SECTION 3

SPECIFICATION DOCUMENTATION

FOR THE

PROVISION OF CEMETERY SERVICES, PATROLLING AND

GROUNDS MAINTENANCE

TO THE

CITY OF WESTMINSTERS CEMETERIES

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CONTENTS

Buildings and features of special interest.

First Specification  Management and Maintenance of Cemeteries.

Second Specification  Grounds Maintenance of Cemeteries


Appendices  A-O inclusive
APPENDICES

Appendix A. Regulations for the operation of the W.C.C Cemeteries (March 2006).
Appendix B. Maps of City Of Westminster Cemeteries and War Graves.
Appendix C. Sample selection of forms and documentation in use at Cemetery Office.
Appendix D. Letter to Grantee after first interment.
Appendix E. Examples of the time period that would reasonably expected the contractor would have brought back the sites back up to the Contract Standard following the issuing of Outstanding Works Notices.
Appendix F. Example of a spring bedding plant list (dated 25/07/00) and summer bedding plant list (dated 24/09/99).
Appendix G. Westminster City Council; Environment Policy.
Appendix H. Code of Practice for the Management of Memorials.
Appendix I. Authorised Officers.
Appendix J. Pesticide Application Record Sheet. Accident, assault and/or dangerous occurrence report form. Incidents report form.
Appendix L. Visual Standards.
Appendix M. City of Westminster Vehicle Fleet Policy.
Appendix N. Corporate Identity Guidelines.
Appendix O. Pesticide Policy.
Appendix P. Perpetuity Maintenance Graves list and requirements for each Grave.
Buildings and features of special status

The Contractors attention is drawn to the following items, which place special responsibilities on the City Council to maintain these structures or trees.

The Contractor is therefore required to use his best endeavours to ensure that neither he, his staff or members of the public cause any damage to the items listed below. Where damage does occur it shall be reported to the A.O. immediately by telephone and confirmed in writing (See appendix Q. Incident report form).

See references B.6.1. and B.6.2.

East Finchley

GRADE 2 LISTED TQ 2589

a) Top Chapel. (Anglican) Lower Chapel. (Non Conformist) Boundary wall metal railings, gates and pillars from Crem. entrance to East Gate. Glensk Memorial Chapel. (Private). The West Lodge122, East End Road N2 ORZ

c) The entire Cemetery falls within a Conservation Area as designated by the London Borough of Barnet.
d) Tree Preservation Order on 43 particular named trees, 21 other groups of trees and generally throughout the whole cemetery.
e) 6 Hollies and 1 Holm Oak within the garden of West Lodge. TPO. As from 30 August 1995.

Mill Hill

a) The area within the cemetery boundary forms part of a larger Conservation Area requiring the City Council to obtain prior permission for any proposed alterations to the boundary fencing and gates (the main gates are not owned by the City Council)

Hanwell

a) Tree Preservation Order No.175 dated 1987. Every individual tree is named within the cemetery.
b) GRADE 2 LISTED Lodge, main gates, railings and pillars (privately owned).
CITY OF WESTMINSTER
DEPARTMENT OF ENVIRONMENT & LEISURE
SPECIFICATION FOR GROUNDS MAINTENANCE IN CEMETERIES

CONTENTS

SECTION A  SPECIFICATION FOR THE MANAGEMENT OF CEMETERIES
FIRST SECTION MANAGEMENT OF CEMETERIES AND BURIAL SERVICE

SECTION B  SPECIFICATION FOR THE GROUNDS MAINTENANCE OF CEMETERIES
SECOND SECTION INTRODUCTION / GENERAL INFORMATION
THIRD SECTION GRAVE DIGGING AND RELATED MATTERS
FOURTH SECTION GROUNDS MAINTENANCE
FIFTH SECTION COMMONWEALTH WAR GRAVES
CITY OF WESTMINSTER
DEPARTMENT OF ENVIRONMENT & LEISURE

SECTION A

SPECIFICATION FOR THE MANAGEMENT OF THE CEMETERIES
FIRST SECTION

SPECIFICATION FOR THE MANAGEMENT OF THE CEMETERIES
BURIAL SERVICE
# CONTENTS

## FIRST SECTION

1. **GENERAL** ............................................................................................................................... 17

1.2 **THE SITES** ............................................................................................................................ 18

1.2.1 SITE VISIT ............................................................................................................................. 18
1.2.2 CEMETARY MANAGER (CONTRACT MANAGER) ................................................................. 18
1.2.3 GROUNDS MAINTENANCE MANAGER ................................................................................ 19
1.2.4 CEMETARY OFFICE CLERK ................................................................................................. 19
1.2.5 KEEPING THE CUSTOMER INFORMED ................................................................................ 22
1.2.6 ABSENCE OF STAFF .............................................................................................................. 22

1.3 **OPENING HOURS** .................................................................................................................. 23

1.3.1 LUNCH TIMES ......................................................................................................................... 23
1.3.2 OUT OF HOURS TELEPHONE SERVICE ............................................................................. 23
1.3.3 EMERGENCY SERVICE - STAFFING ................................................................................... 24
1.3.4 PUBLIC HOLIDAYS ................................................................................................................ 24
1.3.5 INTRUDER ALARM SYSTEMS ............................................................................................. 24
1.3.6 OUT OF HOURS ATTENDANCE ON SITE TO RE-SET ALARM SYSTEMS ......................... 24
1.3.7 ON SITE SECURITY ................................................................................................................ 25
1.3.7.1 OCCUPATION OF WEST LODGE – AT 122, EAST END ROAD, LONDON, N2 0RZ .... 25

1.4 **DEALING WITH THE PUBLIC** .............................................................................................. 28

1.4.1 RECORD SEARCH .................................................................................................................. 29
1.4.2 DEALING WITH CORRESPONDENCE .................................................................................. 29
1.4.2.1 CEMETARY FILING SYSTEM ............................................................................................. 29
1.4.2.2 CEMETARY COMPUTERS ................................................................................................. 30

1.5 **DEALING WITH CORRESPONDENCE, MONUMENTAL MASONS, MINISTERS OF RELIGION, GRAVE MAINTENANCE CONTRACTORS AND HOME OFFICE** 30

1.6 **DEALING WITH THE ROYAL BRITISH LEGION, COMMONWEALTH WAR GRAVES COMMISSION AND/OR THEIR CONTRACTORS AND THE STAFF OF THE ROYAL NETHERLANDS EMBASSY** 31

1.7 **DRESS AND BEHAVIOUR** .................................................................................................. 31

1.8 **BURIAL LAW, PUBLIC HEALTH LAW, CEMETARY REGULATIONS** ................................. 32

1.9 **OPERATION OF THE CEMETERIES AS A BUSINESS** .................................................... 32

1.10 **PRICING POLICY** ............................................................................................................... 32

1.11 **EMPLOYMENT OF STAFF** .................................................................................................. 33

1.12 **MAINTENANCE OF BUILDINGS** ....................................................................................... 33

1.12.1 INVENTORY ............................................................................................................................ 33
1.12.2 MAJOR REPAIRS .................................................................................................................. 33
1.12.2.1 MINOR REPAIRS AND MAINTENANCE ......................................................................... 34
1.12.3 CLEANING OF BUILDINGS .................................................................................................. 35
1.12.3.1 OFFICE AND CHAPEL CLEANING ................................................................................. 35
1.12.3.2 OFFICE TOILETS, PUBLIC TOILETS, PUBLIC WAITING ROOMS, VESTRY AND TOILETS, MESS ROOM CLEANING .................................................................................. 35
1.12.3.3 ELECTRIC LIGHTS, HEATING UNITS AND TAPED MUSIC PLAYERS & SPEAKERS ............. 38
1.12.3.4 CHAPEL SERVICES .......................................................................................................... 39
1.12.3.5 CLEANING AND CLOSING CHAPELS AFTER A SERVICE AND DEALING WITH AUDIO EQUIPMENT AND ALARM SYSTEMS .................................................................................. 40
1.12.3.6 USE OF CITY COUNCIL CHAPELS, FOR SERVICES WHERE BURIAL WILL TAKE PLACE ELSEWHERE ... 40

1.13 **WATER, GAS, ELECTRICITY** ............................................................................................. 40
1.14 CEMETERY NOTICE BOARDS, ROAD NAME BOARDS, LITTER BINS, WATERING CANS, A FRAME NOTICES AND MEMORIAL SAFETY NOTICES .................................................................................................................41

1.15 OPERATION OF OFFICES .................................................................................................................................................41
1.15.1 CEMETERY REGISTERS AND PLANS ..........................................................................................................................41
1.15.2 PETTY CASH .................................................................................................................................................................42
1.15.3 LOST PROPERTY ..........................................................................................................................................................42
1.15.4 OFFICIAL FORMS ..........................................................................................................................................................42

1.16 STAFF ..................................................................................................................................................................................42
1.16.1 SUPERVISION OF STAFF ON SITE ........................................................................................................................................42

1.17 HEALTH AND SAFETY AT WORK ACT, SHOPS AND OFFICES ACT. FIRST AID KITS .................................................................................................................................42

1.18 ADVERTISING, PUBLICITY ETC .........................................................................................................................................43

1.19 HYMN BOOKS, ORDER OF SERVICE BOOKS ETC ..............................................................................................................43

2. DUTIES OF THE CEMETERY MANAGER ..................................................................................................................................44

2.1 IN CONNECTION WITH AN INTERMENT IN A NEW GRAVE SPACE .................................................................................................................................44
2.1.1 WITNESSED OR ASSISTED BACKFILLING .................................................................................................................................................47
2.1.2 CERTIFICATE FOR DISPOSAL ...............................................................................................................................................47
2.1.3 CERTIFICATION OF BURIAL ...............................................................................................................................................47
2.1.4 GRAVE CARD .................................................................................................................................................................47
2.1.5 INVOICE TO THE FUNERAL DIRECTOR ........................................................................................................................................47
2.1.6 RECEIPT OF PAYMENT FOR ALL SERVICES ........................................................................................................................................48
2.1.7 LETTER TO THE GRANTEE AFTER A FUNERAL ........................................................................................................................................48

2.2 IN CONNECTION WITH AN INTERMENT IN AN EXISTING GRAVE WITH A MEMORIAL .................................................................................................................................48
2.2.2 REMOVAL OF AN EXISTING MEMORIAL ........................................................................................................................................49
2.2.3 OVERSIZE MEMORIALS ..................................................................................................................................................50

2.3 IN CONNECTION WITH A REQUEST TO ERECT OR INSTALL A MEMORIAL UPON A PRIVATE GRAVE, OR ALTER OR ADD AN INSCRIPTION TO AN EXISTING MEMORIAL .................................................................................................................................50
2.3.1 ANNUAL GRAVE MAINTENANCE CONTRACTS ........................................................................................................................................51
2.3.2 GRAVE MAINTENANCE AGREEMENTS ........................................................................................................................................51
2.3.3 DAMAGE TO MEMORIALS ................................................................................................................................................51
2.3.3.1 MEMORIAL SAFETY SURVEYS ........................................................................................................................................51
2.3.3.2 STORM DAMAGE .........................................................................................................................................................52
2.3.3.3 VANDALISM .........................................................................................................................................................53

2.4 IN CONNECTION WITH A REQUEST TO INTER CREMATED REMAINS ...........................................................................................................................................53

2.5 IN CONNECTION WITH MEETING THE CLIENT TO LOCATE A PARTICULAR GRAVE SPACE OR SPACES .................................................................................................................................54

2.6 IN CONNECTION WITH THE COMMONWEALTH WAR GRAVE PLOTS AND THE DUTCH WAR GRAVES ..........................................................................................................................................54

2.7 IN CONNECTION WITH A COMPLAINT ..........................................................................................................................................55

2.8 DEALING WITH MONUMENTAL MASONS AND LANDSCAPE MAINTENANCE CONTRACTORS ..........................................................................................................................................55

3. EXHUMATION (SECTION 25, BURIAL ACT 1987) ..........................................................................................................................................56

4. CLEARING MEMORIALS ...............................................................................................................................................................56

5. MONITORING OF THE CONTRACT ...........................................................................................................................................57
6. PRESS, RADIO AND TELEVISION ...............................................................................................................................57
7. AUDIT ..................................................................................................................................................................................57
8. MONTHLY CONTRACT MONITORING MEETINGS/FINANCIAL DATA ..........................................................58
9. QUARTERLY AND ANNUAL DATA ...........................................................................................................................................59
10. WESTMINSTER ASSOCIATION OF RELATIVES (WAR) ..................................................................................59
Section A

1. General

1.1 The City Council wishes to operate the cemetery service in the most cost effective and efficient manner possible, whilst at the same time offering a high standard of personal service to the public and Funeral Directors. The clauses in this specification have been devised to achieve these joint objectives and the Contractor will be required to ensure that all operations under his direct control or supervision enhance the City Council’s reputation of the cemetery service.

The Contractor shall at all times have due regard for the dignified operation of a cemetery with Consecrated ground and shall at all times respect the feelings of the bereaved and those enquiring about services at the cemetery or about the cemetery records. The Contractor shall exert at all times ensure the public comply with the requirements of the Cemetery Regulations (See Appendix A).

The Contractor is responsible for both day to day management of the office and the maintenance of the cemetery grounds and must therefore thoroughly acquaint himself with all the requirements of the specification.

If necessary the Contractor shall require staff to commence their day at particular sites rather than attend a depot and be transported by their supervisor to their point of work. The Contractor shall absorb the cost of idle time due to traffic congestion problems, suspension of train, bus or tube services.

Allowance shall be made for illiterate members of staff or those who do not speak or understand English as their first language, to have the specification translated adequately, with particular reference to sections dealing with matters of Health and Safety.

It will be for the Contractor, through this specification, to ensure that the service in total operates to the satisfaction of the public, funeral directors and Members and officers of the City Council.

The disposal of human remains is covered by a number of Acts of Parliament. The Contractor will be deemed to have fully acquainted himself with all current legal requirements. At all times the cemetery service shall operate totally within these comprehensive legal requirements and to the highest professional standards.

Handover

On the Commencement Date the Contractor will be required to take over the Management and operation of the cemeteries from the outgoing Contractor as from 1 April 2007. An agreed handover period of 5 working days immediately prior to this will be undertaken by both contractors to ensure that the service to the public and funeral directors is uninterrupted.

It therefore follows that the incoming contractor will “take over” partially completed bookings. Graves may be dug but not yet been buried in. Some graves will have been backfilled, but await the removal of dead flowers, some will require as much as 12 months of topping up etc. In some cases the “new” Contractor will be required to replace a memorial upon a grave with which hitherto he has had no involvement. As the cemetery service is continuous the new Contractor will be required to undertake the
complete range of duties included in this specification irrespective of whether the original booking or work was undertaken by that contractor. Equally at the end of the contract the Contractor will be required to take bookings, and prepare graves and carry out all other services as normal, and to leave the sites in a neat, tidy and orderly condition to facilitate the handover.

For the avoidance of doubt no additional payment shall be made to any Contractor for carrying out works included in this specification, which were begun by a preceding contractor. Nor will any additional payment be made by the City Council to any contractor for works carried out in the last few days to facilitate the handover or maintenance of the service.

1.2 The Sites

<table>
<thead>
<tr>
<th>Location</th>
<th>Acres</th>
<th>Hectares</th>
</tr>
</thead>
<tbody>
<tr>
<td>East Finchley Cemetery, East End Road, London, N2 0RZ,</td>
<td>47 acres</td>
<td>19.18</td>
</tr>
<tr>
<td>Mill Hill Cemetery, Milespit Hill, London, NW7 2RR</td>
<td>21 acres</td>
<td>8.53</td>
</tr>
<tr>
<td>Hanwell Cemetery, 38 Uxbridge Road, London, W7 3PP</td>
<td>25 acres</td>
<td>10.14</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>38.75 hectares</td>
</tr>
</tbody>
</table>

1.2.1 Site Visit

The Contractor and the senior staff to be responsible for this contract, are advised to visit all three sites and the offices to thoroughly acquaint himself with the current conditions of the grounds and of the facilities therein, and shall be deemed to have done so before submitting their tender.

1.2.2 Cemetery Manager (Contract Manager)

The Contractor shall appoint a full time Cemetery Manager to oversee any employees or sub-contracted staff that he may appoint and to implement the clauses of this specification, in operating the cemetery service on a day to day basis. He shall work on the cemeteries for 100% of his time.

The Cemetery Manager shall receive instructions from the Authorised Officer (A.O) (See appendix I).

The Cemetery Manager shall be the most senior member of Contractor’s staff to have day to day contact with the AO, the public and funeral directors. The Cemetery Manager will therefore ensure that he takes complete responsibility for the correct execution of all bookings and that clear instructions are given to the Grounds Maintenance Manager for all grave digging and other grounds maintenance and cleaning services, described in these specifications.

The Cemetery Managers office is at Hanwell Cemetery and the Contractor shall provide and pay for telephone(s) including a mobile telephone(s), fax(es), photocopier(s) capable of providing A3 copies, desk(s) and vehicle(s) to carry out the duties detailed within this specification. He shall be computer literate and fully capable of operating a word processor and the Epilogue software utilised in the office for taking funeral bookings and registering burials.
The Contractor shall provide a PC in the cemetery office capable of being accessed by Email and maintain this PC throughout the Contract Period utilising software that is fully compatible with the City Council’s software including all anti virus software requested by the City Council. This is in addition to the PC provided by the City Council at the Cemetery office. The contractor shall also provide a scanner and a digital camera.

Should the Contractor provide alternative or additional facilities in the office, these shall be firstly approved by an A.O and shall be provided and maintained in full at the Contractor’s expense.

1.2.3 Grounds Maintenance Manager

The appointee shall be knowledgeable, professionally qualified and experienced in the full range of grounds maintenance tasks set out in the specification, in particular grave digging. The Grounds Maintenance Manager shall be employed on the contract 100% of their time.

The Contractor shall supply the Grounds Maintenance Manager with vehicle(s), telephone(s) mobile phones, fax, photo copier, IT equipment and all other equipment to enable him to carry out all the duties covered by these Specifications, and to have continuous contact with the Cemetery Manager and Cemetery office should it be required.

1.2.4 Cemetery Office Clerk

The Contractor shall employ suitable person(s) to work in the cemetery office from 9-5 Monday to Friday, to answer the telephone(s) and carry out the full range of services provided to the public and funeral directors at all times. This person shall be computer literate and fully capable of operating the Epilogue software utilised in the office for taking funeral bookings and registering burials.

As this person will be required to meet members of the public and Funeral Directors etc, he/she shall have good interpersonal skills, be smartly dressed, well groomed and in dark clothes. Male staff shall be required to wear collar and tie (properly worn), dark trousers, clean dark shoes. Female staff shall be similarly dressed, in either dark trousers or skirt. Any member of office staff may not wear Jeans and casual clothes.

Subject to experience and appropriate approved training/study, this person may be permitted to “take funerals”, if the Cemetery Manager is not there or as well as the Cemetery Manager in busy periods.

General Matters applicable to all specifications.

Trained, competent and skilled staff.

The Contractor will be required to submit with his tender his training plan for a 12 month period from the Commencement Date, and each year thereafter giving an indication of the number of staff he proposes to have on the various courses. The Contractor will need to ensure that a trained, skilled and motivated work force is employed to carry out all the duties set out in the Specification.
To achieve this objective he shall carry out a training audit for all staff at the commencement of the contract the Contractor is required to submit each month in his monitoring report, the training they have received. All new starters shall receive induction training when they start.

The City Council expects the Contractor to have an active programme of on the job training. Staff shall study for NVQs for Amenity Horticulture. Signed photocopied certificates from the respective training organisations shall be provided to the City Council for each course completed for each member of staff who completed the training course.

**Low staff turnover.**

The Contractor shall use his best endeavours to retain skilled and experienced staff, by providing good working conditions, competitive wages, ongoing staff training and opportunity for promotion where possible. The contractor shall comment in his bid, whether modern apprenticeship shall be introduced and how this will work and be supervised. In this way the AO, clients, regular visitors, other contractors will “get to know” these staff, and know that they are reliable. Staff should be encouraged at all times to build up an understanding of the work needed, the required Contract Standard, at all seasons and at the same time get to know the regular clients and visitors to the sites.

Staff resources allocated to this Contract must not be used to subsidise resources required for any other purpose. Details of staff employed shall be shown each month on the contractors monthly monitoring report and staff to be deployed shall be shown in the Form of Tender (Response document).

Each month within the monthly report submitted by the Contractor at the Monitoring meeting the Contractor will be required to submit the names of staff and locations where they work, comparing the current month with the two previous months and setting out any reasons staff have been removed and also discussing proposals he may have to transfer staff to other locations/duties.

**Rehabilitation of Offenders Act**

The Contractor is required to set out in his tender submission how he intends to ensure staffs are of the right calibre and disposition to meet the requirements of the Specification.

**Supervision of the Contract.**

The Contractor shall set out in his tender the levels of supervision he will use for staff working in the grounds. Staff at the various locations should have access to supervisory staff. The Culture should be one of encouraging staff to use their common sense and initiative, but to provide at the same time direction and motivation to ensure all work is carried out properly as well as in a timely manner.

The Contractor will submit with his tender how internal quality checks of staff are to be made to determine their individual and collective performance of the duties contained in the specification. See clauses below on Quality Management Systems, Supervision of Staff, Self-Monitoring.
The AO should be advised 24hrs before of any absence of supervisory staff from work locations connected to this Contract and arrangement for their cover be provided. The contract must not suffer because of long absences by supervisory and management staff.

Charter for the Bereaved.

The Contractor shall assist in improving cemetery management performance for the IBCA "Charter for the Bereaved".

Supervision of staff-Self Monitoring.

The Contractor is responsible for self-monitoring to ensure the standards set out in the Specification are adhered to.

He must submit details of his proposed self-monitoring system.

Annually upon the anniversary of the Commencement Date the Contractor shall review his system of self monitoring and submit proposals for improvements, to ensure that standards are maintained and improvements to service delivery are made if requested by the AO.

The Contractor must submit a report to the AO before noon each Monday setting out the work that has been completed the previous week and that which it is proposed will be carried out during the forthcoming week. A separate report will be required for each cemetery, and will comprise: -

For of the previous week’s activities.

(i) The sites (incl. part sites) inspected by the Cemetery Manager and Grounds Maintenance Manager,

(ii) An assessment of how closely the standards of grounds maintenance, and office management reflect the requirements of the Specification including any shortfall, and what is proposed to rectify the situation, with a time for completion.

(iii) A comprehensive list of all sites, grass areas that have been strimmed.

(iv) A list of incidents over the past week with a copy of the incident report.

(v) A detailed record of all compliments and complaints and action taken to resolve them.

(vi) Action taken to rectify issues arising from “Outstanding Works Orders” (OWOs) issued by the AO.

(vii) Additional Works Orders completed.

(viii) Detailed and verifiable progress on perpetuity grave maintenance.

(ix) “Putbacks” and “grave topping up” completed.

(x) Checks made on memorial masons work standards.

For the activities of the forthcoming week

(i) Proposals to deal with any problems which are preventing the Specification/Contract Standard being met.

(ii) Additional and other non-routine works to be carried out.

(iii) Arrangements being made to deal with forthcoming special events such as the Service of Remembrance at the Dutch Plot.
Performance Indicators

The performance of the Contractor will be judged against the following criteria:-

(i) Complaints from the relatives, member of the public, Funeral Directors and Monumental Masons.
(ii) Compliments.
(iii) Number of OWOs issued during the month and year to date, commencing 1 April every year. The ability of the Contractor to respond to OWOs within the time scales set and to bring back areas to the Contract Standard. Examples of required response times are given at Appendix E.
(iv) The number of default notices issued.
(v) The timeliness of responses to requests from the AO for the Contractor to provide estimates for work and to rectify shortfalls in standards.
(vi) The number of occasions the Contractor fails to rectify, or repeat failures to resolve key management issues.
(vii) Health/Quality of plants/floral displays
(viii) Overall cleanliness of toilets, offices, chapels, mess rooms and other buildings.
(ix) Appearance of the Contractors staff.
(x) Positioning and placing signage.

1.2.5 Keeping the Customer Informed

The Contractor must submit with his tender information on not more than two A4 pages, the service the customer can expect. This will form the basis of a leaflet that will be available to the relatives and visitors to the cemeteries, placed in the office or that can be sent to the relatives upon request. This to include contact details and response times in dealing with various key activities of particular interest to the relatives and visitors to the cemeteries.

1.2.6 Absence of Staff

Where staff are absent due to holiday leave, additional or alternative staff shall be assigned to the duties of Cemetery Manager, the Cemetery Clerk and the Grounds Maintenance Manager. The AO shall be informed of any proposed changes in personnel not less than 5 working days before new staffs commence work on this contract. When staff are off sick, the Contractor shall provide a replacement at no additional charge to the City Council as soon as is reasonably possible, within not later than three working days.

Where replacement staff fail to be employed by the Contractor for any absence greater than 3 days, the City Council shall be entitled to a refund for the entire period of any absence from the first day of that absence, calculated on the verifiable hourly rate of pay that would have been paid by the Contractor to that person. Default points may also be awarded.
1.3 Opening Hours

The Contractor will be required to open up and make each cemetery available for public use daily, 365 days per year at the times set out in the Cemetery Regulations. These opening times shall be clearly displayed on notices, regularly maintained by and at the expense of the Contractor at the entrances to each cemetery and chapel therein.

The main cemetery office, currently located at Hanwell, shall be open daily from 09.30-16.30. When closed a telephone answering service shall operate at all times.

Whilst the cemeteries are open to the public, all toilets shall be unlocked and available for public use, clean, fully stocked with soap and hand towels and available for use and locked again in the late afternoon 10 minutes prior to the cemetery being closed and the gates locked.

From the commencement of the contract the following hours shall normally apply. Weekends are to mean Saturday and Sunday.

<table>
<thead>
<tr>
<th></th>
<th>WEEKDAYS</th>
<th>WEEKENDS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cemeteries open for grounds</td>
<td>07.30-17.30</td>
<td>N/A</td>
</tr>
<tr>
<td>Cemeteries open and staffed</td>
<td>08.30-16.30</td>
<td>11.00-16.00 (Nov.-Feb. incl.)</td>
</tr>
<tr>
<td>Management staff on hand at</td>
<td>08.30-18.00</td>
<td>11.00-18.00 (March-Oct. incl.)</td>
</tr>
<tr>
<td>Management staff on hand at</td>
<td></td>
<td></td>
</tr>
<tr>
<td>the sites to assist public.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cemetery office hours.</td>
<td>09.00-16.30</td>
<td>N/A</td>
</tr>
<tr>
<td>Interments permitted weekdays</td>
<td>10.00-15.30</td>
<td>N/A</td>
</tr>
<tr>
<td>Management staff on hand at</td>
<td>09.00-17.00</td>
<td>N/A</td>
</tr>
<tr>
<td>cemetery office.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offices may close for lunch.</td>
<td>12.30-13.30</td>
<td>N/A</td>
</tr>
</tbody>
</table>

* Funeral services on Saturdays may be required in which case all contracted staff will be employed at their overtime rate + 15%, and these costs passed on to the client with a 20% on-cost.

1.3.1 Lunch Times

On weekdays the office may be closed for up to one hour daily, providing that such times are clearly displayed at the cemetery entrance on or near the office door.

1.3.2 Out of Hours Telephone Service

At all times when the office is not open or the Contractor shall provide a fully operational telephone answering service staff is not available to answer the telephone.
1.3.3 Emergency Service - Staffing

The Contractor will be required to give the names and addresses of two senior employees, one of whom at least shall be required to be in the country and connectable by telephone, 24 hours per day, 365 days a year. One of these persons shall be the ‘Cemetery Manager’. Such telephone numbers shall be made available to the Duty Officer at City Hall, the contractor dealing with Security Patrolling and Key holding duties so that any emergency may be dealt with.

