDARD
Footpaths and Walkways	<p>The Service Provider shall clean the whole area, kerb channel on all sides of the hard surface, access roads, footpaths, parking areas ensuring the removal of accumulations of litter, grit, detritus, and any other materials to achieve.</p> <p>% of street scene inspections meeting the required standards of cleanliness (Litter and Detritus) Target 90%</p> <p>% of street scene inspections meeting the required standards of cleanliness (Weeds) Target 90%</p>

ACTIVITY	STANDARD
	<p>The Service Provider shall pay regard to the type of surface to avoid any damage whatsoever, and to ensure the removal of litter or detritus trapped.</p> <p>Any persistent problems with hard surfaces should be brought to the attention of the Authorised Officer at the earliest opportunity in order that these issues can be considered when monitoring performance.</p>
Waste Disposal	<p>The Service Provider shall provide the Authorised Officer with weights for the collected litter, weighed on a certified weighbridge and maintain an auditable record of the weights of waste.</p>
Leaf fall	<p>The collection and disposal of leaf fall shall form part of the normal service provision.</p> <p>Areas identified as representing a potential danger to pedestrians or road users shall be cleared of accumulations.</p>

Appendix 9: Tree Management and Maintenance

The maintenance of Trees shall be to the following standard

Table 18

Task	Response times for non-compliance
Maintenance of Trees - All specified sites	2 working days

Table 19

ACTIVITY	STANDARD
Epicormic and Basal Growth	<p>The Service Provider shall undertake removal of epicormic and basal growth</p> <ul style="list-style-type: none"> • Less than 20mm in diameter should be pruned cleanly back to its point of origin, avoiding damaging the bark of the tree. • Growth greater than 20mm should be cut back to avoid damage to the branch bark ridge and collar. This must be carried out using a sharp handsaw
Pruning	<p>The Service Provider shall:</p> <ul style="list-style-type: none"> • Ensure tree limbs and branches are removed in sections to avoid splitting or ripping of bark on the branch or stem that is to remain. • Smaller trees pruned to provide adequate clearance above highways, where an adequate height clearance cannot be achieved without compromising good Arboricultural practice, contact the Authorised Officer before commencing work.
Pruning (9.4)	<ul style="list-style-type: none"> • Smaller trees pruned to provide adequate clearance above grass areas or paths, where an adequate height clearance cannot be achieved without compromising good Arboricultural practice, contact the Authorised Officer before commencing work.
Remove Ivy/Climbers	<p>The Service Provider shall:</p> <ul style="list-style-type: none"> • Remove the climber around the trunk of the tree up to 2.5m from ground level in align with the street inspections.
Clearance of undergrowth	<p>The Service Provider shall undertake the clearance of undergrowth in a manner which avoids damage to trees and their roots, or other ecological or features.</p> <p>To facilitate the survey process.</p>
Legislation	<p>The Service Provider shall always ensure compliance with legislation in the undertaking of this work.</p>
Fallen Trees	<p>The Service Provider shall</p> <ul style="list-style-type: none"> • Remove trees that have fallen blocking the carriageway or footpath with works agreed prior to commencement with the Authorised Officer.

ACTIVITY	STANDARD
Tree Tendering Works	<ul style="list-style-type: none"> Storm damage is instructed on a case-by-case basis by the Authorised Officer. Damaged trees are to be assessed to determine the hazard and risk and works instructed by the Authorised Officer. <p>The Authorised Officer shall provide details of required tree works to be completed to the Service Provider who shall prepare and confirm details of quotation prior to works being instructed.</p>
Tree Works (9.10)	<p>No tree work is assigned and or costed to any of the rural areas with the exception of the following.</p>
Ash- Dieback Works	<p>No works or costs for Ash-Dieback have been included in this agreement</p>