1.3.4 Public Holidays

All cemeteries shall be open during the hours that apply to weekend opening. No managerial staff needs to be on duty in the cemeteries. For the avoidance of doubt all 3 cemeteries will be required to open on Christmas Day, Boxing Day and New Years Day, in addition to other public holidays and any special holidays that may be announced.

1.3.5 Intruder Alarm Systems

At all 3 sites some or all of the buildings are fitted with intruder alarm systems. The Contractor shall ensure that all staff, who may have to gain access to these buildings, are fully acquainted with and fully trained to disable and restart the systems each time they enter and leave the buildings. Any replacement door keys or extra keys shall be provided by the Contractor at his cost.

Access pin numbers to de-activate the various systems shall only be given to those named members of staff who need to access these buildings. When any of these staff leave the employment of the Contractor pin numbers shall be changed within 24 hours of the last day of their service of any departing staff. New pin numbers will be conveyed to all staff as necessary.

Where alarms are activated in error by the Contractor’s staff the full costs of call out charges by the security company and the City Council’s Key Holding Contractor shall be paid by the Contractor.

1.3.6 Out of Hours Attendance on Site to Re-set Alarm Systems

When an intruder alarm system is activated for any reason the Contractor if aware of it first will liaise with the security, patrolling and key holder contractor and Police if necessary to ascertain who should attend site to check the cause of an alarm system activation, take appropriate remedial action and where possible, reset the alarms and leave in a fully operational mode. The Contractor shall decide who is most conveniently located to attend the site to achieve the swiftest restoration of security and assess the reason for the activation and thus the most appropriate remedial action/work. The Contractor shall if necessary contact the A.O to obtain authorisation for labour and or materials costs in excess of £250 to make sites or buildings safe and secure as far as possible. If the A.O is not available to consult then the Contractor shall take whatever action he deems to be the most appropriate. The Contractor may claim reimbursement of costs incurred in attending sites for emergency call out, such as mileage and overtime worked as per the Appendix of Callout Charges in the Form of Tender without any tendered on cost surcharge.
1.3.7  On-Site Security

1.3.7.1 Occupation of West Lodge – At 122, East End Road, London, N2 0RZ

1.3.7.1 The Contractor’s Cemetery Manager will be required to live at the West Lodge at East Finchley Cemetery to provide as far as is practicable a presence to deal with any problems that might arise whilst the cemetery is closed to the public. The Contractor will be required to enter into a Lease for West Lodge which will exclude the provisions of the Landlord and Tenant Act 1954 Part II. The form of Lease will be provided with the tender documents. It will contain inter alia the terms set out below. Once completed the Lease will supersede the provisions of the Specification. The draft lease is given at Appendix J.

1.3.7.2 The building will be available rent and rates free, providing that the Contractor shall throughout the contract period ensure that at least one approved member of his staff shall occupy the building residentially.

1.3.7.3 For the avoidance of doubt the agreed occupant(s) of the West Lodge will not be required on a daily or regular basis to patrol the cemetery to check, locate and remove from the site any person that may have gained unauthorised access to any part of the cemetery during the hours that the cemetery would normally be closed to the public.

1.3.7.4 But the occupant(s) would be required to carry out a patrol on foot or in a vehicle provided by the Contractor if they had any reason to suspect that such unauthorised entry may have occurred. Having undertaken a patrol of the cemetery the occupant(s) would be required to take appropriate action as described below 1.3.7.13 (iii) 4 and 5.

1.3.7.5 The occupant(s) shall pay particular attention to ensure no one is in the cemeteries after closing time at the following times or dates.

   a)  Mid summer’s evening.
   b)  Halloween.
   c)  Days leading up to and including November 5.
   d)  Any public holiday.
   e)  After a special event/open day at the Crematorium.

1.3.7.6 The Contractor shall submit the name(s) of the member(s) of their staff to occupy the building within one month of the acceptance of tender. Where staff change for whatever reason the Contractor shall ensure other suitable and approved member(s) of staff replace them as soon as possible.

1.3.7.7 The accommodation consists of two bedrooms, bathroom and sitting room on the first floor with a kitchen and dining room with toilet on the ground floor. There is a small garden and off street car parking area.

1.3.7.8 The residential accommodation is metered separately for gas and electricity and the Contractor will be required to pay for all charges for energy used including standing charges.
1.3.7.9 The Contractor will be required to supply all electrical and telephone appliances that may be installed within the accommodation. The Contractor will be required to re-decorate the entire residential accommodation upon the conclusion of the contract period. Such decoration works shall include repair of damaged woodwork, incl. cracking to timber panelled doors, door frames, cracking to plaster, wallpaper/finishes apply emulsion paint to all walls and ceilings and to apply one undercoat and one topcoat to all gloss paint areas, i.e. window frames, doors, architrave’s, skirting boards etc. To leave the entire dwelling in a clean, tidy and habitable condition, subject to fair, wear and tear to carpets and other floor coverings as supplied by the City Council at the commencement of the occupation. All floor carpets shall be contract cleaned at the expense of the Contractor within the last 2 days of the Contract Period. All work to be approved and agreed with the AO prior to starting.

The property will therefore have been re-decorated starting within the 12 months prior to the end of the contract as instructed by the AO.

1.3.7.10 All schemes for redecoration of the interior of the dwelling shall be approved in writing by an A.O prior to commencement of works. The cost of all interior decoration work (labour and materials) shall be born by the Contractor.

1.3.7.11 The Contractor may not at any time allow or permit any resident of the dwelling, whether an employee or not, to enter upon or take up residence in any other part of the building except in the following circumstances:

a) Emergency evacuation of the building.
b) To check over the building following an activation of the intruder alarm system.
c) As part of his paid duties during opening hours to use any office or mess facilities that may be made available to the Contractor in connection with his duties outlined in this specification.
d) To attend to plant or equipment that in error may have been left switched on is malfunctioning in some way, and could result in damage being caused to the equipment, furnishings or the structure of the building.

1.3.7.12 (ii) Person(s) who would be approved residential occupants of the lodge

Any senior salaried member of staff including spouse/ partner and a maximum of 2 children.

Any member of supervisory staff – Foreman / chargehand including spouse/ partner and a maximum of 2 children.

1.3.7.13 (iii) Duties of the Agreed Occupants

To occupy the building, sleeping on the premises on a regular and continuous basis, but being absent from the premises for not more than any period of 24 hours in any seven-days period. Where an absence of more than 5 days continuously is known/may occur the Contractor shall advice the A.O at least 48 hours before hand.

To ensure that all gates into the cemetery are closed in accordance with the times as agreed by the City Council and stated in the specification (See P2 - Paragraph 1.3) or as may be amended by the City Council from time to time.
To ensure that any gate used to access the property after closing time is closed and locked.

To remain vigilant at all hours to the possibility that member of the public may attempt to gain unauthorised access to the cemetery and to ensure such persons leave the premises as swiftly as possible. The Contractor’s staff shall at all times approach any person found in the cemetery with caution, but shall ensure that any one found within the cemetery after hours is, if necessary, escorted to the gates and ejected with the gates re-closed and locked to prevent re-entry.

To telephone emergency services as necessary if there is a serious incident within the curtilage of the cemetery, to complete an accident/incident report form as appropriate.

To undertake a cursory glance over the top chapel building as and when entering or leaving the lodge to check if there is unauthorised activity in or near the chapel, vehicles locked into the cemetery or any other suspicious activity in need of further investigation.

To park all vehicles in their ownership neatly in the parking bays provided. Vehicles shall not at any time, even temporarily, be parked on the tarmac apron outside the West or East Gates.

To maintain the garden areas, including the enclosed courtyard in a neat and tidy condition at all times, free of litter, debris or other arising. To maintain lawn and flower areas in a weed free condition to the satisfaction of the A.O.

To politely assist any member of the public that may approach them during normal opening hours at weekends, by directing them to locate the patrolman providing them with the cemetery office telephone number, for further help on weekdays.

To restrict the agreed occupants of the dwelling to the dwelling and its private garden to the rear. Occupants may not at any time be permitted to use any of the roads, paths or lawns within the cemetery as play, sport or dog exercise areas for themselves or any third party.

To ensure that all visitors who enter the dwelling behave at all times in a reasonable and legal manner. No activity shall be permitted which may damage or threaten the fabric or appearance of the building. No business may be conducted from the premises whether profit making or not.

Any social activity within the premises shall be that which does not produce complaint from other residents of the area and may not be for group parties involving the playing of loud music or raucous behaviour.

To daily check and remove from the post box attached to the West Gate mail that may be delivered there and to ensure that it reaches the addressees. The mailbox shall be carefully closed after each check to ensure that any subsequent delivery is secure and protected from the elements. The Contractor may be required to secure the mailbox by lock and key.
1.4 Dealing With The Public

The Contractor and his staff, including weekday grounds staff and weekend patrol staff shall at all time show due regard for the feelings of the public who may be particularly stressed and upset following a recent bereavement. All staff shall at all times be polite, courteous and sensitive to the demands of the public.

Staff shall provide by telephone, (confirmed in writing if so required), the costs of the services provided the location of grave spaces and any other information relevant to the enquirer. Handout copies of the maps or plans of the cemetery shall be given to the public with the location of the grave space clearly marked and with the full details of the grave. Cemetery leaflets, including Cemetery Regulations and services the customer shall expect (see keeping the Customer Informed 1.2.4) shall be posted first class if requested by a member of the public.

In exceptional cases a member of staff shall meet the enquirer by appointment, to locate graves. (See paragraph 2.5 below).

Cemetery Visitors:

From time to time the Contractor and his staff will encounter visitors who potentially may cause offence or other problems to visitors or staff. Such persons have to be recognised promptly to prevent damage or the situation getting out of hand. The Cemeteries must remain safe places for people to visit, deal with their grief or even enjoy in terms of passive recreation. The Contractor is responsible for providing high standards of on site security and patrolling, and therefore will need to recruit, train, retrain and suitable staff of the appropriate calibre and experience to meet this service objective.

The Contractor and his staff shall be vigilant to proper control of vagrants, drunks and drug users and pushers. Young persons wishing to ride bicycles, motorbikes, skateboards or apply in graffiti shall be carefully controlled, in a way that does not provoke an even worse situation, personal abuse, physical violence or the threat thereof.

Although assistance may be sought from the Police, the Contractor must recognise that they have limited staff resources and the Contractor’s staff will be required to deal with the great majority of their duties and the problems encountered on site as they arise. His staff will need to be trained in dealing with the public in difficult circumstances and the Contractor will be required to submit his training programme and syllabus with his tender, reviewing and updating his training each year and providing refresher training courses. The Contractor must be constantly aware of problems in the cemeteries and must ensure systems are in place so staff are quickly supported by the Contractors senior supervisory staff, and know how to use the mobile phone(s) provided by the Contractor to summon assistance. The Contractor’s staff are entitled to carry out their duties without the fear of attack or verbal abuse and the Contractor will be expected to press for the strongest penalties on those persons who assault members of their staff and to attend court if necessary.

The contractor’s staff shall be physically fit and able to man and patrol the sites as required in all weathers. A high profile military style of behaviour is not wanted. Patrol staff and grounds staffs are responsible for implementing the City Council’s Cemetery Regulations (see Appendix A). They shall be capable of swiftly and discretely diffusing potentially troublesome incidents at an early stage as they arise, causing the minimum disturbance to other users of the cemeteries.
The prime objective shall be to maintain the ambience, quietness and aesthetic appeal of the cemeteries as safe and pleasant havens. The Contractor’s staff shall actively persuade this objective rather than look away or “turn a blind eye”, to take the line of least resistance when problems arise.

1.4.1 Record Search

Staff shall undertake record searches as thoroughly and expeditiously as is practicable and usually within 3 working days of the enquiry being made. Appointments to view the records/registers shall be given within 5 working days. The Contractor shall provide all necessary assistance and guidance to enable members of the public to undertake a record search for themselves. Where a record search is requested in writing, a response shall be made within 5 working days by telephone initially, and within 7 working days in writing as confirmation of the telephone details. Requests may be received from people overseas in which case responses by Airmail letter or international phone the Contractor at no additional cost shall provide call/fax or E-Mail to the enquirer or the City Council. The details of what constitutes a search requiring a fee to be paid are given in the Cemetery Regulations.

Where a search proves to be unsuccessful the Contractor shall offer (to send by mail or fax) the enquirer a list of relevant books, alternative cemeteries, crematoria, and archives that may hold other local burial records etc.

For details of charges see ‘The Agreement’; Second Schedule.

1.4.2 Dealing with Correspondence

At both Cemetery offices, the Contractor shall operate a register of correspondence detailing receipt of mail and date of response. All incoming mail shall be date stamped “Received”, (including the name and location of the Contractor) and will be responded appropriately. Written responses shall be typed on headed notepaper, (provided jointly by the City Council and the Contractor, if that notepaper bears the Contractor’s logo). The person placing the letter in the envelope, who shall take responsibility for any errors therein, shall initial all retained hard copies. The City Council will only fund the supply of an initial supply of 250 sheets of any headed or printed form due to changes in Departmental name, telephone number of corporate logo etc. Any form or letterhead bearing the logo of the Contractor shall be funded 50/50 by the Contractor with the City Council. File copies of all generated correspondence, invoices, statements etc. shall be made and filed daily, in the grave file to which they relate. Standard letters sent out by computer shall be hard copied and filed upon the appropriate grave file.

1.4.2.1 Cemetery Filing System

A separate system where records are filed in envelopes/folders in numerical order is held at the cemetery. The Contractor shall provide sufficient staff to maintain these records in a tidy and serviceable condition at all times, and available for inspection by an A.O. daily. Where the name of the grantee changes, these shall be cross-referenced in files/registers.

Correspondence with sub-Contractors, suppliers of goods, machinery etc. shall be filed either at the cemetery office or the Contractors office in a logical and functional manner.
1.4.2.2 Cemetery Computers

All staff who has access to any computerised equipment must be fully trained in its use. In particular the need to log on and log off correctly, back up procedures, use of passwords and other matters of security. The responsibility for daily backing up the Epilogue system to disc each night shall be given by the Contractor to a named and responsible employee, who shall supply an updated backup disc to the AO, for exchange, once per month at the Contract Monitoring Meeting. The Contractor’s staff may not use a WCC computer for any private purpose. Any expense directly attributable to the miss use, or non use or loss or damage to any hard or software by the Contractor shall be rectified by and at the expense of the Contractor.

For the avoidance of doubt the Contractor must understand that he, and he alone has sole responsibility for the correct taking of bookings and registration of burials, invoicing etc. by use of the Epilogue software, and as such must ensure that it is always used by competent and responsible staff who will daily ensure that backup discs are stored in the locked fire proof safes to ensure against loss through fire, theft or computer failure.

When staff who have had access to computers, leave the service of the Contractor, new security passwords shall be arranged with immediate effect.

Should the Contractor deem it necessary for specialist on–the-job training or re-training for staff to be provided by the suppliers of the Epilogue software at any time during the Contract period, these shall be at the entire expense of the Contractor.

Any initial training shall therefore be completed before the Contract start date, and in a manner and location that does not interfere with the smooth running of the Cemetery Office.

For the foreseeable future the Contractor will be required in parallel to maintain up-to-date, both the Epilogue computerised system of burial registration and the traditional manual system of hand written records within the various registers, and on original cemetery plans.

1.5 Dealing with Funeral Directors, Monumental Masons, Ministers of Religion, Grave Maintenance Contractors and Home Office

The Contractor shall where necessary keep notes of telephone conversations in the office diary and messages relating directly to matters affecting an imminent or recent interment shall be carefully relayed to the appropriate place and to all interested parties. All interment forms shall be fully completed and signed by the Funeral Director’s staff, including the section dealing with the erection of wooden crosses.
1.6 Dealing with the Royal British Legion, Commonwealth War Graves Commission and/or their Contractors and the Staff of the Royal Netherlands Embassy.

At each site there may be segregated military plots, British Legion memorials, mass Civilian memorials, scattered military graves or National Military Memorials or a combination of these.

The Contractor shall ensure that all personnel involved in any way with the maintenance of such memorials and Annual Services of Remembrance, are dealt with politely, swiftly and in a thoroughly professional manner.

The Contractor is advised that at Mill Hill, representatives of the Dutch Royal family, the Dutch Ambassador and other high ranking diplomatic officials may attend two annual Services of Remembrance. Such visits may also be attended by local civic dignitaries and elected Members of the City Council.

On these occasions the Contractor shall ensure that the highest possible standard of cemetery management, maintenance and personal conduct are displayed and that any overtime that may be necessary, is worked to achieve these high standards without additional cost to the City Council.

The grounds maintenance tasks required in War Grave Plots to be carried out by the Contractor are detailed in a separate Specification. The tasks vary slightly from the main sections of the Specification B (normal level maintenance) and C (high level maintenance). The Contractor shall thoroughly aquatint himself with the special requirements for the maintenance of plots of military graves administered by the Commonwealth War Graves Commission.

For the avoidance of doubt the Contractor may be requested to liaise with a third party who will have responsibility for regular grounds maintenance tasks on War grave plots within the cemeteries.

1.7 Dress and Behaviour

The Contractor and his staff shall at all times dress smartly and behave in a dignified manner, appropriate to the operation of a cemetery service. Men shall wear a dark jacket, wear a clean shirt and tie or similar at all times. Clerical or other staff shall be similarly clothed. Office staff shall at all times wear clean shoes, and be provided with wet weather shoes or boots for use in wet or muddy weather.

Office staff wearing ties must at all times wear them properly, open necked shirts, are not acceptable at any time, but jackets can be left off in hot weather.

The City Council reserves the right to have contractors removed from positions where they have direct contact with the public, if for any reason they are deemed to be inappropriately dressed or behave in an impolite or undignified manner.
1.8 Burial Law, Public Health Law, Cemetery Regulations

The Contractor’s attention is drawn to the need for the City Council as a Burial Authority to comply in all respects with current legislation relating to the proper and safe management and operation of a Burial Service.

In particular the Contractor shall acquire a copy of the Local Authorities Cemeteries Order 1977 and acquaint himself with its contents. The Contractor shall constantly ensure that the operations of the cemetery service within the conditions of this specification remain within the terms and requirements of the law. Through the Cemetery Manager the Contractor shall ensure that any work carried out on behalf of the City Council by other contracted or sub-contracted staff (whether the Contractor or the City Council employ them) is at all times executed lawfully. Should he be in doubt about any legal aspect of the work at or in the cemeteries he shall immediately seek advice from the A.O. and take swift remedial action where appropriate.

The Contractor’s attention is drawn to the City Council’s Cemetery Regulations (see Appendix A), which he and his staff shall enforce at all times. Any persistent serious offences shall be reported to an A.O. immediately. The Contractor will compile and provide evidence to secure a conviction against persistent offenders, in collaboration with the Police if required by an A.O.

Section B

1.9 Operation of the Cemeteries as a Business

In addition to, and as an integral part of providing a high standard of service at the cemeteries the Contractor shall, subject to contract condition 3.1 on page 3 ensure that he and his staff take every opportunity to maximise the business potential of the cemetery service.

It follows therefore that potential clients shall - in accordance with paragraph 1.4 above - be provided with maximum information on the different services offered at the cemeteries, so that the maximum numbers of clients and funeral directors bring their business to the City Council cemeteries. The Contractor and his staff shall at all times adopt a positive attitude about the advantages of the City Council cemeteries above alternative locations, and by their caring, considerate and helpful suggestions seek to ensure that clients do not take their business elsewhere.

The Contractor shall at all times consider and recommend changes that may improve the service to the public, or the efficient operation of the service, and make suggestions at the monthly contract monitoring meetings to ensure that the service adapts and changes to maintain the highest possible standards at all times.

1.10 Pricing Policy

The Contractor shall, in August of each year, submit a list of services and advise on any revisions to the charges for all cemetery services to an A.O. seeking approval for any amendments. Normally approval for new prices, if forthcoming, will be given within 3 months of the submission for implementation by a date to be agreed by the City Council, usually 1 April. After each change in services or pricing the Contractor will prepare a new list and covering letter and mail out to all funeral directors (approx. 150). The cost of
paper, envelopes and stamps only shall be born by the City Council, at cost. The City Council may from time to time reduce prices/charges to the public for cemetery services.

1.11 Employment of Staff

The Contractor shall employ sufficient trained, competent, presentable staff to meet the requirements of this contract, being mindful of the special needs of operating a burial and cemetery service. The Contractor shall ensure that during holiday times or periods of staff sickness or other reason, alternative competent staffs are available to maintain all services covered by this specification. During periods of severe winter weather the demand for grave digging may increase greatly and the Contractor shall ensure that he in turn has sufficient staff available to operate the cemetery office and chapels without delay to the public.

In his absence the Cemetery Manager shall ensure that those responsible for carrying out these duties have been properly trained have access to all keys and have adequate experience to ensure that a high level of service operates at all times.

1.12 Maintenance of buildings

1.12.1 Inventory

Within one month of the Commencement Date, the Contractor shall agree, and sign his name upon an inventory of all items of equipment, furniture and fittings as compiled by the City Council which are owned by the City Council and for which the Contractor is responsible for the care of.

The inventory shall be checked every year in the company of the A.O. throughout the duration of the contract, and the Contractor shall provide all necessary staff time to enable these checks to be carried out thoroughly and expeditiously. Where items are missing, due to the negligence of the Contractor these shall be replaced by and at the expense of the Contractor. The Contractor shall provide and maintain an inventory list showing the dates of inspection and any alterations to listed items, and forward the list with revisions to the A.O within 5 days of any inventory check. All items unaccounted for shall be replaced by the Contractor at no charge to the City Council, unless shown to be due to reasons beyond the control of the Contractor.

1.12.2 Major Repairs

The City Council retains the responsibility for the maintenance of the exterior and interior of the buildings, save for the painting and interior decorating of the cemetery office at Hanwell and the West Lodge at East Finchley Cemetery.

The City Council will undertake periodic inspections of all buildings within the cemetery boundaries included in this specification and the Contractor will co-operate in granting access where required, during normal office hours.

Within the last 3 months of the Contract Period or earlier if decided by the A.O. the Contractor is required to paint all walls and paint work to the interior of the cemetery office at Hanwell, to include the main hall way the ground floor front office, kitchen, hand basin area and toilet, to ensure that it is clean and presentable at the end of the contract. Redecoration shall include repainting walls, ceilings, doors, frames, shirting boards and
window frames. Should the Contractor wish to redecorate the office within the Contract Period he shall present the proposals in writing to an A.O. for approval. Such decoration works shall be carried out at no cost to the City Council. The materials and colour scheme shall be submitted to an A.O. for approval prior to works commencing. The carpets within these areas shall be steam cleaned by sub-contractor within the last 7 days of the Contract Period to the satisfaction of the AO but at no cost to the City Council.

1.12.2.1 Minor repairs and maintenance

The City Council retains the financial responsibility for all-minor repairs and maintenance work to all buildings except for the interior of the ground floor cemetery office suite at Hanwell, which shall be the responsibility of the Contractor.

1.12.2.2 To ensure that all such minor repairs and maintenance works are carried out swiftly the Contractor is required to make monthly inspections of all buildings specifically all chapels, waiting rooms, porches, vestry areas and toilets and to advise an A.O. within 48 hours when remedial work is needed.

1.12.2.3 The Contractor shall at all times use his best endeavours to operate the cemetery service in such a way to prevent damage to buildings, fittings, furniture, including external walls, gates, bollards, fences, water mains benches, memorials etc.

As required the Contractor may be required to obtain one written quotations for all items £100-£1,000 inclusive, unless otherwise directed by an A.O. For repairs over £1,000 and up to £10,00 the A.O. may require three written quotations.

1.12.2.4 Where damage has been caused as a direct result of an accident by the Contractor or the negligence of the Contractor, his staff or sub Contractors, the cost of such repairs shall be borne in total by the Contractor, and the works executed with minimal delay. Any work more than 3 months overdue shall be repaired by the City Council and charged to the Contractor.

For the avoidance of doubt the following are examples of damage - for which the repair costs will be borne by the Contractor.

i) Vandalism or thefts from the offices, chapels, toilets or other buildings utilised by the Contractor, due to failure to properly secure the building at any time.

ii) Damage to doors, floors windows, furniture, fences, walls, gates, pillars, benches, standpipes, memorials, landings, graves, crosses, tended plants upon any grave, caused by the Contractor, his vehicles, machinery, equipment, tools or actions.

iii) Damage to bollards, roads, paths, curbs etc. caused by inappropriate operation of equipment; spillage’s of fuel, fuel oil, lubricants or pesticides.

1.12.2.5 Where damage occurs to any memorial, cross, vase, headstone landing etc., it shall be reported by the Cemetery Manager to an A.O. No repairs shall take place until damage has been seen by the A.O, and the matter reported to the Grantee in writing.
1.12.2.6 On such occasions where repairs are carried out by the Contractor, the City Council shall only be liable for reimbursement for all and any materials reasonably used to effect such repairs, save for damage caused by the Contractor or his staff as described in Paragraph 1.13.3.4 below, where all costs shall be borne by the Contractor.

1.12.3 Cleaning of Buildings

The Contractor shall at his expense ensure that the interior of all buildings within the boundaries of the cemeteries shall be kept in a clean, tidy and useable condition at all times. The private Glenske chapel at East Finchley is specifically excluded from this specification. The Lower non-conformist chapel, although not used by the Contractor or public is included. The basement areas at Mill Hill Chapel and Hanwell office are specifically included as the Contractor’s responsibility. The stairs and office, meeting room, corridors and large room over the archway and belfry access area on first floor at Hanwell are also included in the specified areas for cleaning.

1.12.3.1 Office and Chapel Cleaning

All office areas whether accessed by the public or not shall be cleaned to the same standard.

The office equipment floors etc. shall be dusted, cleaned, swept or vacuumed as frequently as necessary. All windows shall be cleaned monthly. Stained glass windows of the chapels, by their very nature are fragile and need to be treated with great care at all times.

Chapels shall be dusted prior to Chapel services. About a quarter to a third of burials have a chapel service. In 2005/06 there were some 70 interments.

DEEP CLEAN OF OFFICES AND ALL AREAS ACCESSED BY THE PUBLIC.

Every 3 months from the Commencement date the Contractor shall inspect the areas and undertake additional and more thorough cleaning if required.

Any damage caused to the fabric of the buildings, floor coverings, fittings, fitments, furniture electrical equipment etc due to inappropriate cleaning methods, materials etc shall be rectified by and at the expense of the Contractor.

Where areas cannot be brought back to a good standard, the following guidance is intended to help the Contractor as to a suitable technique to bring the areas up to the standard.

Carpets.
Spot clean carpeted areas, shampoo with dry foam shampoo and vacuum upon completion, at least twice per annum. Where carpets are stained or made dirty by excessive public or other traffic whether caused by the Contractor or not, the Contractor shall undertake additional more frequent carpet cleaning (including shampooing) at no additional cost the City Council.

Floors - Clean skirting areas and floors.
Lightly clean polished floors with an impregnated clean polishing mop to remove all marks and leave in a clean and safe condition. Heavy traffic marks and staining should
be carefully and individually removed by hand or buffing machine. The surface should be buffed until it is completely clean, of uniform appearance and an even glossy appearance.

Wash, tiled or lino covered (or similar) floors using clean mops and warm soapy water and an approved detergent and/or disinfectant and any stain removing agent as required. The minimum amount of water must be used and the surface washed and mopped to remove all dirt, dust, debris and standing water, then rinsed and mopped dry and lightly buffed to an even glossy finish with either a buffing machine or an impregnated polishing mop.

Scrub and rinse off all terrazzo, quarry tiles, marble and similar type floors with a nylon bristle buffing machine followed by clear water rinse and pick up or removal of liquid until all the surface is without embedded dirt, film, stains scuff or skid marks and standing water and has a uniform clean appearance.

Furniture
Polish furniture. Wipe clean all furniture including all under seat rails of chapel chairs and pews, that can be so treated to remove all grease, finger marks, dust, dirt, stains or film using a soft cloth, and light liquid soapy detergent. All wood and metal furniture is to be treated with an approved silicone furniture polish and polished to a dry, fine shining finish.

Wash clean all washable chairs, seats, seat backs, arm rests, kneelers, hassocks, Where appropriate, lightly polish with a soft cloth and approved scented wax polish, until dry and evenly shiny, without damage or stain upon any cloth/fabric upholstery.

Damp wipe all leather or similar furniture to remove all visible dirt, stains, finger marks and any other marks and dry treat leather surfaces with a leather reviver and polish with a soft cloth.

Polish bright metalwork.
Clean and polish all stainless steel, brass and other polished metal surfaces using a reputable cleaner. All metal surfaces should be cleaned until they are without deposits, tarnish smears or fingerprints.

Sink areas, hand basins etc.
Dry wipes all areas to leave tap fittings, draining boards and work tops clean and shiny. Apply approved lime/calcium deposit remover as required, thoroughly clean all surfaces (including exterior of hand basins), splash backs, ledges, tile surfaces

Soft furnishings.
Vacuum all curtains, window blinds, and other soft furnishings and upholstered furniture, using appropriate nozzle fitted to the vacuum cleaner.

Paintwork
Damp wipe with a solution of warm mild detergent all painted door surfaces and architrave’s, window ledges, skirting boards, banisters, banister rail supports, paying particular attention to finger areas on edges of doors, to thoroughly remove all grease, finger marks, film, dust dirt, cobwebs. Wipe dry and polish with clean duster impregnated with suitable paint cleaner.
Polish both sides on internal glass pane in doors, hatches with an approved glass polish to remove all smears and finger marks.

Dust and dry polish wooden window shutters and wall panels from floor to ceiling using clean impregnated dusters or clean hand mops feather whisks or vacuum cleaners with the appropriate nozzle until dusted surface is free from visible dirt cobwebs, smears, finger marks or other marks.

Damp wipe central heating radiators to remove all visible dirt, stains finger marks or other marks using a cloth rinsed in a solution of mild detergent. Using a vacuum cleaner with the appropriate nozzle suck out accumulated dirt dust and debris from behind or within a double unit, including all low level connecting pipe work.

**Tiled surfaces**
Wash down all tiled walls to a height of 2 metres and remove all visible dirt, grease and finger marks using a cloth rinsed in a solution of mild detergent, dry with a clean cloth or chamois leather to leave without smears, bright and shiny.

**Clean fittings**
Damp wipe and disinfect internally and externally all bins

Thoroughly clean all extractor fans.

Dust clocks, framed pictures, plans etc. low level light fittings and shades, desks (excluding all computers, VDUs, printers, etc.), filing cabinets, tables, filing shelves.

Using a clean dry long handled light brush or feather duster sweep down all ceilings high wall areas, vents, door tops, light fittings, picture rails, cornices, figments, pipe fittings to remove all deposits of dust, dirt, cobwebs, dead insects.

Wash and polish all glass, mirrors, glazed panels or partitions, bookcases and wall tiles to height of 2 metres above floor level.

Defrost fridge(s), thoroughly clean, and dry wipe all internal and external surfaces, to remove dirt, dust food spillage’s, grease and finger marks.

**Dusting the Chapels**
The Contractor will be required to provide dust mats for major dusting of the Chapels. The Contractor shall allow for dry-cleaning alter cloths at 6-monthly intervals.

**Light fittings.**
Remove and correctly re-fit as necessary diffusers, shades etc, thoroughly clean to remove dust dirt, dead insects cobwebs etc. Clean with damp cloth inside and out, or remove dust with feather duster or similar, to leave all tubes clean and bright.

**Storage of cleaning equipment, vacuum cleaners, and materials.**
The Contractor shall ensure that at all times at all locations any equipment or electrical appliance and materials used for cleaning is at all times stored out of sight of the public, in cupboards or basement areas, yet accessible if needed at short notice. Mop heads shall be laundered regularly to ensure that they are clean before work begins on each occasion.
1.12.3.2 Office Toilets, Public Toilets, Public Waiting Rooms, Vestry and Toilets, Mess Room Cleaning

The Contractor must ensure high standards of cleanliness at all time. Toilet bowls, toilet seats, wash hand-basins and urinals shall be cleaned and left in a dry and usable condition daily and an adequate supply of toilet paper, hand towels and soap provided at all times, at all dispensing points. At least one full size disinfectant shall be in each toilet at all times. The Contractor shall provide as necessary equipment to dispense paper towels, soap etc. Bins shall be emptied daily.

Mirrors shall be cleaned and polished weekly. The Contractor shall ensure that hygiene bins are provided in each ladies toilet and emptied before 10.00hrs daily, including weekends.

Quarterly all stains and lime scale deposits in toilets, on and on the underside of toilet seats, urinals, hand basins on taps and pipe work shall be thoroughly removed, to the satisfaction of the A.O. All tiled surfaces (floor to ceilings), cistern handles shall be dry wiped to clean and remove all stains every 3 months on a routine basis as described in paragraph 1.13.3.1 above - or as and when required should there be a recurring problem.

Floors shall be mopped down and dry wiped at least once weekly using an appropriate detergent and disinfectant.

Emergency cleaning

In emergencies extra cleaning may need to be carried out during the day to ensure that all these facilities are usable at all times. The Contractor shall make due allowance to cover all such additional cleaning works at no extra charge to the City Council. The Contractor's supervisory staff shall check each toilet facility daily before opening to the public, in a verifiable manner, including every cubicle to ensure that all facilities are maintained to the highest standards of cleanliness.

All cleaning materials, toilet paper, urinal blocks, soap, towels and equipment used for cleaning shall be purchased by and at the expense of the Contractor. Sufficient stocks of these materials shall be held at each location to ensure new supplies can be made available as and when required.

At the termination of each cleaning session disinfectant shall be thoroughly applied to all inside toilet bowels, and urinals. All hand basins and kitchen sinks drains shall be treated with bleach or disinfectant twice weekly.

DEEP CLEAN OF TOILETS.

Shall be carried out to the same specification as for office areas as described in paragraph 1.13.3.1 above, every 3 months if required and with the following additional items.

Where areas can not be brought back to a good standard, the following guidance is intended to help the Contractor as to a suitable technique to bring the areas up to the standard.
Urinal at Mill Hill.
Using light abrasive pads or scrubbing brush with lime scale remover, remove by hand all lime deposits, stains, accumulated dirt, from surface and leading edge of quarry tile step, porcelain fitting and gutter and metal strainer to urinal outlet. As directed by an AO stronger cleaning fluids may be needed to be used (by specialist sub-contractor) such as hydrochloric acid to ensure the urinal and its immediate surroundings are always clean and bright.

Other urinals and WC pans
Thoroughly apply lime scale remover to all areas inside and out especially around the lower edge of the inner rim, to leave surface clean and smooth free of all deposits, dirt or stain of any type and apply bleach and leave overnight to remove any deep staining.

Toilet for the disabled at East Finchley Cemetery.
At East Finchley there is a toilet for the use of the disabled which shall be cleaned and deep cleaned at the same frequencies and to the same standards described above, in spite of its limited use.

This toilet shall be available to the public at all times upon demand and the Contractor shall ensure that the unique and universal keys used to operate the lock are available at all times to all staff including weekend patrol staff and those assisting with Funeral Services. A labelled key shall be kept in the mess room at the top chapel in addition to those described above.

During the Contract Period additional toilet facilities may be provided for the disabled and the cleaning etc thereof shall be undertaken by the Contractor as Additional Works.

1.12.3.3 Electric Lights, Heating Units and Taped Music Players & Speakers

Interior fused light bulbs shall be checked and if necessary replaced by the Contractor on a routine monthly basis. Heating units and taped music players and speakers shall be checked 24 hours before use and remedial action taken to ensure all are fully operational during services.

1.12.3.4 Chapel Services

Heaters, when needed, shall be turned on at least 1hr before a services, including those in vestries, meeting rooms and waiting rooms.

The Contractor shall ensure that the music system at each chapel is fully functional for all services, and shall provide any necessary standby items of equipment at no extra cost to the City Council - e.g. alternative portable tape/CD player in case of a failure of the fixed music centres/equipment.

The Contractor shall provide a choice of a minimum of twenty popular hymns on tape or CD at each location plus one back up tape deck and tape to ensure that clients’ needs are adequately catered for. Tapes/CDs shall be replaced and updated by the Contractor as necessary dependent on use, deterioration and availability.
The Contractor shall provide staff capable of operating all audio equipment, in the event that Funeral Director’s staff fail to do so. The responsibility for getting the correct music played at the correct time within a service remains at all times with the Funeral Director, and the Contractor shall ensure that this is fully understood by the Funeral Director on each and every occasion, before the service commences.

Microphones are available for use, and shall be made available as necessary to enable the audio loops (for those with impaired hearing,) to function at each of the 3 sites.

**1.12.3.5 Cleaning and Closing Chapels after a Service and Dealing with Audio Equipment and Alarm Systems**

The Contractor shall, at the end of a funeral service, finally check the vestry, chapel, waiting rooms and toilets, to ensure that they are tidy and in a suitable condition for reuse at short notice. Where necessary, he shall instruct cleaning staff to carry out corrective action at the earliest convenient opportunity.

All audio equipment shall be turned off, carefully locked away or stored on site as necessary. Intruder alarm system shall be re armed where they exist and the doors fully locked.

Flowers. On occasions, flowers may be brought to the chapels for services, and these may remain in position as long as they are decorative. The Contractor shall issue instructions for their removal to the cemetery dump as soon as they become faded or cease to be an enhancement to the chapel. The Contractor shall again ensure that chapels are thoroughly cleaned after floral decorations are removed and that flower vases are stored, out of sight, for reuse.

**1.12.3.6 Use of City Council Chapels, for services where burial will take place elsewhere**

Occasionally Funeral Directors may wish to utilise one of the City Council chapels for a service, and then remove the coffin for burial to some other cemetery. The Contractor shall then assist with such a service, in exactly the same way as if the burial was to have taken place within a cemetery owned by the City Council.

**1.13 Water, Gas, Electricity**

The Contractor shall grant access for meters to be read as necessary.

The Contractor shall pay for all gas and electricity consumed, including all standing charges. For the guidance of the Contractor charges for the past 12 months for gas were approx. £_____ and electricity were £______. These sums exclude energy consumed in the West Lodge at 122 East End Road. The Contractor shall ensure that meters are read on the first and last day of the Contract Period, and that all bills are sent direct to the Contractor.

The Contractor shall at all times use his best endeavours to keep consumption of water, to a minimum. In the case of water, he shall advise an A.O. immediately any leakage is apparent, turn off stop cocks where these are available and readily accessible to prevent damage or undue loss of water. (The Contractor will be required to make a contribution to the City Council for the cost of consumed water in accordance with paragraph A8.)
1.14 Cemetery notice boards, Road name boards, Litter bins, Watering cans, A frame notices and Memorial Safety Notices

The Contractor shall ensure that the above are properly cared for. Watering cans shall be included on the inventory check. Cemetery notice boards (i.e. those at the main cemetery gates) could be accidentally chipped by mowers and strimmers. The Contractor will allow therefore for the framework, back and front including supports to be re-painted within the last 3 months of the Contract Period.

All these items shall be washed clean (including inside of litter bins) of algae/fungal deposits and dirt once every 6 months using warm soapy water and mild abrasive cloth.

1.15 Operation of offices

See also paragraphs 1.2.4 and 1.3 SECTION A.

The office for the cemetery service is at Hanwell.

Any additional or alternative office facilities required by the Contractor shall be approved by an A.O. and provided and operated at no cost to the City Council. The office shall be operated in accordance with paragraphs. 1.3,.4,.5,.8,.10 and 13 above and shall be kept secure at all times. When staff are not present it shall be securely locked and the alarm system switched on.

Should the City Council require the Contractor to establish and man additional offices to the current office at Hanwell, the provision thereof shall be at the City Council’s expense but the Contractor shall provide a detailed quotation of the full operational costs, including heating and lighting all of which shall be payable by the City Council.

1.15.1 Cemetery registers and plans

Shall at all times be handled carefully, kept in alphabetical and numerical order and at night within locked fireproof cabinets or safes. At all times they shall be kept in a neat, tidy and serviceable condition. All entries therein shall be legal, legible (in capital letters only), complete and up to date at all times. Spare keys for safes, cabinets, doors and cemetery gates shall be always correctly labelled, and locked away nightly. Otherwise keys for everyday use shall be kept by a known and small number of people who shall sign up their receipt and shall return all such keys to the AO when they cease to work for the Contractor. Any keys that fail to be returned shall be charged by the City Council to the Contractor at £20 each. Where it is deemed necessary to change locks due to change of staff or a failure by the Contractor to keep proper control over the issuing of keys, the cost of all locks and new and additional keys shall be borne by the Contractor.

Windows shall be locked at all times. Chapels doors shall be unlocked and opened ½ hr before a service and member of staff remain in attendance until all personnel have dispersed and shall then turn off all lights and heaters etc. and re-lock all doors to the building. Audio equipment shall be returned to the safe at Hanwell as necessary.

The Contractor shall keep a register and plan for each cemetery detailing the number of interments each year, the new plots sold, interments of ashes, non-private burials and
exhumations, and any other relevant data required by the City Council. This information shall be reported monthly at the monitoring meetings. Additional or alternative information/data may also be required by the City Council, to enable the performance of the Contractor/service to be monitored and controlled.

1.15.2 Petty Cash

The Contractor shall allow for an appropriate method for storing cash and dealing with petty cash in an accountable manner. Losses of petty cash, stamps or other valuables from office or any building used by the Contractor shall be borne by the Contractor, and the City Council would normally not need to check that secure systems are in place for such items in which the Council has no direct day to day responsibility.

1.15.3 Lost Property

Items of nominal value shall be kept for a month at the cemetery office and then disposed of. Items valued at more than £5 shall be reported to the police immediately.

1.15.4 Official Forms

The Contractor shall take over and continue to use all printed forms, permits, grants as currently exist. Where letterheads etc have to be reprinted the Contractor shall submit a draft with full details of size of letters, colours of logos etc for approval of an AO. Any documentation or stationery required by the Contractor for services he may render in a private capacity (such as supply of memorials or annual grave or memorial maintenance services) outside the requirements of this Specification shall be supplied by and at the cost of the Contractor, but subject to prior approval of layout, format and wording of an AO.

A representative sample of such forms is provided at Appendix C.

1.16 Staff

1.16.1 Supervision of staff on site

The Cemetery Manager (Contract Manager) appointed by the Contractor will be required to make weekly spot checks to ensure that all the sites (all gates) are being opened on time, that patrol staff remain on site and securely lock and close all buildings and gates at all sites daily. At weekends, the Contractor shall also check that his patrol staffs are properly carrying out their duties so ensuring the public receives a high standard of service even when the cemetery offices are closed. The Contractor shall visit each site at weekends at least once every 2 months in this respect. For duties of patrol staff see paragraph A 14 1-8 of the second specification.

1.17 Health and Safety at Work Act, Shops and Offices Act. First Aid kits

The Contractor is reminded of the need to comply with the requirements of this legislation, and to pay utmost importance to the safety of the public who may illegally visit sites outside opening hours.
The Contractor shall submit with his tender risk assessments for all the activities, machines etc. relevant to cemetery work. It is not acceptable to simply submit unrelated risk assessments of which only a few are related to the contract.

The Contractor shall obtain a copy of the IBCA “Code of Safe Working Practice For Cemeteries” and ensure that at all times works carried out in connection with this specification are in compliance with the advice, guidance and good practice contained therein.

Risk assessments shall be carried out as required or when required by a A.O. The Contractor shall undertake at least at 6 monthly intervals a Health & Safety check in the company of the A.O, confirming the findings and action required in writing within 3 working days of the completion of such a check.

The Contractor shall supply and install first aid kits at each of the sites, and in any vehicle used for the transport of staff. Such kits shall be fully stocked at all times with all materials and equipment needed to comply with the statutory minimum Health and Safety (First Aid) Regulations 1981. (Check)

The Contractor shall ensure that staff and members of the public using the City Councils buildings fully comply with the City Council's policy on smoking.

1.18 Advertising, Publicity etc.

The Contractor shall submit all plans for advertising campaigns, promotional material of any type to an A.O. for prior approval. The Contractor shall be mindful of the need to advertise and promote cemetery services to both the public funeral directors and others, in a discreet, tasteful and thoroughly professional manner at all times. The costs of such promotional activities shall be born in total by the Contractor. The City Council reserves the right to include its logo and or its corporate identity upon any promotional material relating to any aspect of the cemetery service, whether or not it is directly related to functions described in this specification.

1.19 Order of Service books etc.

The Contractor shall ensure that an adequate supply of hymn books, printed hymn sheets, orders of service and the like shall be provided, and maintained in good condition at all times at each chapel, and report to the A.O. when there is a need for replacements. He shall upon the request of an A.O. arrange to purchase new hymn books or other written material used by mourners in the chapels. 30% of total quantity shall be replaced within the last 3 months of the Contract Period. Currently there are 30 copies of the churches group orders od Service books at each chapel. Full details of the new material shall be submitted to an A.O. for approval prior to the order being placed.

Should the AO decide that none or a lesser quantity of Hymn books is required the Contractor shall reimburse the City Council for the difference between the cost of 70 hymn books and the actual cost of the lesser quantity of books supplied.

The Contractor shall ensure that all such material provided for the use of mourners has been rubber stamped with the address of the Cemetery office on the inside front cover, in a legible manner, readily available, with additional copies for immediate distribution in the
event of exceptional numbers of mourners attending a service or any other reason such as theft or vandalism.

The cost of supplying, maintaining, reprinting, print or copying all such materials shall be borne by the Contractor in total.

2. **Duties of the Cemetery Manager**

*Where the Contractor is pricing for this contract, minus the Cemetery Management aspect this section shall be assumed to be to client functions of an A.O.*

2.1 **In connection with an interment in a New Grave Space**

Following the agreement of the Funeral Director to meet all the fees payable, the Cemetery Manager may, if requested, meet the client on site to choose the exact location of the grave. Where possible, graves shall be located near to other members of the same family, if specifically requested.

Graves in new burial areas shall be sold strictly in rotation, one following on from the preceding one in the adjacent space. On no account may individual graves be sold in widely scattered areas away from other graves. Graves may not be sold “end on” to an earlier used grave without the specific authorisation of the AO.

The Cemetery Manager must obtain the approval of the A.O. if a request is received, from any one individual, group of individuals or association of families or individuals, or church or other religious group for the purchase of more than two adjoining grave plots. This is regardless of whether the request is made as one transaction or a series of transactions on the same day or over a period of time. The Contractor shall advise the A.O immediately and upon every occasion that an oversize grave is requested and dug, so that the AO may check that the required dimensions have been achieved and so that the supplementary charges payable by the client, and by the City Council to the Contractor can be confirmed.

The Cemetery Manager shall ensure that he and the Grounds Maintenance Manager has available adequate staff resources to have a grave prepared even if that should require the grave is dug and shored by hand, before agreeing the date and time for the burial service.

At Hanwell Cemeteries there is only very limited availability of new grave spaces. New areas are being provided at East Finchley. At Mill Hill Cemetery, there is plenty of space for burials.

The Contractor will be required to allow for all additional costs in the utilisation of these grave spaces, and shall not undertake any interments within pathways or other access routes until all these identified vacant spaces have been sold. The Contractor may not charge the client any additional fees for digging such graves, nor seek to recover any additional costs from the City Council for the preparation, shoring, back filling etc of such graves. During 2005/06 56 new graves are sold and there were some 70 interments.

The Cemetery Regulations, (Section E3), governing the Lawn Plaque Sections of the cemeteries (Hanwell and Mill Hill) shall be strictly adhered to.
The Cemetery Manager shall offer the use of chapels, vestries, recorded music etc and assist in arranging a funeral service which, as far as is practicable, meets the requirements of the bereaved. Should the client request a humanist or non religious service then as far as is practicable the Cemetery Manager shall assist in any way he can and offer to remove Christian symbols such as the crucifix from the altar.

The Cemetery Office staff shall then make a computerised booking for the funeral using the Epilogue system installed on the Cemetery office p.c. If for any reason this computerised system is unable to be utilised, and in every case for the foreseeable future anyway the Contractor shall undertake a parallel manual booking system until such time as the automated system becomes operative again.

The Contractor shall operate at all times a manual diary of bookings so that the AO, and Cemetery Clerk may be able to see at a glance what bookings have been taken, the dates locations and basic information on each funeral.

Upon receipt of the appropriate fee, the Contractor shall issue a Grant of Exclusive Right of Burial to the grantee, together with a full invoice of all services provided within the cemetery. The Cemetery Manager shall also mark up the newly sold grave space on the appropriate cemetery plan and record all details in the appropriate register(s). Prior to any excavation beginning the Contractor shall undertake a memorial safety check, on all memorials within a 15m. Radius of the grave to be excavated. Any unstable memorial shall either be taped with appropriate warning tape, or carefully laid down to ensure staff and mourners do not have to work or stand in the near vicinity of hazardous memorials. See Code of Practice for the Management of Memorials at Appendix ___.

The Cemetery Manager (Contract Manager) shall issue to the Grounds Maintenance Manager an instruction to prepare the grave for the interment, giving dimensions, depth, location, date and any other special requirements. The Contractor shall make a diary note to check that 48 hours before the burial is to take place that arrangements are in hand to have the grave prepared on time. The Cemetery Manager (Contract Manager) shall ensure that the grave is ready on the day before it is needed. Overnight, the grave shall be securely boarded over to make it safe.

First thing in the morning, on the day of a funeral, the Cemetery Manager (Contract Manager) shall liaise, with the Grounds Maintenance Manager to ensure that the prepared grave is in a suitable condition for the burial to take place. A final check shall be made on dimensions, depth, boarding etc. The Cemetery Manager (Contract Manager) shall re-check the grave an hour or so before the interment to check for water ingress or partial collapse and take all necessary remedial action. Where graves are liable to these two problems particularly at Mill Hill cemetery, the Contractor shall so advise the Funeral Director, and ensure that pumps are kept running up to the very last moment so that standing water is not visible immediately prior to the committal.

On the day of the burial, the Cemetery Manager shall arrive on site a minimum of 1 hour before the booked time of the interment/service. He shall unlock the chapel if needed for a funeral service or informal gathering of mourners etc, and check that it has been dusted and prepared, with heating turned on in cold weather 1 hour before the service. The vestry and vestry toilet and all public toilets shall be cleaned and prepared for use. Ensure Hi-Fi system is in working order.

The Cemetery Manager shall ensure that the grave has been dug to the required dimension that it has been ‘dressed’ properly by the Grounds Maintenance Manager.
The Contractor shall issue last minute instructions as necessary to tidy the area in the immediate vicinity of the graves so as to give the mourners no cause for added distress during the committal.

The chapel door shall be opened 1/4 hour before the funeral and the Cemetery Manager (Contract Manager) shall meet the minister and if necessary, escort him to the vestry. The Contractor shall provide and light two approved ecclesiastical candles upon the altar. These candles shall be white/cream of size in proportion to the height and weight of the candlesticks, and be of an even height at all times and at least 9 inches in length. Care shall be taken to extinguish candles without spreading wax over the altar cloths.

The Cemetery Manager shall ensure that he is available to meet the Funeral Director close to the Chapel for all chapel services, or at an agreed location close to the cemetery entrance for all services that go “direct to grave”. The Cemetery Manager shall make himself available to direct drivers to convenient parking locations. Assist mourners into the chapel; answer any last minute queries etc. to ensure in collaboration with the Funeral Director, that distressed mourners feel confident that their every concern is addressed as far as possible and that the whole service operates smoothly, in an unhurried and dignified manner.

Where funeral corteges fail to arrive on time the Cemetery Manager shall liaise as necessary with the Funeral Director (by mobile phone) to assess how the delayed service may be accommodated with the least distress caused to the mourners. The revised arrangements may require the Cemetery Manager to adjust other commitments he may have, or send alternative members of his office staff to meet those commitments with the least disruption to all parties.

Before a chapel service or an interment, a physical check shall be made by the Cemetery Manager to ensure that the name of the deceased upon the name plate affixed to the coffin is the same as that on the disposal certificate. After the mourners have filed into the chapel, the Contractor shall quietly close the chapel door and remain outside until the service has ended.

The Cemetery Manager (Contract Manager) shall issue instructions to the Funeral Director’s staff as to the location of the grave and then lead the way to a convenient parking site for the hearse as near to the grave as is practicable. The Cemetery Manager shall always walk to the grave,(usually in the company of the Funeral director) and on no account should he drive or be driven to the grave.

During committal proceedings, the Cemetery Manager shall remain at the grave side until the coffin has been fully lowered. He shall also remain on hand to direct any late comers to the graveside. The Cemetery Manager shall also assist as required, with committal proceedings, then step away, but remain close to hand to assist mourners who may become distressed or faint during the proceedings.

Back filling. Upon the termination of the committal and the departure of all mourners, the Cemetery Manager shall summon the Grounds Maintenance Manager’s staff to carry out the back filling operation as speedily as possible. However mechanical diggers should usually not return to the grave side until all mourners have left the cemetery.
2.1.1 Witnessed or assisted back filling

As may be requested, by the Funeral Director or client in advance, the Contractor shall provide additional staff with tools to enable back filling to take place and be completed in the presence of mourners. On occasions mourners may wish to undertake or assist with back filling and the Contractor shall make available 2 clean spades or shovels for this purpose. The Contractor shall provide adequate staff and backfill material for this process to be completed within 2 hours of the committal. Once started Contractor’s staff may not leave a partially back filled grave for any reason, until the grave is at least back filled to ground level.

The Cemetery Manager shall then return to the chapel, turn out the lights and heaters extinguish candles and check the pews for lost property. Ensure that the chapel and vestry are neat and tidy, lock the doors and return the chapel door key to the office or other known place of safe keeping.

The Contractor may make no additional charge for this service either to the public or the City Council.

2.1.2 Certificate for Disposal

The Cemetery Manager shall ensure that prior to the interment that he obtains the certificate as issued by the Registrar or Certificate of Cremation and undertake a thorough check of the details therein. The interment shall not be allowed to take place until this formality has been complied with.

According to the law, following an interment Part C of the Certificate shall be completed by the Cemetery Manager and posted within 96 hours of the interment. However, to avoid any possibility of a breach of the law, the Cemetery Manager (Contract Manager) shall ensure that this documentation is completed within 24 hours of the burial.

2.1.3 Certification of Burial

The Cemetery Manager shall complete the necessary documentation relating to the burial, make the appropriate entry in all the cemetery register and plans, and then carefully file all papers in the appropriate place in the grave files held in numerical order in filing cabinets.

2.1.4 Grave Card

Before the mourners leave the cemetery, the Cemetery Manager shall issue a printed Grave Card, detailing name of deceased, date of interment, grave number and location of grave space within the cemetery, or this may be forwarded by first class post within 72 hours. A copy of the Cemetery leaflet (provided by the City Council) a copy of the Cemetery Regulations and an approved covering letter shall also be included.

For guidance only, see copy of the current post interment letter. See Appendix D.

2.1.5 Invoice to the Funeral Director

The Cemetery Manager shall within 24 hours of the enquiry have issued a detailed, itemised proforma invoice and duplicate invoice to the Funeral Director. Utilising the
Epilogue software the invoice on printed letter-head, shall list separately the charges for the grave, grave digging, taped music, minister's fees, the Grant of Exclusive Right of Burial (including the number thereof), permit fees and any other relevant charges and the terms of payment (i.e. on or before the day of the funeral).

2.1.6 Receipt of Payment for all Services

Payment must be requested in advance of the funeral and paid in advance on or immediately after the day of the funeral but where necessary written reminders shall be sent 2 weeks after the interment if payment is still outstanding. After a further 2 weeks, a final reminder shall be sent advising pending legal action to recover monies owing.

The A.O may with some funeral directors insist the contractor obtains payment in advance of the funeral. Upon receipt of the payment for any service, the amount paid and date shall be entered into a payments ledger, and in the individual file-relating name of the deceased. The Cemetery Manager shall arrange for all cheques and cash received each day to be paid into a bank account nominated by and in the name of the City Council at the end of each working day. Currently this bank is located at Lloyds Bank, 45, The Broadway, LONDON, W5. All records shall at all times be available for inspection for audit and Authorised Officers and be in accordance with the requirements of the City Council’s Director of Finance.

All transactions relating to this particular interment would then be considered to be complete, until such time as either a further interment in the same plot is requested, or a memorial is to be erected upon the grave, or both.

See paragraphs 2.2.2 and 2.3 below. For works relating to memorials.

2.1.7 Letter to the Grantee after a funeral

The Cemetery Manager shall draft a letter for approval by the AO, reminding the Grantee of the importance of checking and safe storage of all burial documents, and offering to assist with future queries etc. This letter shall then be sent to the Grantee with all documentation etc. after every interment.

2.2 In connection with an interment in an existing grave with a memorial

2.2.1 Upon receiving a request from a Funeral Director for an interment within an existing plot, the Cemetery Manager shall check the files and registers to establish the name and address details of the Grantee. Where this has been changed due to the death of the original Grantee, the Contractor shall carefully check that the transfer to another person has been properly and legally documented. Where the Grantee has been buried elsewhere or the deceased had been committed to a mental institute, the Contractor shall obtain or see copies of death certificates, wills, letters of administration, proof of power of attorney etc. and issue an appropriate form of indemnity prior to the interment. These forms shall be signed by the next of kin and witnessed as appropriate to enable the interment to legally proceed. Where the Grantee is deceased, a transfer form shall be handed to the Funeral Director or to the mourners at the time of making the booking, to enable them to commence the correct procedures to transfer the grant of exclusive right of burial. Only in these circumstances can an interment be granted. Additional inscriptions will not be permitted on any memorial where no person or
organisation is willing to have Burial Rights transferred to them (when the original Grantee is deceased or un-contactable.)

The Cemetery Manager shall, by checking the details in the registers etc. ascertain the depth of the first interment, establish whether sufficient space remains for a subsequent burial. (See paragraph 1.9 Burial Law etc.). In all cases where the initial interment took place between 13 January 1987 and 14 July 1992, the Contractor shall immediately physically check with a searcher (a metal rod) or other approved method the depth remaining in any grave space prior to accepting the booking for the funeral.

Once it has been established that the burial can be granted the Cemetery Office staff shall then make a computerised booking for the funeral using the Epilogue system. Should the client decide to proceed, these costs shall be confirmed in writing within 24 hours of the client's agreement to proceed. The Cemetery Manager will ensure that any telephoned instructions from the client or Grantee must be confirmed in writing to the Cemetery Office, at least 48 hours before any burial.

As in paragraph 2.1 above, the Cemetery Manager shall ensure, as far as is reasonably practicable that all the services available to the client are offered in a helpful, dignified and sincere manner, in an attempt to meet the wishes of the client and to arrange a funeral of their choice.

2.2.2 Removal of an existing memorial

The cost of removing and replacing a memorial shall be borne in total by the grantee. The Contractor (Cemetery Manager) may (authorise the) remove a memorial in accordance with charges levied by the City Council or the Cemetery Manager shall ascertain the monumental mason’s name and telephone number from the cemetery records/file, or utilise his direct employees or a sub-contractor for the removal of the memorial and it’s replacement.

The Contractor may utilise direct competent and fully skilled employees to handle all works associated with memorials or sub-contract this work, in which case he must establish a good working relationship with one or more such approved companies/individuals to ensure that they can come on to site at short notice to remove and replace memorials as necessary, and so ensure there is no delay to preparation of graves for re-opening. Such companies may also be needed to provide quotations etc. for rebuilding/repair works, on behalf of the Contractor, the City Council or grantees, on an individually invoiced basis.

The Contractor must ensure that suitable space is available nearby for the memorial (and any kerb or landing attached thereto) to be temporarily accommodated. The Monumental Mason’s fee shall be passed on directly to the client, with the cemetery fee (see fees and charges of the 3rd schedule of the Agreement) added to it.

In some cases, the responsibility for the costs incurred in removing and replacing the memorial shall be borne by the Funeral Director or Grantee without any direct involvement by the City Council.

In all other aspects, the duties of the Contractor (Cemetery Manager) remain the same as detailed in paragraph 2.1 above.
After inspecting the memorial, if the Contractor believes the memorial to be in a poor state of repair, and likely to fall apart or become damaged during removal, (Cemetery Manager) the Grantee shall be so advised. The Contractor may refuse to remove such memorials or oversize memorials providing he advises the funeral director immediately.

2.2.3 Oversize Memorials

The Contractor shall provide a written quotation to the City Council for the cost of removing any oversize memorial. Such quotation shall include for the replacement of the memorial (after 12 months have lapsed), the thorough levelling of the memorial upon the grave space and all necessary tidying and levelling of soil on and around the grave space in order to leave the area in a neat, tidy and orderly fashion to the satisfaction of the Grantee.

The Contractor shall apply to this quotation and City Council on-cost of 20% and the gross sum shall be quoted to the Funeral Director as the cost for the work. Should the Funeral Director not accept the gross sum quoted, he should be advised that in consultation with the Grantee that the work may be carried out by any other agreed third party (usually a monumental mason) under the joint direction of the Funeral Director and the Cemetery Manager, to ensure the memorial is located in the safest and most convenient temporary location. In such cases any third party would be required to sign an indemnity (provided by the Contractor) safeguarding the Contractor and City Council’s position in the unlikely event of damage to the property (memorial etc.) of any third party.

2.3 In connection with a request to erect or install a memorial upon a private grave, or alter or add an inscription to an existing memorial

The Contractor (Cemetery Manager) shall ensure, strictly in accordance with the Cemetery Regulations that only memorials and inscriptions that comply with the regulations are permitted. All clients should be advised that a period of 12 months should be allowed to lapse between an interment and the erection of a new memorial or replacement of an existing memorial to allow the soil within the grave to consolidate.

Upon receipt of an enquiry the Contractor (Cemetery Manager) shall advise the client of the fee payable to the cemetery for the work (permit fee) and, where necessary, supply the names and addresses of suitable monumental masons who may be able to quote for the work. Clients should be encouraged to obtain competitive quotes for the work before proceeding.

The Contractor (Cemetery Manager) shall request that all details relating to an agreed memorial or inscription shall be sent in writing to the cemetery office, and are then filed for future references.

The Contractor shall ensure that at all times, only BRAMM accredited memorial masons carry out the works agreed by the cemetery office and the client.

The Contractor shall issue a permit for the agreed works on the Epilogue system, obtain payment in full (for the permit) prior to works commencing. In every case a signed form of indemnity shall be obtained authorising the works.
2.3.1 Annual Grave maintenance contracts

The maintenance of the grave space is the responsibility of the Grantee. Although not sold as part of a Grant of Exclusive Right of Burial, the Contractor shall advise clients where they express the wish for it, or it is obvious that they are unable to adequately maintain their plot, that the Grounds Maintenance Manager on a private basis, or a private Landscape Contractor may be able to offer an appropriate grave maintenance service, on an annual or longer term basis. There is no obligation upon the Contractor to offer their own in-house service.

2.3.2 Grave Maintenance Agreements

2.3.1.1 It shall only be the responsibility of the Contractor to monitor Grave Maintenance agreements where the Grounds Maintenance Manager on behalf of the Grantee carries out works. All other grave maintenance contracts shall remain the responsibility of the grantee and the contractor engaged to do the work. However, details of such agreements should be kept up to date and filed in the cemetery records.

2.3.1.2. Perpetuity Grave Maintenance Agreements. (See also paragraph C.7.6.)

Up to the mid 1960s the City Council offered to maintain graves in perpetuity. This service is no longer provided, but the obligation to maintain these graves in accordance with the terms of each agreement remains.

The information on all these graves (Approximately 700 burials across the 3 sites) is held on a database. Subject to the prices submitted on the Form of Tender the Contractor will be required to carry out various tasks in relation to these graves in a verifiable manner, and to invoice the City Council accordingly.

2.3.3 Damage to Memorials

Whilst it remains the responsibility of the Grantee to ensure that the grave space and any memorial thereon are maintained in a safe condition at all times, the Contractor shall use his best endeavours at all times to inspect graves and memorials to ensure the safety of all items of memorials. Under the Cemetery Regulations, the City Council may undertake whatever action it considers appropriate to render a grave and or a memorial safe. In these circumstances, the Contractor (Cemetery Manager) shall ascertain the name and address of the Grantee from the files and advise them in writing (copy to the A.O.) of what safety measures have (or need to) be taken. It may on occasions be necessary to attach a laminated letter to a memorial requiring any visitor to the grave to contact the cemetery office about the problem.

The City Council through the Contractor retains the right to recover all reasonable costs incurred in making a memorial safe from the Grantee or their representative.

Any work initiated by the Contractor in making any grave or memorial safe shall be recorded in full detail in the cemetery files.

2.3.3.1 Memorial safety surveys

See Code of Practice for the Management of Memorials at Appendix H. In late 1997 the City Council undertook a grave by grave safety check of every memorial within its 3
cemeteries. Over 22,600 memorials were checked by August 1998, and all data of faulty memorials entered onto a computerised database.

Since that initial survey, sufficient information has come to hand to show that the decline in memorial stability/safety can be quite rapid. It was therefore necessary to repeat the survey during 2001 and the third survey started in 2005 is currently ongoing in this survey, few unsafe memorials have been located.

The City Council attaches very great importance to the safety of its site for both visitors and Contractor’s staff, and the issue of memorial safety checks should be regarded at all times by the Contractor as a continuing process requiring his continuing vigilance, support and active involvement. The Contractor will be required to write letters to grave owners identifying matters of memorial safety, and to update the database as appropriate with all matters relating to every memorial that is discovered by the City Council, the Contractor or any third party as in need of attention.

The Contractor will be asked to supply quotations for the supply of additional temporary office staff that might be required to assist him to up-date the data base, send out letters as required by the AO, and deal with responses, filing, telephone messages etc. The City Council reserves the right to place this work to any contractor and may not assign any reason for their decision. It should be noted that during the ongoing memorial, very few third survey memorials were found to be unsafe.

It is necessary for the Cemetery Manager to record remedial action taken that may have to be funded by the Grantee or in their absence, the City Council. He shall check that it has been done to the required standard of workmanship, and then to authorise payment of invoices, update the database and registers etc. (e.g. names and address details of new Grantees). The Contract Manager shall endeavour to reclaim the costs of making a memorial safe or refitting a memorial if and when at a later date ownership becomes available.

The Contractor has a pivotal role to play in the prime objective of securing the safety of his staff and visitors at all times, even at times when the cemeteries are not open to the public. Therefore he must report and draw the AO’s attention to any memorial he believes to be a potential hazard. This may mean laying a dangerous memorial down himself at the time the hazard becomes apparent to him. He may otherwise decide to place an approved warning tape around the memorial in question. He should take it upon himself to record all details of what he found and when, and any remedial action he took and notify action taken in the Monthly Monitoring Report.

The Contractor must at all times use his best endeavours to ensure the safety of memorials for the personal safety of all those working on his behalf and visitors to the cemeteries.

2.3.3.2 Storm Damage

Following major storms and damage to trees within the cemetery, the Contractor shall carry out a thorough inspection of all memorials in the immediate vicinity of affected trees to ensure the safety of the public. Following severe storm damage, the Contractor may have to rope off, tape off, or keep the cemeteries closed until he is satisfied that it is safe to grant access to the public.
Once damaged or fallen trees have been attended to, the Contractor shall undertake a safety survey of all affected memorials, and then send out letters to the Grantees advising of the extent of the damage and assisting with provision of estimates to repair/make safe. Where it is impossible to make contact with the Grantee the City Council will undertake through the Contractor the most cost effective way of rebuilding or making safe all affected memorials. The Contractor may not apply any “tendered on cost”, to the sums quoted by his sub-contractors for memorial safety repair works. The Contractor shall provide copies of all invoices for such work, on a per grave or per memorial basis, identified by grave number.

2.3.3.3 Vandalism

The Contractor and his staff shall, at all times, remain vigilant to the threat of vandalism, particularly in the more remote areas of the cemeteries and especially at weekends and summer evenings prior to closing. Following closing, a security company responsible for key holding and night time patrolling duties patrols the cemeteries at Mill and East Finchley. The Contractor shall at all times use all reasonable endeavours to ensure that all acts of vandalism are kept to an absolute minimum.

When an act of vandalism has occurred, the Contractor shall:-

1) Advise an A.O. immediately.
2) Advise the police.
3) Take and print photographs as requested by an A.O.
4) Make the grave/memorial safe with the agreement of the police.
5) Advise the Grantee and make an entry in the appropriate file.
6) Complete an incident report form (see Appendix Q) and fax to A.O. within 12 hours of the occurrence.

Close co-operation between the Cemetery Manager and the Ground Maintenance Manager, the patrol staff, key holding and patrolling services company and the Police is essential, to keep this type of undesirable activity to a minimum. As such, the Contractor will be required to use all reasonable endeavours to maintain control of the cemeteries at all times and to deter the undesirable element.

The Contractor shall be vigilant to incidences of graffiti, breaking of windows, theft from graves and use their best endeavours to respond swiftly and effectively at the first signs of this.

2.4 In connection with a request to inter cremated remains

The City Council does not permit cremated remains to be scattered on any grave space. Subject to the records at the cemetery confirming the status of the Grantee, the Contractor shall advise the client of the cost of interring cremated remains. When a date and time for the interment to take place has been agreed, the Contractor shall make a booking on the Epilogue system at the cemetery office and then send a letter of confirmation to the client within 24 hours, and certainly at least 3 working days before the ceremony.

If requested by the client, a service of committal may be arranged in the cemetery chapel. Prior to committing the cremated remains, the Contractor shall see the Certificate of Cremation, and ensure a hole of adequate dimensions has been excavated within the
grave space to accommodate the urn/casket of ashes. The Grantee will be required to pay to have any memorial removed or part removed and then replaced upon the grave space as for a coffined interment where this is necessary.

New grave spaces for the interment of up to 4 lots of cremated remains are available for sale at each of the sites. See Cemetery Regulations.

Normally, the Cemetery Manager shall meet the client or mourners at the cemetery gate or office and accompany them to the grave. The Cemetery Manager, Contractor shall then inter the ashes on the plot in the pre-dug small hole not less than 18” in depth, to provide a minimum of 6” depth of backfill. Once the ashes have been interred and the sod replaced, the surface of the plot shall be made level again, and the Contractor should discreetly withdraw to leave mourners alone at the grave.

The Contractor, Cemetery Manager shall return with the mourners to the cemetery office or gate as soon as they have indicated their wish to leave the grave. The client shall be invoiced on the day of the initial enquiry.

The full details of an interment of ashes shall be recorded in the cemetery records within 24 hours detailing the exact location of the cremated remains within the grave space and if necessary adding a diagram to the record in the register to clarify this issue. All documentation shall be completed as if it were a coffined burial.

2.5 In connection with meeting the client to locate a particular grave space or spaces

The Contractor, Cemetery Manager shall at all times offer as much assistance as is reasonably possible to enable members of the public to locate grave spaces. In the first instance, this may be achieved by giving the grave space details and basic directions over the phone.

The Contractor shall not charge the City Council directly for this service. Charges for searches shall be made in accordance with the City Council’s Fees and Charges and with the details contained within the Cemetery Regulations.

2.6 In connection with the Commonwealth War Grave Plots and the Dutch War Graves

The Contractor (Cemetery Manager) shall ensure at all times, that request for services in connection with these plots are given the utmost priority. This may mean dealing with the Head Office staff of the Commonwealth War Graves Commission at Leamington Spa, their grounds maintenance contractors, the Ministry of Defence, or individuals enquiring about military graves.

There may be regular contact with the Royal Netherlands Embassy relating to the Dutch War Graves Plot and the two annual ceremonies of Remembrance. The Cemetery Manager shall ensure that whenever a request is made by any visitor to a military grave that an offer is made to meet the enquirer on site to find the grave of particular interest. The Cemetery Manager shall also provide directions on how to locate the cemeteries and the most convenient forms of public transport and the location of tube stations, rail stations and bus stops etc.
At the Dutch War Grave plot, there are annual Services of Remembrance in May and November each year. The Cemetery Manager shall liaise with, the Commonwealth War Graves Commission and other interested parties to ensure that the arrangements for the ceremony run smoothly. The Cemetery Manager shall be on duty in the cemetery before, during and immediately after the service, to deal personally with any last minute requests of the various “clients” groups. (See also paragraph 1.7 above). Where such services fall outside normal cemetery opening hours or on weekends The Contractor shall make no additional charges for staff overtime/ travelling expenses etc.

2.7 In connection with a complaint

The Cemetery Manager shall keep a computerised register of written, telephoned and personal complaints - listing the date, time, personnel involved, and full details of the complaint, and corrective action taken.

Written complaints shall be acknowledged upon receipt in writing, whilst a full investigation is carried out. A full response to the complaint shall be sent in writing within 7 days following a comprehensive investigation. Where complaints are initially made via the City Council, a copy of all responses by the Contractor shall also be sent to an A.O. The Cemetery Manager shall deal with all other complaints, speedily and efficiently in accordance with the terms of the City Council's Complaints Procedures and to ensure appropriate corrective action is taken to prevent a recurrence. Disciplinary action against the contractor’s staff found to be seriously at fault shall be initiated and the A.O. kept informed of developments. Details of complaints shall be included in the contractors Monthly Monitoring Meeting report.

2.8 Dealing with Monumental Masons and Landscape Maintenance Contractors

The Cemetery Manager's role shall be simply to contact monumental masons previously engaged on work to an existing memorial, as a service to a client. Where no such information already exists on file, the Cemetery Manager shall offer a list of reputable monumental masons, with addresses and phone numbers so that clients may choose a monumental mason for themselves. Such lists of monumental masons shall clearly state that it is not exhaustive and that others may be found from Yellow Pages etc., that the client should be encouraged to obtain several competitive quotes as prices can vary considerably, and finally to advise the cemetery office of the proposed works so that all documentation and permits can be issued (by the Epilogue system) prior to works commencing. (See paragraph 2.3 above).

Lists of monumental masons should clearly state that no liability attaches to the Contractor or City Council for works, authorised or otherwise that may be carried out on any memorial.

A similar service should be offered by the Contractor in relation to Landscape Contractors and others able to carry out maintenance works to graves or decorative plantings on graves.

The Contractor shall at all times challenge all monumental masons at work within the cemeteries, to have sight of the appropriate permit and check that all works to memorials comply with the cemetery regulations. Where the monumental mason cannot produce
the appropriate permit the Contractor shall require that all work(s) cease until the appropriate permit can be produced or verified.

3. **Exhumation (Section 25, Burial Act 1987)**

The Contractor, Contract Manager shall keep a copy of the “IBCA Exhumation Handbook”, (first published in 1998 ISBN 0 9534350 0 2), in the office and ensure that all exhumation works carried out by the Contractor at all times comply with the advice, guidance and good practice described therein.

3.1 The Contractor’s attention is specifically drawn to the requirements of Home Office and to all other legal requirements for exhuming human remains. The Cemetery Manager shall at all times ensure that all documentation, filing, plan and register records are checked and cross-checked and cross-referenced to ensure that the right body (lies) are interred in the correct grave and so avoiding the need for exhumation.

3.2 The Contractor/Cemetery Manager will be deemed to have specifically acquainted themselves with these legal requirements and the estimated costs etc. that may be incurred.

Where it is established that exhumation becomes necessary as a direct result of the negligence or fault of the Contractor, the full costs of all works in carrying out such exhumation(s) shall be borne in full by the Contractor. For the avoidance of doubt, the Contractor shall realise that he and he alone (or his staff) is personally responsible for the accuracy of the cemetery records and the interpretation of the cemetery files, plans and registers. Thus any body that requires exhumation after the Commencement Date, which is due to a failure to locate the correct grave, a depth within a grave, shall be deemed to be the sole responsibility of the Contractor, and he shall in these circumstances bear the costs described above. [NOTE this paragraph does not apply where the Cemetery Manager is on the Client side).

Where the Grantee requests exhumation, the Cemetery Manager shall initiate the process by sending in to the Director of Environment and Leisure (via the A.O) a completed application form “For approval to Exhume”, having previously advised the Grantee in writing of the full estimated costs, approvals that need to be given and time scale.

4. **Clearing Memorials**

No memorial may be removed and disposed of permanently without the written consent of the owners or A.O. Should the City Council decide to implement a programme for clearance of old memorials, the Cemetery Manager shall provide all necessary information from the cemetery records, and record all details of inscriptions and other information on the cemetery records, prior to the clearance taking place, as requested by an A.O.

The Cemetery Manager shall issue and display appropriate notices and adverts in accordance with Home Office Regulations. The Cemetery Manager shall also liaise with clearance, demolition and landscape Contractors as may be employed by the City Council and so ensure that the operation is completed as smoothly and expeditiously as possible.
The Contractor shall use his best endeavours to enable the cemetery service to operate as near as possible to normal during any clearance works, and to assist in the swiftest possible return to normal operations.

Should such a clearance of memorials be implemented by the City Council, this shall be deemed to be a variation to the Contract and the Contractor given the opportunity to negotiate a fee for any additional work or costs that he may incur.

5. Monitoring of the Contract

The City Council will monitor the contract through its A.O. A list of staff who may be referred to as an A.O is given at Appendix K. The Contractor shall be in contact with the A.O. daily at a pre-arranged time and shall meet the A.O. at City Hall or on site if so requested by an A.O., at least once a week to discuss current and future activities in the cemeteries. The Contractor shall provide at these meetings details progress of grounds maintenance tasks, and any seasonal problems etc. The Cemetery Manager shall provide details of members and locations of any future bookings and progress on complaints.

The City Council reserves the right for any of its staff to visit the cemeteries at any time without prior notice. The Cemetery Manager shall ensure that the Cemetery Office(s), records, registers, ledgers are available for inspection at any time during normal office hours.

6. Press, Radio and Television

Representatives of the media shall be required to report to the Cemetery Office(s) prior to visiting any one of the sites. The Contractor, through his Cemetery Manager and staff shall ensure compliance with this regulation.

Should a request be made for information from the media, an interview, filming or photography, the Contractor shall obtain clearance from the A.O. before granting permission with the media to proceed, or pass on the enquiry to be dealt with by the A.O. On no account should junior, clerical or temporary staff be permitted to discuss any aspect of the cemetery service with the media. Failure to comply with these requirements will require the Contractor to undertake severe disciplinary action against individuals and their supervisors, to the satisfaction of the City Council.

The use of cemeteries for filming for profit, will incur an hourly fee as set out in the list of fees and charges. Where filming takes place out of office hours, and if the Cemetery Manager is agreeable to remain on site to over see the use of the sites, the City Council will pay his overtime as per rates quoted in the form of tender, which shall be recovered from the company undertaking the filming.

7. Audit

The Cemetery Manager shall at all times comply in full with the requirements of the City Council’s Director of Finance with regard to the maintenance and auditing of all financial records, registers, receipt of cash and cheques etc.
In particular, the Cemetery Manager shall ensure that Grants of Exclusive Rights of Burial are sold in strict rotation, using only the printed grant forms (numbered consecutively), as provided by the Epilogue computerised system.

The City Council reserve the right to call at any time during the office hours to carry out an on site audit of all such records, without prior notice.

8. Monthly contract monitoring meetings/Financial Data

On the first day of each calendar month and or at least 48 hours before a monthly contract monitoring meeting the Cemetery Manager shall compile and fax to the A.O a complete list of the transactions for the past month, showing the numbers of new grave sales per cemetery sold that month and the income received. The list shall show the total numbers of interments and all other services, for which income was received in that month with a total, both NET and Gross income. Such data shall differentiate between income from residents of the City of Westminster and all other non-residents. To qualify for the discount accorded to residents of the City the Grantee or deceased must meet the criteria laid down in the Cemetery Regulations (item 10 section C).

Income and numbers of new grave sales shall also be presented separately in bar graph format covering at least the 4 previous complete financial years work

The Cemetery Manager’s report for the monthly monitoring meeting shall include the following headings; -

(i) Items affecting the performance of the Contract.
(ii) Items which may improve the performance of the Contract.
(iii) Items relating to Health and Safety including details of site inspections and when made.
(iv) Proposals for new working practices that the Contractor may wish to introduce.
(v) Staffs that have received training during the month and details of training is coming up during the next 3 months.
(vi) Staff deployment, staff names and including the number of any agency staff.
(vii) Emergency calls outs in the month past.
(viii) Compliments and complaints, written and verbal.
(ix) Self monitoring activities. Month by month dates of site (part or full) inspections, and a record of all tasks which did not meet the Contract standard. Also a statement of achievements of the Contractor in overcoming and rectifying any shortfall in the Contract Standard of which a judgement of the permanency of the rectification measures then must be made, to avoid repeat failures.

Where there is nothing to report, a statement to that effect is required under each of the headings given above.

If requested by the City Council, the senior management of the Contractor’s organisation will be required to attend the monthly monitoring meetings to discuss and resolve any shortfalls in the Contract Standard that the Cemetery manager is unable to resolve.
9. Quarterly and Annual Data

The above monthly data shall be totalled on a quarterly, half yearly and annual basis upon the anniversary of the letting of the contract. Such data shall be faxed to the AO no later than the day after their compilation.

10. Westminster Association of Relatives (WAR)

The Contractor is advised that a number of relatives and friends of those buried within the 3 cemeteries formed themselves into an association to enable them to deal collectively with the City Council. The Contractor is required to meet as requested with senior members of W.A.R.a maximum of four (4) times per annum, on site or at City Hall. The Association seeks to obtain for their membership good services, and to assist members who need to pursue complaints. The Contractor is required to pass on to the AO all details of complaints or comments made to the Contractor's staff by members of the Association and to respond to them politely and positively at all times.
CONTENTS

A.1 Introduction ................................................................................................................ .........67
A.1.1 General ..........................................................................................................................67
A.1.2 Co-operation with other contractors/third parties.........................................................67
A.2 Scope for Work and General Responsibilities .................................................................68
A.2.1 Levels of Maintenance .................................................................................................. Error! Bookmark not defined.
A.2.2 General ..........................................................................................................................68
A.2.3 Co-operation with City Council Staff and Others .........................................................69
A.2.3.1 Unspecified Horticultural Work (Additional Work; Ad. Works Orders)......................70
A.3 Specification ....................................................................................................................70
A.3.1 General ..........................................................................................................................70
A.3.2 Coping with Special Problems .......................................................................................71
A.3.3 Maps/Plans .....................................................................................................................71
A.4 Unspecified Instructions ....................................................................................................71
A.5 Working Hours 07.30 hrs - 18.00 hrs Monday to Friday..................................................72
A.5.1 Local Notice Agreements ...............................................................................................73
A.6 Supply of Plants ...............................................................................................................73
A.6.1 Replacement Plants .........................................................................................................74
A.6.2.1 Exceptional Vandalism ...............................................................................................74
A.6.2.2 Minor Vandalism .........................................................................................................74
A.7 Access ...............................................................................................................................75
A.8 Water .................................................................................................................................75
A.9 Health and Safety ..............................................................................................................76
A.10 Machinery, Tools and Equipment ....................................................................................76
A.10.1 Checks ............................................................................................................................77
A.10.2 Security ..........................................................................................................................77
A.10.3 Access ............................................................................................................................77
A.10.4 Hours of Use ..................................................................................................................78
A.11 Environmental Protection ...............................................................................................78
A.12 Specific Areas for High Quality Maintenance ..................................................................78
A.12.1 East Finchley Cemetery..................................................................................................78
A.12.1.1 East Finchley Cemetery.................................................................................................78
A.12.2 Mill Hill Cemetery .........................................................................................................79
A.12.1.2 Mill Hill Cemetery ........................................................................................................79
A.12.3 Hanwell Cemetery ........................................................................................................79
A.12.2 Individual Grave Maintenance Agreements in perpetuity (see Appendix O)...............79
A.13 Remembrance Day Services and Special Events ............................................................79
A.14.1 Opening sites ...............................................................................................................80
A.14.1.1 Procedure for closing sites ..........................................................................................81
A.14.2 Weekend, Times of Opening ..........................................................................................81
A.14.3 Minimum on-site staffing levels .....................................................................................81
A.14.4 Uniform ..........................................................................................................................82
A.14.5 Procedure to verify that weekend patrol staff are available for work and report to site on time to open sites, and to confirm their presence on site ........................................84
A.15 Memorial Plaques ...........................................................................................................84
A.16 Monthly reports for Contract Monitoring Meetings .......................................................85
A.17 Use of skips ......................................................................................................................85

SECOND SECTION

GENERAL INFORMATION
A.1 Introduction

The City of Westminster is responsible for the operation and maintenance of the following cemeteries:

a) East Finchley Cemetery, East End Road, London N2 0RZ. 47 acres.
b) Mill Hill Cemetery, Milespit Hill, London NW7 2RR. 26 acres.
c) Hanwell Cemetery, Uxbridge Road, London W7 3PP. 25 acres.

Total 98 acres or 38.75 hectares

See the site plans for location details at Appendix B. Please note that at East Finchley Cemetery the land occupied by the St Marylebone Crematorium, the Gardens of Remembrance and the associated road and pathways, and a small portion of the Cemetery adjacent to the crematorium are all excluded from this Contract. (See Appendix B). However, the Contractor’s attention is drawn to the commercial operation of this facility and the nearby Finchley Manor Garden Centre and so the need to permit shared use of roads, gateways etc. There are also sections of roads at Mill Hill and Hanwell over which the City Council has a Right of Way, but which are not in the City Council’s ownership. The Contractor will be required to abide by the 5-mph speed limit, which applies to all vehicles operating within the Cemeteries as detailed in the Cemetery Regulations, and in accordance with the signs on display.

The operation of the cemetery office, maintenance of cemetery records, dealing with funeral directors, clients, ministers of religion and members of the public, is shown at the FIRST SECTION Specification for the Management of the Cemeteries and Burial Services.

The works described in this specification are to be executed by the Contractor in a manner that enhances the City Council’s reputation for the quality of their cemetery service to Funeral Directors, Monumental Masons and the public.

A.1.1 General

In general, what is required is sound horticultural practice; the creation and maintenance of visually pleasing horticultural features; and the maintenance of adequate standards of cleanliness and tidiness, irrespective of the levels of use. Appendix P sets out visual standards as a guide to the standards that it is expected the contractor shall achieve.

A.1.2 Co-operation with other contractors/third parties

The Contractor shall grant access to buildings and re-lock them after staff or third parties of other contractors have departed, as may be requested by the A.O and also permit the use of electricity and gas supplies as appropriate. The Contractor may take meter readings and, so invoice the City Council for energy consumed by the third parties. All meter readings shall be faxed to the A.O. on the dates they are taken. The Contractor shall attend as he deems necessary any pre commencement or progress site meetings with third parties to ensure smooth operation of all services within the cemetery and the best arrangement for the third party to progress their works speedily and efficiently. The Contractor may have to undertake additional cleaning, to maintain the
Contract Standard, but such work shall be at no additional cost to the City Council. Only where third parties are allowed to work overtime beyond normal cemetery public opening hours, or the daily working hours worked by the Contractor will the Contractor be permitted to charge overtime to the City Council, at rates tendered in the list of day rates (less than 72 hours notice) or at cost + the tendered on cost, where more than 72 hours notice is given.

A.2 Scope for Work and General Responsibilities

Reference must be made to the Deed of Contract in connection with the instructions or directions of Authorised Officers (A.O.) given under the specification. Except where permission is granted in writing by an A.O., the Contractor and or his employees will not be permitted to carry out any works within the cemeteries, other than those included in this Contract. In this respect the City Council will require to see in the Tender, and approve annually a list of services with supporting promotional documentation which they wish to undertake, and every 6 months a list of all such Grantees/graves that have commissioned the Contractor to do extra works. Such approval by the City Council would not be unreasonably withheld. The Contractor must appreciate that the promotion and offering of such additional services must be handled and timed sensitively, and for these reasons requires the prior approval of the City Council. Cemetery clients and the bereaved in general must not feel that they are being pressured to commission any work or any type, nor that such services can only be obtained from or via the Contractor.

A.2.1 General

In general the work will include:

i) The regular maintenance of lawn and grass areas, hedges, rosebeds and paved areas.

ii) The occasional winters time planting of new and replacement trees, shrubs, roses, herbaceous plants and naturalised bulbs.

iii) Twice yearly planting of flower beds with annual bedding displays.

iv) Routine autumn/winter maintenance tasks such as leaf clearing and pruning.

v) The reinstatement as necessary of some grassed areas, trees and shrubberies in specified circumstances, e.g. following excavation by statutory services, special events held in the location or damage by weather conditions, vandalism etc.

vi) Presence on site daily (minimum 2 staff at Mill Hill and Hanwell and 4 staff at East Finchley). At weekends minimum 1 member of staff per site, except East Finchley where there shall at all times be 2 members of staff throughout the year.

vii) Clearance of litter and sweeping (with brooms for small areas but mechanised sweeping machines will be required regularly throughout
the contract period) of all roads and paths and maintenance of all areas adjoining the boundaries and the cemetery dumps and skip stands.

viii) Box mowing within restricted areas of the cemetery - including entrance lawns and civilian memorials, and other specified or additional plots.

ix) Grass cutting on and around unmaintained graves which may include the application of grass growth retardant chemicals, total or residual weedkillers.

x) Final levelling or mounding with soil and turfing or seeding of newly buried grave areas.

xi) The operation of a grave digging and backfilling service - including the removal and replacement of memorials.

xii) Openings and closing sites and toilets (including cleaning etc.) and weekend patrolling.

xiii) Additional 'one off' works associated with major renovation of areas of past neglect or damage.

It has to be emphasised that the above is an indication only of the range of tasks to be carried out. Specific tasks are set out elsewhere in the Specification. See also paragraph 4, Unspecified Instructions below. But, beyond that, the Contractor must realise that he alone is responsible for maintaining the standard of ground maintenance. The Contractor may decline to execute some “extra unspecified works” where he deems this to be outside his competency or at a time where his contracted workload would be adversely affected by taking on such “extra unspecified work”. In such cases the Contractor may be asked to draft a specification for the work, obtain competitive tenders in accordance with the City Council's Contract Code, and if successful over see the work as if it had been given to the Contractor as Additional Works. In this way the Contractor would retain overall control of the work on site rather than having to accommodate and deal with the consequences of a third party contractor being employed directly by the City Council for the work over whom the Contractor would have no control or jurisdiction.

A.2.2 Co-operation with City Council Staff and Others

The Contractor shall ensure, that at all times his staff and sub-Contractors behave in an appropriate manner and show due concern and respect for the dignified operation of the cemetery service in total. The Contractor is expected to instil in all his staff the necessity to maintain good relations with mourners and visitors, ministers, funeral directors, organists, City Council Contractors and sub contractors and members of the City Council's staff in order to preserve a suitable atmosphere in which to provide a caring and dignified service, appropriate to a Christian Burial Ground. All personnel working at, or attending the Crematorium and Garden Centre (former Propagation Centre) site shall be similarly treated. There is also quite a sizeable number of local residents who utilise the cemeteries for passive recreational activities, and these ‘neighbours’ need to be treated with tact and firmness, particularly in
relationship to the exclusion of dogs, unaccompanied children (under 15) and those who wish to ride bicycles.

A.2.3. **Unspecified Horticultural Work (Additional Work; Ad. Works Orders)**

Any horticultural work outside the scope of this specification which does not comprise a variation under clause 11 of the Deed of Contract, required to be carried out by an A.O., shall be paid for in accordance with the Schedule of rates for horticultural works as per Form of Tender. Such works shall be actioned within 10 working days and worked on continuously, unless otherwise stated, upon receipt of a written quotation from the Contractor, and detailed only upon a numbered form 'Additional Works order'. The City Council reserves the right to place orders for such work with any Contractor of its choice without providing any reason for such action.

A.3 **Specification**

A.3.1 **General**

The specification describes the standard and frequency of tasks the Contractor must fulfil. It also indicates how the City Council through its Authorised Officers will supervise and interpret the Contractor's duties.

The Contractor shall carry out the various services in accordance with a computer generated programme, of work (previously submitted by the Contractor on or before the last Friday of each week), covering the works to be carried during the next week. As tasks are completed, the appropriate date shall be entered onto the programme. Tasks unfinished in any month shall be also listed and repeat listed as necessary, with earliest dates for rectification.

It is also required that the Contractor, in his general approach to planning and execution of his tasks, will always demonstrate that he shares the City Council’s aims of maintaining high standards of workmanship and horticultural craftsmanship in all work executed in accordance with this Specification. The Contractor shall devise and implement an administrative system that shall enable him to diligently and at all times ensure that problem tasks, omissions, tasks for rectification etc. are “brought forward” in a systematic way to the attention of the Grounds Maintenance Manager, to ensure their swift completion/resolution. In particular the Contractor shall ensure that matters raised by bona fide complainants are brought to the attention of the AO and where upheld that these are rectified with speed and professionalism by the Contractor.

The Grounds Maintenance Manager shall make himself available at least once daily to meet the Cemetery Manager (responsible for operating the cemetery office(s) and organising burials etc). The Cemetery Manager will issue written “digging instructions” (as generated by the Epilogue system in the office) to the Grounds Maintenance Manager to cover each grave to be dug etc. It is fundamental to the successful operation of this contract that the Grounds Maintenance Manager and the Cemetery Manager establish a reliable and constructive and respectful working relationship, encompassing any subcontracted labour to ensure the provision of a high quality service.
The Grounds Maintenance Manager shall in addition to the meetings described in the paragraph above, meet with the A.O. who may also include the Cemetery Manager in three way meetings to achieve the objectives of this specification.

The Contractor shall provide one member of staff to meet either at an office within the limits of the City of Westminster or at one of the cemeteries, once per week, for as long as the A.O. requires to discuss current problems, matters relating to day to day service or seasonal tasks. The Contractor will take minutes of such meetings, and provide hard copied of such minutes within 24 hrs, of key decisions and all matters for action.

If for any reason the Grounds Maintenance Manager is unable to attend these meetings due to reasons of ill health, he shall arrange for a suitably briefed and knowledgeable person to attend in this place. The involvement of a replacement person or representative instead of the Grounds Maintenance Manager shall be permitted only in exceptional circumstances to cover absences due to sickness or holiday only.

A.3.2 Coping with Special Problems

In planning the work programme the Contractor must recognise that there may be special difficulties because of the nature of the work, i.e. the restriction of noise levels in the area of the Crematorium or cemetery chapels while services are in progress or burials are taking place etc. Problems may arise from vandalism and theft, the results of which the Contractor must cope with as part of his normal duties.

All such problems must be taken into account in preparing the programme. The Contractor has no power to change the pattern of public conduct to suit his arrangements, although he may discuss such problems with an A.O. and assistance with such problems shall not be unreasonable withheld. But he may find, for instance, that it is impractical to do certain work at particular times because of the large numbers of visitors, and consequently that he has to carry out the work after they have dispersed.

A.3.3 Maps/Plans

A complete set of location maps will be provided by the City Council at the start of the contract (currently stored at the Hanwell Office). As necessary these should be consulted in conjunction with the specification. The Contractor shall provide any replacement maps or copies thereof requested by an A.O.

A.4 Unspecified Instructions

The maintenance of cemeteries is such that some non-horticultural operations may be necessary but which have not been specified, and the Contractor will still use all reasonable endeavours to cover all such works e.g. controlling wasp nests, flash flooding of cemetery roads, control of flies and lacewings in chapels etc. All works carried out by the Contractor in accordance with this clause shall be at no cost to the City Council.
Such works will be either instigated by an A.O. giving five working days’ notice, save in exceptional circumstances, or shall be agreed in advance with him, in writing. No unspecified work shall occur without an A.O.’s consent.

A.5 Working Hours 07.30 hrs - 18.00 hrs Monday to Friday

Work should be carried out during the above hours but the AO may permit overtime working where appropriate, but only by prior arrangement/consent. Deliveries of materials or services shall be permitted only during these working hours and the Contractor shall ensure that all suppliers are aware of this potential restriction. Staff shall remain on site to store and lock away materials delivered in the late afternoon. Grounds maintenance work will not normally be carried out at weekends or on public holidays. If for any reason it is necessary to catch up on backlogs of work, the arrangements must be approved at least 24 hrs in advance with an A.O. Any overtime worked by the Contractor's staff shall be adequately supervised and entirely at the expense of the Contractor.

The Contractor will be expected to make his own arrangements to bring areas up to standard when this is necessary after inclement weather. He must not take staff away from routine work elsewhere in a way that might jeopardise normal standards of maintenance.

At all times whilst the Contractor has staff working within the cemeteries they shall be properly and adequately supervised by a senior horticulturally qualified and experienced member of the Contractor's staff, capable of speaking and understanding English. Such supervisory staff shall be fully trained and experienced to ensure compliance with the Health and Safety at Work Act and capable through delegation to make appropriate decisions regarding changing circumstances (perhaps due to weather or ground conditions). Such supervisory staff shall be capable of taking and acting upon instructions given by an AO as necessary. Such supervisory staff shall also be suitably dressed and so be capable of meeting members of the public and acting upon any reasonable request of them as may occur from time to time. Such supervisory staff shall also be capable and responsible enough to take appropriate action in case of any emergency.

Such a member of the supervisory staff shall be a salaried member of staff. A foreman, chargehand regularly involved in manual work would not be considered to be a person of suitable calibre to act as the Grounds Maintenance Manager, at any time.

Staff tea and lunch breaks

The Contractor shall advise the AO in writing on the Commencement Date of the normal times of day that staff will take their breaks, and any revisions thereto, before the date that the revised times will come into effect. The Contractor shall ensure that staffs have adequate breaks or rest periods. The Contractor shall provide all staff with mess room facilities. Where such facilities are not available within buildings available to the Contractor, he shall make approved alternative arrangements at his own cost. Staff may have to take staggered break periods to allow adequate access to the limited facilities that are available.
Staff may not take any break period at any location that is readily viewable by the public, i.e. formal lawn areas, cemetery benches, War Grave plots etc. Staff may not at any time sit, lie, lean or stand upon any part of any memorial, or place discarded clothing, protective gear, tools or machinery upon any memorial.

Tools, machinery fuel or allied materials may not be brought into any part of any area of any chapel even temporarily. At Hanwell and Mill Hill such items may be stored during day times only in the basement/cellar areas.

Tools, machinery, fuel and equipment may not be left outside main entrances to chapels, offices, toilets, or in any location at any time that would restrict pedestrian or vehicular access.

Litter and debris generated by staff during a break, shall be carefully and thoroughly collected and discarded to a litter bin or basket at the conclusion of every such break period.

Public toilet facilities utilised by staff shall at all times shall be left clean and tidy, with adequate supplies of toilet paper, soap and hand towels.

A.5.1 Local Notice Agreements

The use of machinery during unsociable hours will not be allowed i.e. before 08.00 hrs or after 17.00 hrs weekdays. In exceptional circumstances staff may work with machinery 09.00 hrs to 15.00 hrs on Saturdays subject to the prior (at least 24 hrs) approval of the A.O. Machinery may not be used on Sundays.

The Contractor must consult with the City Council’s Directors of Planning and/or Environment to ensure compliance with the Control of Pollution Act Section 60 1974, at all times.

The Contractor’s programme shall be organised to ensure no disruption to traffic flow, and pedestrian access. The Contractor shall discuss any potential site difficulties in advance with an A.O. The Contractor shall ensure that at all times, his staff’s activities and machinery do not disrupt in any way the smooth operation of cremation services at the Crematorium at East Finchley Cemetery, or access to the Finchley Manor Garden Centre via Remembrance Avenue.

A.6 Supply of Plants

All plants to be used will be purchased and supplied by the Contractor who is responsible for sourcing, collecting and taking delivery of them and sorting them properly and maintaining them before they are planted. (See paragraph C.71).

The plants are to be of good quality and prior to delivery samples shall be provided to the AO for approval. The Contractor shall ensure that plants are delivered as required for immediate planting that same day or where bulk delivery is preferred that all plants can continue to grow and be maintained without detriment to their condition at delivery time. No plant shall remain un-
planted for a period of greater than 2 weeks from its delivery date to the Contractor. Each and every tray, box, bag etc. of plants shall be labelled with the variety name, colour to ensure that plants/bulbs/trees/shrubs cannot become mixed in terms of variety or colour. Where any such mix does occur it shall be for the Contractor to rectify at no expense to the City Council. Where errors do occur default points shall be issued by the A.O. Each bed and each variety within a bed shall be considered an item capable of attracting default points in isolation. It is therefore necessary for the Contractor to purchase material from reliable sources, and have them transported and handled by knowledgeable staff capable of reading and understanding English. Before attempting to plant out any new plant material the Contractor shall satisfy himself that sufficient plants/units are available to hand to complete the planting out to the required density. The A.O.’s decision on whether the plants are satisfactory will be final. (See paragraph C.7).

A.6.1 Replacement Plants

The Contractor at his expense shall replace any plants that fail to establish, unless in the opinion of an A.O. the plants died because of exceptional vandalism (defined in A.6.2.1). The Contractor will be required to undertake all necessary work to deal with the damage and disturbance caused by squirrels, mice, foxes etc, and to replant daily, all bulbs/plants that have been disturbed from their planting position/depth by any wild animal. The Contractor shall be required to use his best endeavours to obtain early supplies of crocus, tulips and other bulbs and to plant them immediately, and utilise any protective netting, or approved chemicals or products to discourage damage by squirrels or other animals.

A.6.2.1 Exceptional Vandalism

If in the opinion of an A.O. exceptional vandalism has occurred, and the Contractor has taken reasonable precautions to prevent the damage occurring he will authorise remedial work to be completed as soon as possible. In the case of extensive damage to any location/area resulting from vandalism an A.O. will instruct the Contractor to provide a detailed estimate of the additional costs that will be incurred to remedy the damage. When agreement on costs is reached between the Contractor and the A.O. the Contractor will be instructed to proceed. The Contractor will be credited with estimated costs when the A.O. has inspected and agreed the finished repair. Where the parties concerned fail to agree on the payment to be made the matters shall be referred to an expert appointed by agreement between the A.O. and the Contractor and in default of agreement by the General Secretary of the Institute of Burial and Cremation Administration whose decision shall be final and whose fees shall be payable to the party he finds against.

A.6.2.2 Minor Vandalism

The Contractor will be responsible for reinstating all damaged areas caused by minor vandalism on a day to day basis.

The cost of this work including replacement plants and materials will be borne in total by the Contractor - up to a total ceiling figure of £500 per annum for works within 3 cemeteries.
Examples of minor vandalism are:

- 2-3 bedding plants trodden on.
- Members of the public walking through a flowerbed or planted area on a grave.
- Small areas of turf damaged by unknown substances.
- Removal of odd plants.
- Damage by foreign materials.
- Damage to turf edges.
- Individual shrubs pulled out.
- Damaged turf caused by vehicles whether those of the Contractor or any other party
- Incidental tree damage below 6’.
- Damage to flower/shrub beds caused by vehicles, prams, etc.

All reports of vandalism shall be confirmed in writing using the City Council's Incident Report Form which will be completed as soon as possible afterwards and handed to an A.O.

A.7 Access

To gain access to Locations and Areas the Contractor may use only those access points and gateways currently available. The Contractor shall allow for the shared use of entrances at East Finchley Cemetery and so ensure traffic to the Crematorium and Finchley Manor Garden Centre flows smoothly. Clear instructions for delivery of materials shall be given by the Contractor to all suppliers to prevent oversize vehicles blocking the narrow entrances to sites, or attempting deliveries out of hours. The Contractor shall ensure that no high sided or wide vehicle delivering materials ordered by the Contractor shall cause any damage to the West Gates Archway entrance at East Finchley Cemetery or the central building archway at Hanwell cemetery. There are decorative metal gates and railing at all 3 sites and freight and delivery companies shall be made aware by the Contractor of the potential problems of attempting deliveries in oversized vehicles, and shall take preventative measures by using only vehicles that can easily access the sites.

A.8 Water

The Contractor shall ensure that his works do not pollute natural water courses and the piped water supply. The Contractor shall use the existing standpipes located throughout the cemeteries, and shall ensure that when these are not in use that they are securely turned off, to avoid wastage of water at any time. The Contractor shall note that there are “Geeka” clip-on irrigation points at some locations within some of the sites, which he may utilise, providing the covers are replaced after each period of use. Any additional such irrigation points required by the Contractor shall be of a uniform/ matching design and supplied by and at cost to the Contractor. The Contractor at no additional cost shall provide irrigation pit covers that become lost or mislaid to the City Council.

The Contractor will be responsible for the supply of irrigation equipment, which may be connected to the main water supply. He must at all times comply with
requests, requirements and legislation of the Water Authority responsible for the areas, and with requests from an A.O. not to water at specified times.

In isolated areas, the Contractor shall provide all necessary equipment to apply sufficient clean water to irrigate newly laid turf, seeded grass and bedding plants to ensure their survival to the satisfaction of the A.O.

The Contractor shall supply enough hose pipe, connections and fully functioning sprinklers, rain guns, soak hoses to apply water at all 3 sites simultaneously, and at as many locations within any one site that the water pressure will allow. i.e. at least 2 locations within any one cemetery. Generally equipment designed for amateur use will not be acceptable. Water shall at all times be applied in such a way to prevent wastage on to unimportant soft areas or any paths or roadways. Staff shall be fully conversant with methods of adjustment of such equipment, and regularly return to all irrigation equipment to avoid vandalism, check on coverage, effect of changes of wind direction, and water pressure. Water shall be applied at a rate that does not cause pool of water.

Irrigation equipment shall not be left functioning when any cemetery is closed. The AO may instruct the Contractor to utilise any one of the above items of irrigation equipment, most appropriate for the area to be irrigated. Generally manual use of a hosepipe will be confined to the irrigation of potted or containerised plants, or small borders. For the avoidance of doubt, the 4 beds that comprise the Daisy Bowl at East Finchley shall be required to be irrigated by some means other than the “finger over the end of the hose technique”.

The AO shall instruct the Contractor to replace/repair damaged or leaking hose pipes or sprinklers, so that they can be used to maximum effect with minimal loss of water at all times.

A.9 Health and Safety

The Contractor will comply with the Health and Safety at Work Act 1974 and adopt working practices that will safeguard all persons and the environment from pollution, noise or other injurious hazards. The Contractor shall accompany an A.O. to undertake Health and Safety checks of all sites and facilities as required at least every 6 months.

The Contractor shall obtain a copy of the City Council’s policy on “non-smoking”, and ensure that all staff and members of the public using the City Council’s buildings fully comply with the policy at all times.

A.10 Machinery, Tools and Equipment

All machinery, tools and equipment shall be operated in accordance with the Contractors codes, standards of procedures to be approved by the City Council. Any item of equipment that has to be taken out of use for any reason for a period greater than the Contractor shall replace any 5 days by another identical machine either purchased or hired in at no extra cost to the City Council. The Contractor should therefore ensure that replacements for single items of machinery or equipment, which readily and frequently become unusable due to breakdown, lack of spare parts or other reason are available.
to hire in at short notice, for immediate use within the sites even at times of year when there could reasonably be expected to be a high demand for such replacement machinery.

It is for the Contractor to ensure at all times that all staff are correctly trained, are competent in the tasks given to them and that they are correctly supervised, motivated and equipped to carry out the allotted tasks with diligence and commitment to achieve a high standard of workmanship executed in an efficient and thoroughly professional manner.

A.10.1 Checks

A.O.’s will reserve the right to make spot checks on all equipment being used. Any machine, which in the opinion of an A.O. is unsafe, shall be immediately taken out of service.

A.10.2 Security

No machinery, tools and equipment, fuel oils, petrol-cans etc shall be left outside anywhere unattended and shall always be left in a secure and safe manner.

A.10.3 Access

All access points for machinery and equipment must be agreed in advance with A.O. and shall be deemed suitable only if their utilisation would not cause damage to the area, its features, plants or grass. The Contractor shall ensure that dumpers are narrower than the paths along which they are to be driven to avoid making tyre marks in the grass verge. Excavator stabilisation blades (in use during grave digging etc) shall not be allowed to damage paths and roadways and where this occurs will attract default points per occasion/location/ week that it remains un-repaired, and the Contractor required to excavate damaged areas to an area at least 20cms wider in any dimension than the actual area of damage, and to relay using matching material, consolidated and rolled to an even finish to the satisfaction of the AO. The Contractor shall ensure that no damage occurs to any area of road, pathway tarmac, turf, or memorials due to leaking sumps, hydraulic pipes or fuel spillage’s etc.

Any damage caused by machinery or transport going across grass or other areas will be reinstated within 48 hours by the Contractor at his expense utilising turf or grass seed and soil as directed by the AO.

The Contractor must not use any part of the grounds for parking any kind of vehicles except when authorised in writing by an A.O. Only vehicles used by the Contractor, his staff or sub-Contractors may park within a cemetery and these must be removed at the end of each day. Permission to store equipment and materials will not be withheld unreasonably but will be without liability to the City of Westminster. The Contractor may not store machinery, fuel, oil in the Lower Chapel at East Finchley Cemetery, which must not at any time be used for the storage of anything without the prior approval of the AO. Hand tools, hydraulic shoring and plants may be stored on site but elsewhere,
at the Contractor's risk. Vehicles may not be parked within any cemetery overnight.

The City Council accepts no responsibility for the theft of, or items from any vehicle brought on to site, irrespective of cause or reason.

Vehicles brought on to site must not be parked in areas that would normally be used by the public attending Funeral Services ie close to Chapels, entrance ways or offices. At Hanwell cars must be parked away from the office door at all times to allow vehicles to be driven with ease around the building at all times.

A.10.4 Hours of Use

Restrictions may apply to certain areas at certain times e.g. Burial/Cremation/Chapel or committal services. Machinery may not be used in the plots close to the Crematorium whilst mourners are gathered for a Service of Remembrance or the committal of ashes in those areas of the Gardens of Remembrance which abut the cemetery.

A.11 Environmental Protection

The Contractor will take all reasonable precautions to protect the health of all human beings, creatures and plants and to safeguard the environment. In particular, the Contractor shall strictly adhere to the contents and objectives of the City Council’s “Environmental Charter” at Appendix I.

All vehicles and items of machinery whether purchased or hired must be regularly checked to ensure acceptable exhaust emissions in terms of content and noise. The Contractor may use strimmers to cut the large open areas at Mill Hill with the prior approval of the A.O. All vehicles and machinery etc must not be allowed to drip oil from sumps, gearboxes or hydraulic connections whilst within the sites. Vehicles may not be parked (except during loading operations) under the office/chapel archway at Hanwell or outside the main door to the Top chapel or West Lodge at East Finchley, at any time, as these are major public access routes.

A.12 Specific Areas for High Quality Maintenance

A.12.1 In the following areas, the Contractor shall allow for more frequent maintenance work, box mowing, edging up every time mowing takes place, provision of bulbs and bedding plants, daily removal of litter, rubbish or other debris, sweeping of roads, kerb lines, quarterly cleaning out road gullies, drains and silt traps, monthly hand weeding of shrubberies, flower beds and rose beds and all works to the standard set out in Section B of this specification, at no extra cost.

A.12.1.1 East Finchley Cemetery

i. The lawns (marked on the map) beneath the cedar trees by the East End Road entrances.
ii. The wide grass verge along the outside of the Cemetery wall adjacent to East End Road, including the verge in front of West Lodge.

iii. The four lawns and flowerbeds and roads that comprise the “daisy bowl”.

iv. The open lawns (marked on the map) close to the top chapel by the East End Road entrance and any flowerbeds that may be established therein.

v. The flower beds in front of and against the east walls of the West Lodge.

A.12.1.2 Mill Hill Cemetery

i. The main entrance road (but not the grass verges) between Milespit Hill and the wooden cemetery gates.

ii. The lawns and 3 flower beds immediately inside the cemetery proper, i.e. inside the lap board fence.

iii. The two civilian memorials (and their immediate surroundings) to the dead of Hendon, and the dead of Paddington.

iv. The Lawns, flower beds and containers around the chapel, including the rock garden adjacent to the waiting room/staff mess room

v. The plot utilised for the reinterment of human remains removed from St Mary’s Churchyard Paddington in the 1960s.

A.12.1.3 Hanwell Cemetery

i. The main entrance roadway.

ii. The rose beds, decorative shrub and flower borders and roads surrounding the central chapel block and offices.

iii. The British Legion War Memorial and its immediate turf surroundings.

iv. The City of Westminster civilian memorial (in 2 parts) associated flowerbeds and their immediate surroundings including turf.

A.12.2 Individual Grave Maintenance Agreements in perpetuity (see Appendix O)

All works in compliance with existing old style grave maintenance agreements shall be carried out in accordance with Section B of the specification.

A.13 Remembrance Day Services and Special Events

At each site the Contractor shall ensure that appropriate additional works are carried out where necessary, to ensure that the following areas are properly maintained immediately prior to the following Services and Special events.
A.13.1 i. The two Annual Services of Remembrance by the Netherlands Embassy at the Netherlands Field of Honour in Mill Hill Cemetery.

ii. Occasional additional visits by the Dutch Royal Family and members of the diplomatic corps to Mill Hill Cemetery.

iii. Royal British Legion Poppy Day Services at all three sites each year.

iv. Services attended by local dignitaries in addition to those listed above.

A.13.2 The Contractor shall pay particular attention to all areas included in paragraph A.12 above, but shall also undertake additional maintenance work, or alter normal maintenance cycles so that the areas included in paragraph A.12 are completely weed free, all litter and debris collected and mowing carried out within the preceding 48 hours. All litter bins to be emptied 2 hours prior to a service commencing.

A.14.0 Opening sites

The following gates/doors shall be included:-

**Mill Hill** - Main entrance in the lap board fence off Milespit Hill (including pedestrian entrance), chapel porch grille (hooked back into the open position).

**East Finchley** - Main entrances (2) off East End Road including side pedestrian gates.

East Finchley - Crematorium entrance off East End Road, if not already opened by the Crematorium staff.

**Hanwell** - Main entrance off Uxbridge Road including side gate.

Toilets.

2 external toilet doors at Mill Hill
1 external toilet door at East Finchley
2 external toilet doors at Hanwell

At East Finchley there is a unisex/ toilet block for the use of the disabled and those in wheel chairs. This will remain locked at all times but grounds staff must have access at all times to the universal key to be made available upon request from the public and for cleaning purposes as necessary.

Where toilet units become inoperable for any sustained period alternative facilities (Porta loo type units) shall be provided by the City Council which the Contractor will be required to clean and stock with toilet paper etc. Any toilet facility that becomes unusable for any reason shall immediately have a clear warning notice attached to the door or exterior, until the unit can be brought back into use. The Contractor shall report all such faults immediately to the A.O.
A.14.1 Procedure for closing sites.

Before closing a site the Contractor will sound the hand bell provided (for at least 30 seconds continuously /occasion) on 3 occasions 1/2 hr, 1/4 hr and 5 minutes before gates are closed and locked. The bell shall be rung in a central area of the cemetery, or carried by the patrolman around the site during the last patrol, in accordance with the times specified above and shall be clearly audible at 100 yards in any direction.

Patrol staff may advise visitors’ 15 minutes before closing time of the intention to close and lock the site. Toilets may be locked 10 minutes before closing. At all sites the gates may be closed (but not locked) 5 minutes before official closing time, whilst the patrolman finally walks around the entire site to check that all visitors have left the site before exiting the site himself and locking the gate after himself.

Opening and closing times will be agreed with an A.O, but these shall not be earlier than 07.30 hrs and later than 18.00 hrs during the week, except for any special events that may occur. No additional costs shall be chargeable to the City Council, in the event that staff have to remain on site beyond official closing time for any reason, other than by prior agreement with the AO.

A.14.2 Weekend, Times of Opening

All weekends shall be considered available for the public to visit cemeteries. Gates and toilets will be opened as follows:-

Saturday and Sunday 11.00 hrs - 18.00 hrs
Reduced to 11.00 hrs to 16.00 hrs during Nov, Dec, Jan and Feb.

Bank holidays included - where these fall on weekdays these weekend hours will apply.

A.14.3 Minimum on-site staffing levels for grounds maintenance works and patrolling at weekends, public holidays etc

During the week the Contractor will ensure that at least one member of his staff is on duty at each cemetery. At weekends and public holidays, one patrolman shall be on duty at each cemetery. Staff working in the offices shall be in addition to these minimum requirements. Where grave digging staff are required at any site they shall also be in addition to the minimum requirements stated above. Such members of grounds maintenance staff shall be capable at all times to assist Funeral Directors and members of the public to locate graves etc.

The weekend patrol staff shall put out on display the following A-frame signs as may be supplied by the City Council and ensure they remain upright and on view, clean and in good condition in the designated location whilst the cemetery is open to the public at each cemetery.
(1) “Patrol Services” sign, indicating to the public that a patrolman is on duty in the cemetery. Such signs to be located outside the chapel front doors.

The above signs shall be brought into the patrolman’s cabin or office for safekeeping at the end of each day.

(2) “Closing time” signs. To be located within 20 metres of the cemetery entrance. 1 sign Hanwell, 1 sign Mill Hill, 2 signs at East Finchley.

Weekend patrol staff shall:
(i) open and close sites in accordance with the details given at para A14.2 above.

(ii) direct, and if necessary to accompany the public to sections of the cemetery which they may be unable to find, providing all enquirers with A4 duplicated cemetery site plans to assist.

(iii) assist the public where possible to locate particular graves.

(iv) randomly and more or less continuously patrol the sites to uphold the Cemetery Regulations, with particular reference to controls on unaccompanied children, vagrants, vandalism, dogs, inappropriate behaviour, trespassers, cyclists, skateboarders.

(v) collect all and any litter and debris visible during these hours irrespective of age, source or location (the Contractor shall ensure that patrol staff are trained and equipped so that they may carry out this work more or less continuously during their time on site)

(vi) pass on literature, phone numbers and addresses to assist members of the public to get in touch with senior members of the cemetery service staff.

(vii) call Emergency Services in appropriate circumstances. To record all relevant details of such occasions, times, vehicle registration details, descriptions of persons, numbers of police officers. Provide information to the Cemetery Manager as soon as practicable to enable an Accident, assault or dangerous occurrence form (See appendix Q) to be completed and sent to the AO within 3 hrs of the start of the next working day.

(viii) open and close all toilets (including cleaning, provision of toilet paper, hand towels and soap as necessary) in accordance with agreed times and procedures.

A.14.4 Uniforms. Identification of Contractors staff

The Contractor shall ensure all staff employed in the gardens wear easily identifiable clothing along the lines of the Corporate standard shown at Appendix [ ]. Contractors will be required to provide a visual representation of the type and colour of uniform to be provided if they wish to deviate from the Corporate Standard.
Staff carrying out garden maintenance and attendant duties must be dressed in workwear suitable for the task involved. Uniforms for staff carrying out patrolling must be provided straight away. Name badges only and arm bands only are not permitted. The Contractor shall have a supply of clean serviceable clothing in reserve to issue to agency, casual or temporary employees when they are working at any locations.

Clothing shall be as follows:

For staff who are required to man the office at Hanwell Cemetery. Suit comprising jacket and trousers and shirt and tie. Tee shirts and sweatshirts are not to be worn by office staff.

For staff carrying out cemetery maintenance duties a variety of clothing needs to be provided to take account of weather conditions and Health and Safety requirements.

Weatherproofs.
Over jackets. Summer and winter use.
Long sleeved and short sleeved shirts or Tee Shirts / Polo shirts
Sweatshirts
Trousers and overalls.
Hi visibility jackets (for work on or near the highway).
Steel toecapped shoes or boots.

The contractor is required to submit with his bid, details of clothing to be provided and how this will be managed, together with examples of the design and style of clothing.

All shirts, waterproofs and over jackets must be identifiable with the wording ‘CITY OF WESTMINSTER CEMETERY SERVICE’ in large lettering on the back. The Contractor shall comply with the corporate guidelines shown at Appendix O in all other respects.

The contractor shall ensure that his staff are smart in appearance and are suited to the clothing being provided, avoiding bizarre head wear, hair styles and the like.

The contractors staff shall be issued with ID cards with their photograph on it.

Personal stereos - must not be worn by the contractors staff while on duty

Branding and Corporate Identification of Vehicles and Staff

The Contractor shall be required to have all vehicles painted to conform to the City Council’s Corporate Identity Standard. And all staff shall be attired in line with the Corporate Standard (see appendix 17). Contractors shall note the following paragraph issued by the Communications team:

All services provided by any organisation on behalf of Westminster City Council must be delivered using the council’s corporate identity. At the outset
of the contract Westminster City Council will approve templates for any marketing materials and designs for any vehicle livery or uniforms required for the operation of the contract to ensure Westminster City Council identity is represented appropriately. All materials should use the Westminster logo as the primary logo. The inclusion of the following words on publicity material in an appropriate place (to be agreed by the council) may be considered: ‘x service provided by xxxx’. All public relations or marketing activity involving, quoting or referring to Westminster City Council should be cleared with the head of communications at the council. The contractor’s logo may only be used in exceptional circumstances and with the express permission of Westminster’s communications team.

The City Council reserves the right to ask the Contractor to allocate alternative staff to these duties, if it finds any employee unsuited to these important duties, for any reason.

A.14.5 Procedure to verify that weekend patrol staff are available for work and report to site on time to open sites, and to confirm their presence on site.

The Contractor shall devise and implement a verifiable procedure so that on each and every Saturday, Sunday and Bank holiday staff rostered for work on any of those days telephone in an hour before they are due to commence work into the Contractor to confirm that they are available for work. Should such confirmation fail to be received by the Contractor he shall implement a backup plan, to locate alternative staff, so that they can replace the original rostered staff, travel to site and open up on time. In this way the service to the public will be unaffected by the absence of rostered staff. Stand in staff for periods of sickness or annual holiday will be required to operate the same system of verification, that they are available for work.

All staff responsible for opening sites must be on site prior to official opening times.

It will not be acceptable for staff to open sites and then go off site, until their tour of duty is finished or that an alternative member of patrol staff arrives on site to take over. Therefore it is not acceptable for one member of staff to travel from one site to another carrying out either or both opening or closing duties.

Weekend patrol staff must not leave the cemetery and must remain on site throughout opening times and bring on to site with them all drink and refreshments that they may require for that day. Refreshment breaks shall not exceed, two tea breaks of 10 minutes duration each, and one lunch break of 45 minutes duration.

A.15 Memorial Plaques

At Hanwell and Mill Hill and at any future area designated for memorial plaques, the Contractor shall take special care not to damage plaques during mowing operations.
In March, June and September each year, any grass growth encroaching across the surface of the plaque shall be cut back to a straight line using long handled shears, and all arising removed to leave all plaques clean and tidy. The Contractor shall allow for the use of half moon turf cutters, and boards, cutting to a line on at least one occasion per year. In May and August each year all plaques shall he brushed clean using a heavy bass broom with clean water to remove, without causing damage to the plaque, accumulated cut grass or other debris and detritus irrespective of source.

A.16 Monthly reports for Contract Monitoring Meetings.

The Contractor shall compile an approved monthly schedule of required tasks for the full year. On the last working day of each month he shall before noon that day E mail or fax the completed sheets to the AO, so providing the dates that each of the tasks were started and completed (one monthly schedule per cemetery) and in the case of grass cutting the number of full cuts that have been completed at each site since January each year.

These schedules serve as a reminder to the Contractor of the core tasks to be completed each month, but should not be considered to be the only or maximum number of tasks that shall be completed each month.

The Contractor shall also list in full in the report all tasks not completed with a reason and a definite date for rectification, which shall be within the next 10 working days.

A.17 Use of skips

The Contractor shall arrange for a supply of approved skips to be located as agreed with the A.O, and only at those locations, for the disposal of all litter from bins, faded flowers from past interments etc. At Mill Hill only skips shall be used for the disposal of spoil and the Contractor shall make suitable arrangements for the transference of spoil from dumpers etc. to the skip(s), which may involve the temporary stacking of spoil in agreed areas and then loading the skip or high sided truck by JCB or similar machine quarterly. Hire of JCB or alternative and skips shall be at the Contractors expense. Spoil may not be stacked upon a tarmac roadway, path or concrete skip stand.

Where bulky waste materials are placed in a skip the Contractor shall ensure that he uses his best endeavours to carefully and safely compact such material to maximise the use or the full capacity of the skip, which may mean cutting up fallen timber into smaller pieces.

Skip stands shall be swept every 2 weeks to keep them clear of debris and litter and replacement skips ordered as necessary to avoid spilling or double handling materials. Fires may not be lit in skips at any site.

**All pruning, brushwood, fallen timber etc shall be machine chipped or shredded if disposed of by skip, otherwise it shall be removed from site by and at the expense of the Contractor.**
THIRD SECTION

SPECIFICATION FOR GRAVE DIGGING AND RELATED MATTERS
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.17</td>
<td>Private Grave Digging and Backfilling</td>
<td>91</td>
</tr>
<tr>
<td>A.17.1</td>
<td>Removal and Replacement of Memorials</td>
<td>91</td>
</tr>
<tr>
<td>A.17.1.1</td>
<td>Excavation Method</td>
<td>91</td>
</tr>
<tr>
<td>A.17.1.2</td>
<td>Working Arrangements, etc.</td>
<td>93</td>
</tr>
<tr>
<td>A.17.1.3</td>
<td>Timber and Use of Timber</td>
<td>94</td>
</tr>
<tr>
<td>A.17.1.4</td>
<td>Mechanical shoring. (Hydraulically operated)</td>
<td>94</td>
</tr>
<tr>
<td>A.17.1.5</td>
<td>Protection of Road and Paths (See also para A.10.3 access)</td>
<td>95</td>
</tr>
<tr>
<td>A.17.1.6</td>
<td>Human Remains</td>
<td>95</td>
</tr>
<tr>
<td>A.17.1.7</td>
<td>Dressing a Prepared Grave</td>
<td>95</td>
</tr>
<tr>
<td>A.17.2</td>
<td>Private Graves – Work To Be Done</td>
<td>96</td>
</tr>
<tr>
<td>A.17.2.2</td>
<td>Cutting of Grass</td>
<td>97</td>
</tr>
<tr>
<td>A.17.3</td>
<td>Common Graves – General</td>
<td>97</td>
</tr>
<tr>
<td>A.17.3.1</td>
<td>Working Arrangements</td>
<td>98</td>
</tr>
<tr>
<td>A.17.3.2</td>
<td>Common Graves – Work to be Done</td>
<td>98</td>
</tr>
<tr>
<td>A.17.4.1</td>
<td>Turfing after interments in private graves</td>
<td>99</td>
</tr>
<tr>
<td>A.17.4.2</td>
<td>Turf Moulding of Graves</td>
<td>99</td>
</tr>
<tr>
<td>A.17.4.3</td>
<td>Removal of Floral Tributes from Graves</td>
<td>100</td>
</tr>
<tr>
<td>A.17.4.4</td>
<td>Backfilling/Topping up Graves</td>
<td>100</td>
</tr>
<tr>
<td>A.18</td>
<td>Interment of Cremated Remains</td>
<td>100</td>
</tr>
</tbody>
</table>
A.17 Private Grave Digging and Backfilling

A.17.1 Removal and Replacement of Memorials
(including any additional memorials to grant access to any grave for re-opening)

(See also CLEARING MEMORIALS - page 43 of 55)

The Contractor shall remove any memorial and bearer to allow an interment to take place and to replace them after an agreed and suitable period (normally not less than 12 months) to allow for soil to settle and consolidate within the grave. The Contractor shall invoice the City Council for the cost of this service and the grantee shall be charged the amount as quoted in the current list of fees and charges.

The Contractor shall ensure that any memorial, which has to be moved, is handled carefully to avoid any damage to it or adjacent memorials and temporarily located in a path or roadway where it will cause minimum inconvenience. The memorial shall be left in such a manner (on blocks or rollers) to enable it to be easily moved again at the time of its replacement over the grave space. Any memorial moved on to any roadway, even temporarily, shall be marked by two traffic plastic warning bollards (one front one back), supplied by the Contractor for the entire time that it obstructs (even part of) any tarmac road or path way.

The memorial shall eventually be carefully replaced, in line (usually at the front of a kerb set) with other adjacent memorials and made properly level in all directions to the satisfaction of the grantee and AO and to the standards expected in the BRAMM Scheme.

Where a Grantee requests a memorial to be replaced or erected for the first time upon a grave space before 12 months have lapsed since the date of the interment, shall be sent by the Contractor a letter stating the risk of further settlement and the likelihood of the memorial subsiding. Any works needed to realign or re-level the memorial in these circumstances shall be born by the Grantee.

Where any memorial is deemed to be in such a state of disrepair that it cannot be moved without consequent damage occurring or risk of injury to staff, the Grantee/Funeral Director shall be so advised, to enable them to make alternative arrangements or to accept all responsibility for such damage and the cost of repair works to the satisfaction of the City Council.

A17.1.1 Excavation Method

Although it is envisaged that graves will be excavated by machine, the Contractor shall also ensure that he has sufficient competent, skilled and experienced staff to dig any grave that may be required, by hand. This shall ensure that even in case of staff absence, sickness, machine breakdown or site inaccessibility all graves will continue to be dug as ordered on time. For the avoidance of doubt it will not be considered a valid excuse for delay or cancellation of a funeral for the Contractor to state that he could not provide adequate staff to dig any grave by machine or by hand. Delay due to inclement
weather or waterlogged ground conditions shall not be acceptable. All vacant grave space within the 3 cemeteries (including grass pathways) shall be utilised for excavation of graves, and may on occasions due to proximity of trees, mounds of soil, other memorials, mausolea or other obstruction require extra effort on behalf of the Contractor to enable a grave to be dug in what might otherwise be termed inaccessible areas.

Should it be necessary to move more than 5 memorials to enable a machine to reach any one grave, the City Council may instruct that a grave (max 2 depths) be dug and shored by hand.

Where it may be necessary to cut back shrubby material or undergrowth (brambles/bracken etc) to provide safe access for machinery, staff or mourners this shall be included in the preparatory works to be undertaken by the Contractor within the normal works associated with preparation of any grave and for which no additional charge shall be made by the Contractor.

Where graves are excavated by hand due to special requirements of the grantee or City Council the Contractor shall invoice the City Council in accordance with prices quoted on the Form of Tender. Where hand digging is undertaken to overcome problems due to machinery breakdown/ inclement weather or the consequences thereof or other factor under the control of the Contractor all such additional costs shall be born by the Contractor.

Where the Contractor digs a grave by hand due to difficulties imposed by the memorial, its foundation, trees or plants provided by the Grantee, the Grantee shall be advised immediately and a quotation for the works given to the AO in the first instance for approval. The Grantee shall be charged the agreed price for the grave digging plus any additional on-cost applied by the AO (usually 20%) - on behalf of the City Council.

Where memorials are moved from adjacent grave spaces to allow access for grave digging etc, all such memorials shall either be boarded over or carefully and respectfully and neatly moved aside for protection. All such memorials shall be re-fixed upon the grave space, fully secured to comply with the Cemetery Regulations within 48hrs of completion of backfilling. All such memorials shall be upright and re-fixed in line with adjacent memorials to standards set out in the BRAMM Scheme, as if they had never been moved. Any soil attaching to any memorials in the near vicinity of an excavated grave shall be cleaned off immediately.

Should the Contractor decide to construct a temporary holding bay for spoil, it shall be carefully, and safely constructed of suitable materials, secured in such a manner that no damage is done to any memorial. All excavated material shall either be replaced within the grave space from which it came or removed from the location. Spoil may not be scattered around the location, dumped under adjacent trees or shrubs, unless approved at each location by the AO on each occasion.

After each reopening involving the removal of a memorial the Contractor shall enter the grave details and memorial description details upon a computerised list of "put backs", detailing the location of elements of any complicated memorial, so that all items of memorialisation can subsequently be relocated.
and accurately replaced on the grave space. Any memorial from an excavated
grave found not to be replaced upon the grave space for a period greater than
13 months after the interment shall attract a default point for each week or part
week beyond the end of the 13th. calendar month that it remains off the correct
grave space.

Memorials temporarily removed to grant access, that fail to be replaced and
fully secured within 48 hours of backfilling, shall attract a default point per
week or part week, per memorial or part thereof that the memorial or part
thereof remains in the wrong position.

**Excavation in a new grave.**

The City Council may decide that all new graves have to be excavated to a
minimum depth for 4 interments, irrespective of stated requirements of the
Grantee. The Contractor shall provide at Appendix E to the Form of Tender, a
separate price for such a service, taking into account all additional costs that
may result from such a decision being implemented by the City Council.

**A.17.1.2 Working Arrangements, etc.**

The works will normally be carried out during the working hours applicable to
the Cemetery, but overtime may on exceptional occasions be necessary in
order to complete the filling and tidying up of graves and surrounding areas.
The Contract Sum includes this overtime and all other expenses incidental
thereof, and no claim for extra payment relating to work carried out will be
considered.

It is intended that the work shall be carried out as the necessity arises and the
City Council does not undertake to excavate any or any given number of
private graves or non-private graves under this contract. Increases and
decreases in demand for graves for whatever reason may occur, and given
below is a table of burials and re-openings over the past 3 financial years. This
information is given as a broad guide to the Contractor, rather than as a
statement of expected activity in any one year or throughout the Contract
Period.

<table>
<thead>
<tr>
<th></th>
<th>2002/03</th>
<th>2003/04</th>
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<th>2005/06</th>
</tr>
</thead>
</table>
| Total burials incl.
  reopenings             | 91      | 101     | 102     | 76      |
| Interment of cremated
  remains                | 46      | 45      | 31      | 43      |

It must be clearly understood that it is an essential condition of this contract
that the Contractor shall carry out the grave digging works without fail and
complete each order within the specified time whatever adverse weather or
other circumstances arise.

The Grounds Maintenance manager will be required to accept verbal orders
from the Cemetery Manager or A.O. Such orders, which will subsequently be
confirmed in writing, will give as far as possible not less than 36 hours notice of
the time of the interment, by which time the Contractor must, without fail
prepare the grave in accordance with the provisions of this Specification and
General Conditions of contract. The completed, fully excavated and shored
grave must be ready at least 24 hours in advance of the burial, and for
interments on Mondays this shall mean that the grave be ready by 17.00hrs on the preceding Friday. Grave digging over weekends is not permitted.

A.17.1.3 Timber and Use of Timber

A certain limited quantity of old grave board timber exists at each Cemetery for the use of the Contractor. Any further supplies needed shall be supplied by the Contractor.

All timber requirements for supporting the sides and ends of the excavation and forming the planked surrounds, will be provided by the Contractor.

It is anticipated that one set of plastic walk-boards per cemetery will be available to the Contractor for use within the City Council Cemeteries. The Contractor will be required to make a 50% (of the original purchase price i.e approx £500 +VAT in total) contribution to the cost of these units on or before the Commencement Date. The Contractor is required to use these units with care in accordance with the manufacturer’s recommendations, so that at the end of the Contract period these units are safe and serviceable for future use, making a fair allowance for “wear and tear”.

Where plastic walk-boards are provided for use in conjunction with hydraulic shoring these shall be brought into use at every funeral, (where ground conditions permit) and the Contractor shall allow for purchase of any additional units that may be needed over and above those provided (if any) at the start of the contract.

On completion of the work, the Contractor is to clean, stack and carefully store at locations to be defined by the A.O. all timber and other materials and equipment in readiness for re-use.

Timber generally provided will be softwood of merchantable quality bolted across ends and creosoted or tantalised under pressure, of scantling 9” x 2” or metric equivalent ready cut to lengths and must be used as such.

The Contractor will be responsible for ensuring that all timber is used with the utmost care and returned immediately to store on completion of backfilling. Any timber deficiencies, or timber badly damaged or rendered useless due to the Contractor’s operations, shall be made good by and at the expense of the Contractor.

A.17.1.4 Mechanical shoring. (Hydraulically operated)

The Contractor shall at the outset of the Contract Period take delivery from the AO of 3 No sets of mechanical shoring. The Contractor shall provide an equal quantity of such units in comparable condition, so providing together 6 sets of shoring for use in a single common grave. Where additional sets of mechanical shoring are required these shall be supplied and maintained by and at the expense of the Contractor. The provision of mechanical shoring for common graves is in addition to those units that the Contractor may deem to be required for use in the preparation of more conventional private grave excavations. The Contractor shall use the City Council’s units of mechanical shoring in a safe manner and all repairs including replacement parts shall be
provided by and at the expense of the Contractor, irrespective of cause. See also Paragraph A.16.3.

These units shall be returned to the City Council in a fully functioning condition upon the termination of the Contract Period.

### A.17.1.5 Protection of Road and Paths (See also para A.10.3 access)

The Contractor must take all possible precautions to avoid damaging, fouling and staining the roads, paths adjacent graves and memorials with soil from excavations. In cases where it is necessary to place the excavated material on the road or path the Contractor will provide light steel or wooden sheets for covering the surfaces. The sheets are to be neatly stacked on the grave plot for collection and storage after back filling the excavation has been completed.

### A.17.1.6 Human Remains

It is not anticipated that human remains will be uncovered in these works, but should any be found, work must cease forthwith and the matter be reported to the Cemetery Manager, and the A.O. or his representative without delay. Under such circumstances work must not re-commence until definite instructions are received from the, AO or Cemetery Manager and to the action to be taken.

### A.17.1.7 Dressing a Prepared Grave

There is a limited quantity of artificial grass matting and lowering tapes available at each site to the Contractor. The Contractor within the contract sum shall provide additional or better quality materials, as necessary.

At least 30 minutes prior to a burial service taking place, the Contractor shall provide and lay out sufficient artificial ‘grass’ matting, as approved by an A.O, to cover the immediate area around a dug grave, including any spoil. The Cemetery Manager prior to the committal shall approve each prepared grave. The Contractor shall supply and lay out for use clean lowering tapes, beside the grave space. The Contractor should allow in his price for the supply and purchase of a complete set of grave mats (minimum 50 sq. yards) every two years.

Unless otherwise instructed by the Cemetery Manager the Contractor’s employees and all machinery and equipment are to remain out of sight of the mourners during the interment and are not to approach the grave after the committal until all the mourners have departed and are out of sight of the grave. See also section 2.1.1 on witnessed and assisted backfilling on page36 of first specification.

The Contractor shall provide for the cleaning and drying off of all matting weekly, or more frequently as may be needed. This may involve hosing down mats (either on site or off site), and constructing some method of hanging mats out to dry in a remote and approved location of the cemetery.

Alternatively dirty mats may have to go off site for cleaning and drying. Grave mats may not be stored even temporarily within any chapel, basement or other
enclosed City Council owned building etc. Except for the grave board shed at East Finchley cemetery.

The Contractor shall “mat out” a grave, where possible to the nearest tarmac path or roadway or at least well beyond any muddy or slippery area. Alternative heavy-duty plastic turf protection material provided by the City Council shall be removed from store at Mill Hill Chapel basement and utilised for this purpose, and where necessary pegged into the ground. Any additional pegs shall be provided by and at the cost of the Contractor. This turf protection material shall form part of the inventory, and upon termination of the contract an equal quantity shall be returned to the City Council in a clean and useable state, and in pieces of not less than 1/2m x 3m in size.

A.17.2 Private Graves – Work To Be Done

A.17.2.1 The Contractor is to purchase and supply all necessary labour, plant, and tools for the excavation in any material, opening up, proper timbering, preparation and ultimate filling in of any new or existing grave, together with the removal, deposit (pending permanent removal) and spreading within the Cemetery of any surplus material, all within and at the times to be prescribed by the Cemetery Manager.

New graves shall be dug perfectly in line with adjacent graves and the A.O. shall instruct the Cemetery Manager on the distances to be left between graves.

The limits of the excavation will be accurately defined, set out and marked where necessary by the Cemetery Manager or his representative in every case prior to the grave digging works beginning and must be strictly adhered to. Where over size excavations are needed the actual size of the grave purchased must be clearly demarked after backfilling and before any planting commences, or memorial is erected, so that all memorials are erected plumb in line. In the case of existing graves the Contractor will be responsible for ensuring that memorials and landings are removed and replaced, without incurring any damage.

The excavation is to be expeditiously carried out, the excavated material neatly stacked to one side where directed, leaving ample room for access to the grave. During excavation topsoil shall be carefully skimmed off and set aside so that it may be replaced on the grave to finish off the backfilling. Should the Contractor fail to re-use on site top soil in this manner he shall purchase at no cost to the City Council approved top soil on which to establish turf or seed see paragraph A16.4.2. The excavation is to be timbered in a sound, neat and workmanlike manner where directed by, and to the satisfaction of, the Cemetery Manager and left clean and tidy for the final preparations. Should water be found to be accumulating in the excavation it shall be pumped dry and cleansed up in good time in readiness for the interment. A timber or plastic platform where directed in each case, shall be formed around the grave, levelled, bedded and made safe, in readiness for the interment.

Should, for any reason whatsoever, the excavation be left unattended whether completely or partially excavated or partially filled, it must be adequately and securely planked over for the protection of the public.
As soon as appropriate and convenient after the interment has concluded, (generally within 10 minutes of the last mourner leaving the grave side) the Contractor will remove “grass” mats, lowering gear and any other appliances used in connection with the burial, whereupon he shall, without any delay whatsoever, remove any timber or metal shoring units and commence to fill in the grave and complete the work in one continuous operation. The earth shall be reverently placed, around and over the coffin and filling shall continue in layers not more than 9 inches deep until the grave is full, each layer being well consolidated by punning. Soil is then to be banked up to a height of 9 inches above the surrounding ground level and left neat and tidy. Vegetable matter, soil and surplus excavated material is to be deposited and spread on a site within the Cemetery as directed by the Cemetery Manager or an A.O. Where the Contractor cannot access a suitable location for deposit of spoil it shall be removed from site by skip or other means to be agreed by an AO and funded by the City Council in accordance with current skip hire rates, or by truck to landfill sites etc Where graves are excavated mechanically the backfill material used for mounding the grave shall be carefully broken down by spade to produce a mound of friable soil free of clods or stones greater than 100mm in any dimension.

It is to be distinctly understood by the Contractor that on no account whatsoever may graves be left unfilled after an interment has taken place.

On some occasions mourners may wish to witness backfilling (by prior arrangement) and the Contractor shall ensure that sufficient clean and presentable staff are on hand to carry out this special function/service. See also paragraph 2.1.1 of the First Section.

The Contractor may also allow (by prior arrangement) mourners as necessary to assist with backfilling the grave and the placing of floral tributes over the grave space, taking care not to damage them or disturbing the attached cards. The Contractor shall ensure that all floral tributes delivered or brought to the cemetery or grave side are placed neatly and carefully upon or as near to the grave space as is practicable, utilising adjacent open grass, lawn or path areas as necessary.

A.17.2.2 Cutting of Grass

When and where considered necessary by the Cemetery Manager the Contractor shall cut the grass as directed surrounding the grave and on the approach to the grave to be followed by the funeral cortege. The grass is to be collected and carted away and everything left tidy. This work, if required, will normally be carried out before excavation of the grave commences.

A.17.3 Common Graves – General

Common graves are excavated as required, at any of the 3 sites and generally may accommodate from 8 to ten coffins, one above the other, of unrelated persons. Such graves are utilised for those unable to afford a private grave, and the Rights of the relatives of those buried in such a grave are limited in accordance with the Cemetery Regulations in being at the time. The use of such graves is infrequent and declining. Over the past 5 years there have been
45 (? check) common grave interments all at Hanwell Cemetery, but the City Council may require common graves to be dug at any or all of the 3 sites.

The Contractor will be required to excavate and maintain such graves in accordance with all legal requirements, and his attention is particularly drawn to the need for high standards of timber or hydraulic metal support in the excavated grave until such time as it is completely used and has been filled in. Particular care is needed to provide adequate and safe boarding over partially utilised graves and to regularly (monthly) inspect such coverings to ensure complete safety at all times. The Contractor shall allow for the maintenance of the existing metal lockable grave cover that shall be attached to the final unit hydraulic shoring and all necessary padlocks and keys and any replacements thereof. This unit shall be replaced over the grave space as soon as backfilling after each interment is complete and any funeral flowers, shall then be placed upon it. The metal cover shall have an approved “Danger” sign attached to it at all times warning of deep excavation. Should additional common graves be dug at other sites, the City Council will fund additional covers ordered through the Contractor.

A.17.3.1 Working Arrangements

The works will be carried out during the working hours applicable to the Cemetery.

It is intended that the work shall be carried out as the necessity arises and the City Council does not undertake to excavate any or any given number of common graves under this contract. The City Council reserves the right to request the Contractor to excavate a common grave at any of the cemeteries, but normally not more than one such grave shall be provided at any time, thus only one complete set (3 or 4 units) of hydraulic shoring and one cover will be needed.

It must be clearly understood that it is an essential condition of this contract that the Contractor shall carry out the works (including backfilling and replacement of the metal grave cover) without fail and complete each order within the specified time whatever adverse weather or other circumstances arise. Nevertheless it is not anticipated that any emergency will arise in the excavating of common graves and the Contractor should be able to excavate a reserve grave well in advance of its use.

The Grounds Maintenance Manager and his staff will be required to accept verbal orders from the Cemetery Manager which the Cemetery Manager will subsequently confirm in writing to avoid any possibility of error or misunderstanding.

A.17.3.2 Common Graves – Work to be Done

The Contractor is to purchase and supply all necessary labour, plant, and tools for the excavation in any material, opening up and proper timbering; together with the removal, deposit and spreading within the Cemetery as directed, or disposal via hired skip of all surplus material, all within and at the times to be prescribed by the Cemetery Manager.
The limits of the excavation will be defined and set out by the Cemetery Manager in every case and must be strictly adhered to.

The excavation is to be shored in a sound, neat and workmanlike manner to the satisfaction of the A.O. (See Paragraph A.16.1.3 above).

Should for any reason, whatsoever, the excavation be left unattended it must be adequately planked over for the protection of the public.

The excavated material will normally be carted away at the time it is dug out.

The Contractor may have to provide pumps to remove any ground water from any grave, to ensure it is dry at the time of an interment.

The Contractor will be required to fill in and mound the grave after it has been used to capacity, and as frequently as necessary over the succeeding 12 months after the grave has been fully utilised for interments to ensure that the soil in the grave is never lower than the surrounding un-dug soil.

After each interment there shall be a layer of 15cms minimum of backfilled soil placed over the coffin, unless that be the last interment in the grave in which case 1m depth of soil shall be provided, plus a minimum of 30 cms of mounded soil above ground level.

A.17.4.1 Turfing after interments in private graves.

Approximately 30% of interments take place in new graves. Following the interment and subsequent backfilling, time is allowed for consolidation of the grave space before finally levelling off and making good with top soil prior to replacement or installation of a memorial or re-turfing the area with good quality turf. The Contractor who is responsible for collection and delivery will purchase the topsoil and turf. This work shall be carried out in accordance with the clauses in Section B of the Specification. Such work shall not be at any additional cost to the City Council.

The Contractor shall devise and implement an administrative system to generate work sheets/reminders ("turfing over lists ") automatically when 12 months has lapsed since an interment so that final levelling and turfing over can be carried out, unless written instructions to the contrary have been received from the Grantee or their memorial mason. At no time shall any grave or its surround, stripped of turf for an interment, or adjacent turf damaged during the excavation works remain as soil only, once 13 months have passed since the date of interment, and the Contractor shall allow for supply and laying of turf on a "year round" basis. One default point per month or part thereof per grave shall be applied where turfing is not completed within the 13-month time limit described above.

A.17.4.2 Turf Moulding of Graves

Similarly, each year, gradually reducing numbers of public graves require 'making up' and 'turf banking'. The method of application will be as directed by an A.O. The Contractor shall make up a maximum of 10 such graves in total each year (spread across the three sites).
A.17.4.3 Removal of Floral Tributes from Graves

The Contractor shall regularly check the condition of flowers or other tributes placed on or near any grave to ensure that faded or unsightly flowers are removed swiftly and disposed of out of sight on the Cemetery dump or skip. At a minimum, each grave shall be checked every 7 days after the interment took place. Flowers would normally be expected to be removed 2-3 weeks after an interment, unless relatives have given explicit instructions to the contrary. The Contractor shall not assume any special responsibility for removing and storing cards or other written items left upon a grave, or any item of memorialisation or tribute unless expressly requested by the grantee or Funeral Director in advance in writing.

A.17.4.4 Backfilling/Topping up Graves

The Contractor shall backfill each grave, following an interment in accordance with the details in paragraph A.16.2.1 page 15.

The Contractor shall allow for revisiting any excavated grave monthly to reconsolidate the backfilled material and to add additional material to maintain a mound 22.5 cm –35 cm above adjoining path/grass areas. Following periods of very heavy wet weather the Contractor shall allow for more frequent visits to ensure that the grave is always adequately mounded.

The Contractor shall use only approved top soil to ensure when the grave is finally levelled off a minimum of 10cm of top soil shall remain upon the grave space for the establishment of turf.

To ensure that all graves are checked for “topping up services” the Contractor shall produce a computer generated list of “top ups”, each month to be actioned by ground staff and returned to the office signed and dated giving dates topping up work has been undertaken.

A.18 Interment of Cremated Remains
(see also paragraph 2.4, page 23)

The Contractor shall where necessary remove the memorial the day before the excavation is to be undertaken. A hole at least 18” deep shall be excavated at an agreed and predetermined location within the grave space (e.g. Top left; bottom right etc.) As required by the Grantee the Contractor may carry out the interment of cremated remains in the presence of the Grantee, minister of religion and any mourners. Otherwise the Cemetery Manager shall undertake the interment of ashes at an agreed and recorded time and date in accordance with the wishes of the Grantee and/or Funeral Director.

The Cemetery Manager shall at all times undertake the interment of cremated remains in accordance with the law, and as far as is practicable in accordance with the expressed wishes of the Grantee(s). The soil shall be dug out to one spit depth in one corner of the grave space. The urn or container of ashes shall carefully be placed in the excavated hole in a slow and dignified manner taking care not to spill or scatter any of the ashes. At the appropriate moment the excavated soil shall be replaced over the interred ashes to fully backfill the
hole and cover over the ashes. The grave space shall be left in a neat and tidy condition to the satisfaction of the grantee. The Cemetery Manager shall then solemnly withdraw from the graveside to leave mourners in peace until such time as they wish to leave the grave and depart from the cemetery. The Cemetery Manager shall remain close at hand to assist those who may be overcome by emotion or wish to ask questions related to the grave space or future maintenance of the cemetery.

The memorial shall be replaced when it is deemed that it can so be carried out without risk to future settlement of the soil which could cause the memorial to lean or become unsafe in some way.

Just as for the interment of a coffin, the Cemetery Manager shall, within 24 hrs. make all necessary entries into the cemetery register(s) and plans providing all details of the deceased as required by cemetery law.
FOURTH SECTION

GROUNDs MAINTENANCE
GROUNDS MAINTENANCE

CONTENTS

B.1 Introduction ........................................................................................................... 107
B.1.1 Perpetuity Grave Maintenance ...................................................................... 107
B.2 Grass Cutting ....................................................................................................... 109
B.2.1 General ............................................................................................................. 109
B.2.2 Extent ............................................................................................................... 109
B.2.3 Climate and Soil ............................................................................................... 110
B.2.2.2 Special Instructions ....................................................................................... 110
B.2.2.3 Relations with Public ..................................................................................... 111
B.2.2.4 Suspension of Grass Cutting ........................................................................ 111
B.2.3 Methods ............................................................................................................ 112
B.2.3.1 General ........................................................................................................ 112
B.2.3.2 Obstructions ................................................................................................ 112
B.2.3.3 Frequency of moving / Strimming ................................................................. 113
B.2.3.4 Areas without Graves or Memorials or Areas from which Memorials have been cleared ................................................................................................................. 113
B.2.3.5 Arisings ......................................................................................................... 113
B.2.3.6 Disposal of airisings during periods of heavy grass growth ....................... 114
B.2.3.7 Grass Edging ................................................................................................ 114
B.2.3.8 Strimming flex............................................................................................... 115
B.2.3.9 Irrigation (See also paragraph A8. SECOND SECTION pp 10) ...................... 115
B.2.3.10 Periods of Irrigation ..................................................................................... 116
B.2.3.11 Application of Selective Herbicide .............................................................. 116
B.2.4 Machines .......................................................................................................... 116
B.2.4.1 General ........................................................................................................ 116
B.2.4.2 Maintenance and Service ............................................................................ 116
B.2.5 Grassed Areas Planted with Bulbs, Naturalised Corms and Wild Flowers ... 117
B.2.6 Grass Growth Retardant Chemicals ................................................................. 117
B.2.7 Residual Herbicides ......................................................................................... 118
B.2.7.2 Cessation of Applications of Agro-chemicals ............................................. 118
B.2.7.3 Pesticides and Agro-chemicals .................................................................... 119
B.2.7.3.1 General Approval and Policy ................................................................. 119
B.2.7.3.2 Codes of Practice ..................................................................................... 119
B.2.7.3.3 Pollution .................................................................................................. 120
B.2.7.3.4 Signs and Security .................................................................................... 120
B.2.7.3.5 Overdosing ............................................................................................. 120
B.3 Removal of fallen leaves, rubbish, litter, and other detritus ................................ 120
B.3.1 General ............................................................................................................ 120
B.3.2 Grassed areas .................................................................................................. 122
B.3.3 Tree Debris ...................................................................................................... 122
B.3.4 Accumulated Coniferous needles .................................................................. 122
B.3.5 Grass Cuttings (See paragraph B.2.3.5 Arising) ............................................ 122
B.3.6 Leaf Clearance ................................................................................................ 122
B.3.6.1 General ....................................................................................................... 122
B.3.6.2 Restrictions ................................................................................................ 123
B.3.7 Chapel forecourts ............................................................................................. 124
B.4.1 Planted Areas ................................................................................................... 124
B.4.1.3 General ........................................................................................................ 125
B.4.1.2 Pruning ......................................................................................................... 125
B.4.1.2.1 Roses ....................................................................................................... 126
B.4.1.2.2 Disposal of prunings ............................................................................... 126
B.4.1.3 Hedge maintenance ...................................................................................... 126
B.4.2 Formal Hedges ................................................................................................. 126
B.4.2.1 General ........................................................................................................ 126
B.4.2.2 Hedge trimming .......................................................................................... 127
B.4.3 Bedding ............................................................................................................. 127
B.4.4 Weed Control in shrub areas ........................................................................... 128
B.4.4 Lawn Sections- Memorial Borders ................................................................. 129
B.4.5 Climbing Plants ................................................................................................. 129
B.5 Maintenance and Cleansing of Roads, Footpaths, Paved Areas, boot scrapes, doormats, rainwater building gullies and removal of all unwanted plant growths .................................... 130
B.5.1 Cleansing ........................................................................................................ 130
B.5.2 Removal of unwanted growth ......................................................................... 130
B.5.3 Weed Control ................................................................................................... 130
B.5.4 Snow/Ice Clearance ......................................................................................... 131
B.5.5 Winter Work ..................................................................................................... 131
B.5.5.1 General ....................................................................................................... 131
GROUNDS MAINTENANCE – NORMAL LEVEL

B.1 Introduction

The quality of finish of the cut grass of the various locations may vary, but the Contractor is expected to maintain the highest standard of grass maintenance consistent with frequencies applicable to each area. The Contractor is required to achieve the normal level contract standard across the entire area of each of the cemeteries as covered by the site plans Appendix B. The A.O. may require areas previously abandoned or left in a semi-natural condition to be brought up to the normal level contract standard within 1 month of receipt of the written instruction from the A.O.

B.1.1 Perpetuity Grave Maintenance

These clauses shall also be used to cover the works to individual graves such as turfing, planting of bulbs, pruning in compliance with old agreements in perpetuity for individual grave maintenance or following an interment where no memorial will cover the grave space. In such cases these works shall not constitute a variation order.

For the avoidance of doubt additional payments shall only be made for works to individual grave spaces, where these are covered by old agreements for grave maintenance in perpetuity using the rates given in the Form of Tender.

For a complete list of these graves refer to Appendix P.

B.1.2. Planting and Maintenance of Graves with Perpetuity Maintenance Agreements.

Across the 3 sites there are approximately 275 individual graves, which are being maintained (under existing contracts between the City Council and the Grantee), being planted and maintained with ground cover shrubs.

The City Council cannot guarantee that this number of graves will be maintained throughout the Contract Period, nor that any quantity thereof will be replanted in any one year or during the Contract period. The expenditure per grave will be monitored by the AO, and once the sum spent exceeds the sum that the capital sum would have earned in interest payments since it was deposited with the City Council, the City Council may decide to determine such an agreement on an individual basis. The Contractor shall be advised in March of any year which if any graves are to cease to be maintained, so that the Contractor can adjust his maintenance schedules/staffing accordingly.

Some graves are turfed over and may require re-seeding from time to time usually once every 5 or 6 years.

The Contractor shall invoice for works carried out on all the graves after each 12 months of work has been completed. That invoice shall be sent to the AO in the first week of April each year.
Any work to re-plant or re-soil a grave as required by the AO will be at the expense of the City Council, and actioned within 1 week of a receipt of an Additional Works Order. Where plants die due to lack of attention, summer irrigation etc all replacement plants and planting costs shall be borne by the Contractor.

The current cemetery system of identifying existing maintained grave spaces or new contracts must be used and every assistance will be given by the A.O. Under certain circumstances it may not prove possible to plant a grave space (e.g. Burial, weather conditions) and the A.O should be informed immediately.

B.1.3 Over-seeding grassed areas

The Contractor may be required to over-seed, existing grass areas. The area will first be mown and then the soil surface loosened with a Springbok type scarifying rake or mechanical scarifier. In very hard conditions the area will be irrigated and pricked over with a fork.

Care must be taken not to disturb or tear out existing grasses.

Raking or boxing off shall collect all arising from scarification to prevent damping off of newly germinated grasses. Fertilizer shall be applied after germination by two passes at opposite directions using a low phosphate fertilizer, as directed by an AO.

Grass seed, supplied by the Contractor, will be sown at the rate of application per m² as stated by an A.O and lightly raked in.

The area will not be cut until the seed germinates and has reached 38mm in height. Existing grass will be topped to this height if it reaches 75mm before the seed germinates.

B.1.4 Supply of topsoil

The Contractor may be required to supply topsoil to a position as instructed by an A.O not less than 3 weeks prior to the date required.

Any topsoil supplied will comply with BS 3882, 1965 and a sample will be approved by an AO prior to delivery.

The Contractor shall supply such topsoil and invoice the City Council without applying any tendered on cost, And when used up shall order in a further supply of min 5 cu m.

B.1.5 Use of topsoil by public

This material shall be available at all 3 sites, in approved locations, for use by members of the public wishing to top up their graves within City Council owned cemeteries. The Contractor shall report to an AO the registration plate details of any person seen loading topsoil for removal from site. Top soil used by the Contractor for planting purposes, turf preparation, leveling grave tops...
shall be supplied and paid for by the Contractor separately to that described above, and at no cost to the City Council.

B.2 Grass Cutting

B.2.1 General

For the purposes of this specification the term “mowing” is used to describe the cutting of grass, by any approved means which may include ride-on or pedestrian operated motor mowers, strimmers, brush cutters, flail mowers etc.

The frequency of mowing will depend on location and it is the responsibility of the Contractor to carry out the appropriate number of mowing during the season to achieve the required standard, even when that number exceeds that which might be regarded as normal. No allowance shall be permitted because of variations in weather particularly rainfall.

In view of the climatic conditions that may prevail in London during mild winters, it is possible that some mowing may be necessary for some areas all year round.

If the Contractor intends to operate a mobile gang to cover strimming duties, that gang must complete the mowing of one area or cemetery before moving on to the next. Wherever possible mowing work shall be carried out systematically from site to site. The Contractor shall ensure that before commencing a second or subsequent cut, all areas of all three sites shall have been completely cut and tidied, and the AO advised in writing. The Contractor shall devise and implement an approved method of tracking and dating the progress of mowing, so that at any time it is possible to state how many complete cuts there have been in any one cemetery and the dates over which any cut took place. This information shall be forwarded to the AO on the first day of each month. (See self-monitoring page 5 of 55 and Monthly Monitoring Reports SECOND SECTION)

B.2.2 Extent

Mowing will take place over all areas of grass at locations up to paving, fencing, memorials and other boundaries or obstacles. The Contractor shall be required to maintain all areas within the boundaries of the sites, or the current condition or location of any particular part of a cemetery, however remote that may be. The Contractor shall allow for grass cutting upon any grave space marked by the provision of a memorial supplied by the Commonwealth War Graves Commission, as part of the overall area to be maintained. Such graves shall be mown at the same frequency as all other grave spaces.

At the periphery of any area of graves with memorials the Contractor shall allow for providing a strip at least 1m depth behind each memorial of close mown grass/herbage so that taller weeds, sub shrubs, brambles or hedging material does not overhang any memorial, and staff and visitors can have convenient and unimpeded access between the rear of any memorial, and any boundary wall, fence, hedge or peripheral planting.
B.2.2.1 Climate and Soil

The Contractor shall adapt cutting operations as may be necessary to suit climatic and soil conditions and the rate of grass growth.

Cutting shall be deferred whenever weather conditions are such that it is not possible to cut the grass or gain access to it without damaging the grass, the ground surface and the contours and levels of the ground.

B.2.2.2 Special Instructions

An A.O. may instruct the Contractor to cut the grass more or less frequently if this should be necessary because of a special event or some special occasion, or due to climate and other variable factors. This clause shall apply only to those areas listed in paragraph 12.

In either case any additional costs will be borne by the Contractor. However, if the Contractor is prevented from carrying out the programme because of any special event the contract price will not be reduced as a result.

Enhanced machine mowing (with box) on H sections 1 and 4 at Mill Hill Cemetery.

The Contractor shall allow for very carefully strimming a strip 22.5-35cms wide around all memorials on these 2 sections, taking care to avoid certain groups of graves altogether as advised by an AO. This strimming shall cut back as far as possible all grass but not damage any young plants, or any form of memorialisation on or around any memorial on these sections. Care shall be taken to strim between memorials where this is possible without causing damage to rose bushes or any herbaceous or annual plants cultivated by grave owners.

Once these narrow strips around the memorials over the entire section have been strimmed, the main grass alleyways shall be close mown with an approved mower with a box and roller, to cut and collect the grass including that previously strimmed material, to leave the turf with the traditional striped effect, of dark and light green strips of cut grass. The box shall be emptied frequently to ensure 90% of cut grass is removed from site, and the mower run over the tarmac edge of paths to prevent tufts of grass overhanging the hard surfaces. Normally a pedestrian operated rotary mower up to 50cm width fitted with a roller and box will be used for this work.

Finally all memorials, (front back and sides) including all forms of memorialisation, cultivated plants, artificial flowers, wreaths and bouquets shall be “Blown clean” using a mechanical blower in such a way that does not cause any damage.

At the first cut each year in the spring it may be necessary to repeat this process within 7 days to achieve the required high standard of finish. Otherwise frequency shall be approximately every 14 days, to ensure that grass never exceeds 50mm in length, nor is ever cut shorter than 15mm in height. The AO may request to know when this work is to be done to witness the correct methodology, and attention to detail.
The Contractor shall supply and re-supply sufficient marker posts (to demark "no go" areas i.e. grave spaces for protection, within the section) that the ground staff shall recognise and take note of to prevent mistaken cutting of grass to be left uncut at the request of the Grantee.

Currently approximately 10 grave spaces have to be de-marked and left uncut at all times. These grave spaces and their memorials may require to be protected during strimming and blowing operations to ensure no damage is done to either the plants or flowers thereon or to vases, statuettes, candle holders etc.

The Contractor may not use grass growth retardant chemicals at any time on any part of plot H at Mill Hill Cemetery.

B.2.2.3 Relations with Public

The Contractor’s staff are permitted to politely ask members of the public to move or move their vehicles to allow mowing to be carried out. Failure to get members of the public to move will not be accepted as a reason for not cutting grass. In any case great care must be taken when members of the public are close by.

If members of the public should refuse to move, the Contractor’s staff shall return as soon as the location/area is clear and it is possible to complete the job.

In dealing with the public all Contractor’s staff shall at all times observe common courtesy and politeness and take all reasonable steps to ensure good relations between the public, the City Council and its staff.

B.2.2.4 Suspension of Grass Cutting.

As requested by the AO, the Contractor shall suspend grass strimming in any part of the sites where wild or cultivated naturalised flowers are being encouraged to grow. At Hanwell there are sizeable areas of bluebells that shall remain uncut until the end of June annually.

From time to time other areas within the sites may be maintained in a similar more ecological regime and subject to receipt of a plan showing areas to be left uncut the Contractor will be required to stop cutting the areas concerned each year without the need for being reminded.

Default points shall apply if such "no go" areas are strimmed/cut by mistake, as such action may adversely affect the establishment of such “natural” areas.

Removal of litter and other non-biologically degradable materials shall continue as for the rest of the cemetery, despite the suspension of grass cutting.
B.2.3 Methods

B.2.3.1 General

Apart from those areas specifically covered in paragraph A.12 and paraph B 2.2.2, the remainder of the three Cemeteries shall be cut to a similar standard using identical methods of work and machinery. The aim shall be to cut down all herbage (including tree seedlings, suckers, perennial and annual weeds) to not less than 37 mm. After strimming there shall be no grass/herbage of any type of more than 75 mm height. Turf/herbage shall not be scalped so low as to leave a muddy bare or balding surface.

The Contractor shall not attend to the tops of any grave or grave spaces where it is apparent that the area has been maintained by some other agency within the past twelve months. Care shall be taken not to cut down, damage, trample upon or trim planted material, floral tributes or other objects of remembrance or adornment to any grave. These requirements shall be carefully observed when attending to unkempt graves alongside regularly attended graves. Areas of planted or naturalised bulbs, corms and the like shall be similarly treated see paragraph B.25.

Tools and machinery appropriate to each task shall be employed and varied by the Contractor as necessary to avoid damage at all times to mounded graves, tomb stones, mausoleums, landings, wooden crosses, sculptures or any form of memorial in any condition.

Where damage does occur this shall be reported in writing to an A.O. so that the registered grave owner may effect repairs.

The mowing speed must always be controlled so as to achieve the best standard of finish. The operator must ensure that all movement of the machine, whether mowing, turning or in transit, does not damage the sward or its visual appearance. Particular care must be taken to avoid skidding, 'balding' or the effects of fast turns. Special care shall be taken when mowing areas of fine turf after rain to avoid compaction of the surface.

Should any damage occur, an A.O. will instruct the Contractor to re-instate the area promptly at his own expense.

All non-biodegradable debris/litter/detritus must be removed prior to cutting/strimming or mowing etc.

B.2.3.2 Obstructions

Grass must be cut as close as possible up to and around obstructions without causing damage to plants or other features. Subsequent mowing with alternative machinery e.g. Strimmers or hand shears, or as specified by an A.O., will be necessary in order to cut the grass next to obstacles. Handsaws, axes and mattocks may be needed to deal with woody tree seedlings and coppiced material etc. usually in winter months.

Care shall be taken not cause damage to trees, shrubs or conifers whether owned by the City Council or planted or growing on any grave space, by
allowing strimming flex to cut into the bark or external tissue, which in severe cases could ring-bark the plant and cause its death. All young susceptible plants shall be given a 150mm safe zone or be fitted, by the Contractor with a tailor made expandable hard plastic tree/shrub guard.

B.2.3.3 Frequency of moving / Strimming
The grass shall be cut on a more or less continuous basis, typically on a 10 days to 2 weeks basis.
Grass shall be cut down to 37mms in height over all the open grass areas (see paragraphs B.2.3) without memorials and to the shortest length practicable in all other areas but to maintain the sward at no more than 50mm and never less than 10mm.
In winter these areas shall be cut as frequently as necessary to keep the grass not more than 37mm in length and not less than 25mm in length. Typically this may require cutting at 10-day intervals in summer, reducing to 2-4 week intervals in winter. The Contractor shall allow for year round mowing of these high profile lawn/turf areas; at least 35 attendance’s per year.

B.2.3.4 Areas without Graves or Memorials or Areas from which Memorials have been cleared
At each Cemetery there are sizeable plots or whole sections of the Cemetery that are free of memorials. The Contractor shall ensure that these are cut at least every three weeks from 1 April to 31 October and every six weeks from 1 November to 31 March annually, providing always that the grass shall not exceed 100mm in length.
The largest of these areas is at the southern end of Mill Hill Cemetery, where some 2 hectares of virgin land has to be mown. The Contractor shall allow for a ride on machine capable of achieving a high standard of cut even in soft ground conditions or shall cut the area with strimmers if preferred at no additional costs either way to the City Council.

B.2.3.5 Arisings
In normal mowing conditions all cut grass may be left where it falls to desiccate and disintegrate. Any material that falls, is blown, or becomes lodged for any reasons, irrespective of source, upon a path, roadway, paved area, rose bed, shrubbery or other non grass area, shall be swept up and carted away on the day of cutting, to ensure the Cemetery is left in a clean and tidy state at the end of each day. The Contractor shall ensure that visible inscriptions and the front face of any memorial or kerb etc are not obliterated by cut grass or herbage. Where mechanical blowers are utilised to “blow off” memorials, they shall be used with great care to avoid damage to any flowers, vases or other objects placed upon any grave space or memorial.

In general blowing shall take place continuously alongside strimming so that cut grass does not remain upon a memorial long enough to desiccate and stick fast. Sufficient staff in proportion to that strimming shall be allocated to the blowing duty, so that at each and every break time, all strimmed areas have also been blown clean. The AO may instruct heavily soiled memorials plastered with strimmed grass and mud to be cleaned off by manual means;
(use of clean cold water and light scrubbing brushes or wet clothes), at the Contractor’s expense.

B.2.3.6 Disposal of arising during periods of heavy grass growth.

The Contractor shall allow for repeat strimming at less than 5 day intervals on particular sections of any one cemetery during the period of May to July incl. when heavy flushes of grass growth may result in an unacceptable quantity of cut grass lying in a thick blanket upon the sward. Sections H1 – H4 inclusive, L1 and B2 B3 at Mill Hill may fall into this category and the Contractor should allow for the possibility of having to rake off these entire sections with wide landscape rakes, where tufts of grass may have been missed due the sheer weight of cut grass lying upon the sward, and carting the material to tip or skip and re strimming within 48 hours, on at least one occasion per year.

Grass cut from those areas included in paragraph (A. 12 P.9) shall be emptied from the grass catcher or box, and carted to tip remote from where they arose, and shall not be conveniently disposed of under adjacent shrubs or trees. All clippings that drop on the lawn areas, paths, flowerbeds, memorials, grave areas shall be similarly disposed of. All arising shall be disposed of in areas away from graves and out of sight of the public. Grass cuttings may be disposed of in skips see Paragraph A19.

The Contractor may commence cutting early in the spring to avoid having to rake off arising, avoiding naturalised spring flowering bulbs.

B.2.3.7 Grass Edging

General

All finished edges will be sharp, neat and vertical.

All straight edges, which may occasionally have to be straightened, shall be prepared with a line and board and half moon cutter. The Contractor shall verifiably make an allowance of one attendance per annum to ensure that such turf edges are always neat tidy and straight.

All arising from edge preparation shall be collected and removed to skip, immediately after edging.

All grass edges adjacent to border channels will be trimmed using either sharp long-handle shears or strimmers each time the lawn is mown.

Generally, grass on edges shall not exceed 37mm in length and shall be cut each time the grass is mown, i.e. on the same day flush to the soil edge, and no grass shall remain greater than 10mm in length after each cut.

Grass-edge trimmings, that fall into the flower bed or shrub area etc shall be collected and disposed of on every occasion when edging is carried out.
B.2.3.8. Kerbing / paths

The Contractor will be required to cut a clean edge to all grass edges where they meet kerbing, paths or paved areas. Except where otherwise agreed with an A.O, long handled shears shall be used.

B.2.3.9 Maintained Graves

Where mown, clipped or strimmed grass or herbage lands upon the plants growing on, or the surface of a maintained grave mound, memorial statue etc, the Contractor shall carefully remove such arising, without damage to the cultivated plants or memorial, and so leave such privately maintained graves in a clean and tidy condition, at all times.

B.2.3.10 Strimming flex.

The Contractor shall use his best endeavours to ensure that no unused/abandoned strimming flex is left on site at any time. Strimming staff shall be required to collect such material as it arises and store it temporarily for disposal, or that staff undertaking “blowing duties” collect all such material and dispose of it.

Or the Contractor shall supply staff to walk over all areas of strimmed turf at least twice per day (before lunch and again before finishing at the end of each working day), on the day that strimming takes place, to collect discarded strimming flex and any other non-biodegradable material/detritus. In this way the area of strimmed turf in any one day will be clean/free of discarded or dropped strimming flex.

One Default point shall be awarded for each 5m of strimming flex found abandoned in any one cemetery, during a visit by an AO, within 48 hours of the strimming having been carried out. This 5m may be made up of any number of individual pieces of flex but each piece must be of at least 30cm in length.

B.2.3.11 Irrigation (See also paragraph A8. SECOND SECTION pp 10)

The Contractor shall allow for the provision of approved equipment for irrigating newly turfed graves, lawn areas suffering drought stress, newly planted or established trees and shrubs, within 200 meters of existing standpipes within any Cemetery. Sufficient equipment shall be provided to maximise on the area irrigated from any one stand pipe, circles of not less than 20 m in diameter. It shall be for the Contractor to comply with any restrictions imposed upon him by the local Water Authority.

The Contractor shall ensure that all equipment used for irrigation is properly supervised to prevent vandalism and stored in an appropriate manner to prevent damage at all times.

Should any standpipe or mains pipe become defective for any reason the Contractor should advise the A.O. immediately, and in writing within 3 days.
The Contractor shall ensure that sufficient equipment is available to irrigate daily from at least two standpipes in each Cemetery.

B.2.3.12 Periods of Irrigation

The A.O. shall issue instructions when irrigation shall be required to commence and when irrigation on any particular area shall cease. In periods of drought the Contractor shall ensure that each area receives up to 3 hours continuous irrigation on alternate days until instructed to cease by the A.O. Should puddling occur at any time irrigation shall cease for 24 hours.

B.2.3.13 Application of Selective Herbicide

The Contractor will be required to supply and apply an approved selective herbicide to up to 2500m² (to the turf or sward) of each Cemetery each year. Sufficient applications shall be made in any 12 months period to achieve control of 90% of perennial broad leaved weeds within any area of turf designated by an A.O. This instruction shall apply only to formal decorative areas of turf or areas without obstructions or memorials.

B.2.4 Machines

B.2.4.1 General

The Contractor shall agree in advance with an A.O. the exact type of machinery or tools to be used on various parts of the Cemeteries. Care will be required to select and operate and regularly maintain an appropriate range of machinery to deal with the variations of herbage to be cut across the 3 sites, during variable ground and weather conditions.

It is expected that the Contractor will need to use strimmers to achieve the required quality of finish, particularly between old memorials. The Contractor’s attention is drawn to the need to provide an adequate quantity of skilled operatives, with sufficient back up and replacement machines to cope with this exceptional workload.

Appropriate protective clothing including ear defenders, gloves, face shields, steel capped boots and overalls shall be worn and other guards and other protective devices must be fitted to all machines and remain fitted at all times and all Codes of Practice observed (see the Instructions for Tendering). The Contractor shall, as he deems appropriate, provide at his cost for the proper storage of all machinery and fuel at each site.

B.2.4.2 Maintenance and Service

Servicing, e.g. Blade changing of rotary mowers must take place at the service yard, not on grassed areas.

During the progress of works tasks such as refuelling, changing or cleaning plugs may be undertaken within the public areas of the Cemetery. Tasks such as oil changes, changing or cleaning oil filters, fitting new belts, pulleys or gear shall be carried out under cover out of view of the public and away from the public areas of the Cemetery. The AO. reserves the right to ask for
machinery to be taken away from the sites completely for extensive or lengthy servicing or repair operations. Discarded machinery or equipment, which is not well maintained and serviceable at all times shall be removed from the sites to a location provided by and at the expense of the Contractor. The A.O.'s decision in this matter shall be acted upon immediately and shall at all times be final.

Refuelling should not occur on bitumen or tarmac areas, nor in the immediate vicinity of the root zones of trees or shrubs. The Contractor may be required to supply turf protective materials/plastic or rubber sheets at refuelling stations to prevent spilled fuel from damaging turf or areas of tarmac. Any area of turf within an area defined in clause A12 that suffers from patches from spillage's of fuel howsoever caused greater than 100mm in any dimension shall be dug out and replaced with turf of equal or better quality within 3 days of receipt of an instruction from an AO at no cost to the City Council.

Spilled fuel oils etc. shall be cleared up immediately with suitable solvents.

All mowers shall either be removed from site or stored at agreed locations or storage container when the Contractor's staffs leave the site. Machines stored on site are at all times without liability to the City Council.

The Contractor shall ensure that his staff are familiar with and adhere to the Codes of Practice relating to mowers and the safe storage and handling of petroleum spirit / diesel oil and standard operating procedures for individual makes of mowers.

B.2.5 Grassed Areas Planted with Bulbs, Naturalised Corms and Wild Flowers

All areas planted with such perennial plants shall be left unmown until the leaves of the bulbs have died down unless permission to mow them has been given by the A.O. See paragraph B.2.2.4.

These areas will be cut by gradually lowering the height of cut. The aim being to bring the area back to the standard of grass height as soon as possible without impairing the visual appearance of the sites. The length of grass in these areas shall be reduced by not more than 50% at each cut.

Grass and vegetation cut from these areas must be collected and removed, usually by hand rakes and brooms, using the appropriate method of disposal.

B.2.6 Grass Growth Retardant Chemicals

Grass growth retardant chemicals may not be used in any part of the Cemeteries.
B.2.7 Residual Herbicides

B.2.7.1 Subject to the approval of an A.O., which would not be unreasonably withheld, the Contractor may utilise an approved residual herbicide, which may or may not be used in conjunction with a contact herbicide to control herbage in the following areas only:

1) Curb lines of pathways.
2) Road gutters and gullies.
3) Areas of hard paving or tarmac.
4) The tops of neglected grave spaces/memorials. 3 or more rows back from any tarmac path or roadway.
5) Any grave space, where the approval of the grantee has been obtained in advance in writing, and is held in the Cemetery files.
6) Spaces between old memorials where the width of the gap is not more than 30cms.

The Contractor shall note that no such residual herbicides shall be used on the Mill Hill site.

Similarly the Contractor will be required to allow for an application to all permitted areas as included in paragraph B.2.7.1. above in the Feb/March period of the last 2 months of the Contract Period unless otherwise directed by an AO.

The areas included in paragraph A.12 are specifically excluded from the use of residual weed killers, as is any grave space where the Grantee has made a request verbally or otherwise that they do not want such a total herbicide regime applied to their family plot. An A.O. may require a rotation of chemicals used for residual treatments and may exclude areas from treatment, for any reason, providing such instructions are given in writing during the month of August annually.

The Contractor will keep and maintain up to date, complete records (Chemical Application Record sheets. See appendix P.) Which shall be forwarded on the day of application by fax to the AO) One default point shall be awarded for any five record sheets not faxed to the AO within 24 hours of the date on which the application took place. The Contractor shall ensure that one Chemical Application Record sheet per day, per chemical, per site is forwarded to the AO. Appropriately annotated plans, showing the areas of each Cemetery that receive a residual herbicide application, date of application, quantity of Active Ingredient (A.1) per acre (or metric equivalent) applied, name of the product and the A.1, prevailing weather conditions and details relating to the management of the herbage immediately prior to, and after each and every application plus information on the qualifications of the operative

B.2.7.2 Cessation of Applications of Agro-chemicals

The City Council reserves the right to suspend indefinitely all applications of all pesticides, immediately upon the instruction being given by an A.O. for whatever reason. The Contractor in these circumstances shall employ alternative means to achieve as near as possible adequate control of the
herbage had the original agro-chemical application been allowed to be completed.

B.2.7.3 **Pesticides and Agro-chemicals**

B.2.7.3.1 **General Approval and Policy**

All herbicides, fungicides, insecticides or other pesticides purchased supplied and used by the Contractor shall have been approved under the Control of Pesticides Regulation 1986 and used in ways which conform to all statutory regulations and the City Council’s ‘Environmental Charter’. See Appendix I.

Prior to purchase the Contractor must submit a list of all pesticides (trade names) and their active ingredients to an A.O. for approval.

No pesticides will be applied to any areas without an A.O.’s approval.

The Contractor shall not apply pesticides without submitting a program of pesticide application in advance to an A.O. for his approval. The program must specify:

- the areas to be sprayed/treated, and a calculation of the quantity to be purchased.
- the name and application rates of chemicals
- safety measures
- recommended time of application both from a horticultural point of view and a health and safety point of view
- method of application
- names and qualifications of the operative(s).
- C.O.S.H. assessments
- Size and Text of polite public notices to be displayed during spraying operations.

Under no circumstances must items connected with the spraying operation eg. Pesticides, sprayers, empty containers be left unattended. When not in use all such items should be returned to a safe secure store, away from the site and members of the public. In accordance with the Control of Pesticides Regulation 1986, the Contractor will ensure that all staff applying pesticides have been adequately trained and are adequately supervised.

B.2.7.3.2 **Codes of Practice**

In observing current Health and Safety legislation, the Contractor must pay particular attention to the section on spray drift, weather conditions, method of storage and transport of materials, as set out in such codes.

A.O.’s will make spot checks to satisfy themselves that adequate safety precautions are being taken.

The Contractor shall supply and complete a pesticide application record sheet which forms a part of the code each time pesticides are applied and return it to an A.O. at the end of each day, together with any maps/plans showing areas treated.
B.2.7.3.3 Pollution

The Contractor shall take all precautions to avoid pollution.

The Contractor shall be responsible for all consequences of pollution that may occur as a direct result of his execution of the works included in the specification.

He shall ensure that at all times only the manufacturer’s recommended application rate is being used and must never be exceeded.

A.O.’s will make spot checks to satisfy themselves of the application rate.

B.2.7.3.4 Signs and Security

The Contractor must ensure that the public are aware that application of pesticides is taking place, and will be instructed to supply and put up notices in prominent positions for as long as an area is being sprayed. The size, type, colour and wording of the notices will comply with current legislation. The notice will make it clear that only approved pesticides are being used.

The Contractor shall not apply any pesticides if members of the public are present. Spraying must cease immediately until members of the public have left the area being treated.

B.2.7.3.5 Overdosing

When an A.O. suspects that damage has been caused by overdosing, he may instruct the Contractor to take any necessary remedial action at the Contractor’s own expense.

When an A.O. suspects that contamination has occurred, or that the health or safety of people or animals is at risk, tests will be made. The cost of reinstating contaminated soil and the cost of any necessary replanting will be borne by the Contractor, as will the cost of the tests if it is found that there has been contamination.

B.3 Removal of fallen leaves, rubbish, litter, and other detritus.

B.3.1 General

The Contractor is responsible for the removal of all forms of litter from roads, paths and other “hard” areas, of the cemetery (including parking areas, entrances, gateways etc.) whether that material be biodegradable or not, irrespective of age or source.

He is also responsible for clearing all rubbish, litter and arising from roads, paths and other hard areas resulting from his operations, and for keeping all areas that he maintains free of litter and rubbish. Such litter and rubbish shall therefore be collected and removed to skip at not more than 2 weekly intervals.
The Contractor is responsible for the emptying of all baskets, litter bins, (currently there are 90 in use over the 3 sites) etc, other dumped or fly tipped rubbish, irrespective of source, quantity, context or location, at the same frequency. Litter bins/baskets shall not be allowed to overflow with rubbish or any other trash and shall be emptied sufficiently frequently to avoid dumped material falling or being deposited alongside any bin or basket. The area around any litterbin or basket shall be thoroughly swept and cleaned after (each time) that bin or basket is emptied. If the Contractor decides to use black plastic bag bin liners these shall be supplied within the Contract Sum. Rigid black bin liners shall be inserted into all litterbins, to assist with swift and safe emptying. Where these are damaged or missing it shall be for the Contractor to advise an AO to obtain replacements.

The Contractor shall at all times be vigilant to the possibility of discarded hypodermic syringes being present in discarded litter and to take all reasonable steps to protect his staff at all times. When found on site staff must report the existence of discarded syringes and their location to the AO within 24hrs. Generally, this is not a problem in the cemeteries.

In addition, the Contractor shall remove all dead floral tributes from any grave, 2 weeks after the interment took place (See paragraph A 16.4.3) and ensure that at all times that all recent graves are regularly inspected and dead floral tributes removed to the cemetery tip or skip, but not to the nearest litter bin or basket.

In particular he is responsible for clearing debris such as fallen branches, and he must also dispose of litter, including eg. Tin cans, flower wrapping, bottles and the like which may be evident in grass areas, shrub beds, hedges, rose beds, channels, paths, roads and fence lines also on and between graves irrespective of where or when such rubbish may have originated. The Contractor’s attention is drawn to the need to clear the wide grass verge on East End Road outside the Cemetery perimeter railings and gates at 09.00 and 12 noon daily, and ½ an hour before the arrival of any Funeral Cortege for an interment within the cemetery irrespective of whether that interment is “Direct to grave” or “In Chapel”.

The Contractor shall thoroughly clean and sweep all roads, paths and lawn areas to remove any plant debris, rubbish, litter or detritus left by or as a result of, works by Tree Contractors etc.

The Contractor is responsible for the collection and removal of all such rubbish to an A.O. approved area, tip or skip within a cemetery. Material from one cemetery may not be dumped at another cemetery.

If for any reason any bags or contents left by the Contractor are disturbed by foxes etc, the Contractor will be responsible for collecting and removing the resulting rubbish and must thoroughly sweep and/or rake the area to a tidy finish immediately the incident becomes apparent.

Rubbish shall be cleared on the same day that it is collected and not left on view in the cemetery or over night.
In the event of a period of extended Summer drought the A.O. will instruct the Contractor to sweep, collect and clear fallen leaves and large twigs from hard areas described above on not more than 4 separate occasions from all such hard areas within each cemetery.

B.3.2 **Grassed areas**

On the areas specified in paragraph A.12 (P.9) the Contractor must remove and dispose of all leaves and rubbish such as litter, stones, debris and twigs, prior to mowing the grass.

Litter and broken glass shall be collected and removed immediately from all areas of the cemeteries immediately prior to any grass cutting operation.

B.3.3 **Tree Debris**

The Contractor will be responsible for clearing any debris that falls from trees onto lawns, graves, shrubberies, rose beds and flower beds following gales and storms. See paragraph B.3.5.2 on Burning and para A19 on chipping/shredding.

B.3.4 **Accumulated Coniferous needles**

At Hanwell the Contractor shall allow for carefully removing by raking or blowing any accumulated coniferous needles that may fall upon or between grave spaces of the front two rows of graves that abut the front drive – on a minimum of 2 occasions annually i.e. in March and September each year.

Care shall be taken to ensure no damage is caused to memorials or flowers thereon. Where grass may grow between memorials care shall be taken to ensure the needles are removed but the grass sward remains intact.

All such coniferous needles shall be collected up and carted to skip and the memorials, curb and roadway left in a neat and tidy condition.

The Contractor shall allow for sweeping using brooms only, 100m run of driveway at Hanwell to collect any fallen needles rather than to blow the area clear. The AO shall identify the area to be specifically maintained in this manner so that it shall, on every other occasion that road sweeping is required, be carried out only in the method described above or by use of the ride on mechanical sweeping machine see paragraph B 3.1.1 above.

B.3.5 **Grass Cuttings** (See paragraph B.2.3.5 Arising)

B.3.6 **Leaf Clearance**

B.3.6.1 **General**

The Contractor is responsible for clearing fallen leaves from ALL roads, paths and paved areas or other hard surfaces (incl. horizontal surfaces of memorials). All such areas shall be swept and cleared away monthly on four (4) separate occasions from 1 September – 15 December each year, to
ensure that all fallen leaves have been collected and removed to skip by Christmas each year.

The Contractor shall allow for raking out leaves from all shrub areas, major trees situated within decorative lawns (eg East Finchley), the entire fence line along East End Road frontage including behind the railings adjacent to the Crescent and up to the Crematorium gate, the hedges surrounding the War Grave plots, etc collecting them and disposing of them to skip. Bags may be used. Elsewhere where any leaves naturally pile up to more than 15cms in depth they shall be raked up and removed to skip. These methods shall ensure that the majority of leaves will have been removed from site permanently before Christmas each year.

At Hanwell all burial areas (the entire cemetery) shall be cleared of fallen autumn leaves by 15 December to enable drifts of crocus, snowdrops, aconite’s, bluebells and narcissus etc to emerge freely and flower, rather than suffer damage by raking off leaves when growth has already begun in Jan/Feb.

The Contractor shall be mindful of the need not to use mechanical blowers to collect up fallen leaves, where the use of wide landscape rakes would achieve the desired result more quickly and with less noise intrusion to avoid complaints from neighbors.

At East Finchley and Mill Hill leaves falling on other soft surfaces may remain in situ to decay.

Heaps of leaves shall be cleared on the same day that they are collected and not left on site other than in the approved tip.

Where leaves are bagged, these may be stacked neatly in a position to be agreed with an A.O.

The Contractor shall allow for a further attendance throughout the sites by end of April each year to finally blow out all trapped fallen autumn leaves from hedge bases or accumulated within planted or natural growing shrubs, within 1 m of any memorial, in corners, along visible fence lines or railings, in the narrow gaps between memorials. Such material shall be collected up into black plastic bags and transferred to skip.

B.3.6.2 Restrictions

With the exception of sawn timber less than 12” in diameter. And brush, the burning or burying of leaves or any materials on site is not allowed.

The Contractor will remove leaves without damage to grass, plants or other features.

If, due to inclement weather, eg. persistent rain fall, snow and ice, complete clearance of leaves cannot occur, this task shall be temporarily suspended until ground conditions improve. Similarly, clearance will cease if the weather conditions would lead to damage to grass, bedding areas etc. by using any...
equipment. In such circumstances work shall cease on the instruction of an A.O.

B.3.7 Chapel forecourts

The Contractor shall ensure that 1 hour before any funeral is due to take place whether there is to be a chapel service or not the areas immediately adjacent to chapels, the main drive, porch way, access to waiting rooms and toilets are thoroughly swept with brooms and all rubbish carted to tip. In the absence of funeral services the Contractor shall carry out these works on a two-weekly basis.

B.4.1 Planted Areas

B.4.1.1 Planting and Establishment

The Contractor will be required to plant trees, shrubs and roses as instructed by the A.O. The contractor at no additional cost shall carry out such preparation and planting. The plants will be provided by the City Council and the Contractor shall take receipt of delivery or collect and keep securely and in good condition. The cost of collection will be borne by the Contractor.

Plants waiting planting must not be left unattended and the Contractor any plants damaged or lost before planting shall meet the full cost of replacing.

All plants will be planted in accordance with good horticultural practice, upright, with the roots well spread out and at the same depth at which they have grown in the nursery. Plants will be planted with the best orientation and best face to the front of the bed unless the Contractor is instructed otherwise by an A.O.

Planting will be carried out in random fashion to give a natural effect when mature, and not planted in rows unless an A.O directs this for a special reason e.g. hedge planting.

After planting the site is to be left clean and tidy. All rubbish, debris, packing materials shall be collected up by the Contractor and carted to tip.

Diseased or damaged plant material noticed at the time of planting out shall be reported by the Contractor to an A.O immediately and planting work shall cease until an A.O instructs otherwise.

The Contractor shall supply all necessary stakes, ties, tree guards and or strimming guards without applying a tendered on cost figure to such purchases. The Contractor shall provide any additional compost that may be needed to improve prospects for successful establishment of the plant material.

B.4.1.2 Watering

Pre- and post planting watering may be required during periods of drought and shall be carried out by the Contractor to the satisfaction of an AO. In
prolonged periods of drought plants must be watered thoroughly twice a week until an AO authorises that it may cease.

B.4.1.3 General

Apart from planted areas included in Paragraph A.12, the Contractor shall ensure that the remaining shrub borders and plantations of decorative exotic species shall receive sufficient attention to ensure that they thrive and continue to flower. Such areas have over the years assumed a mature look and individual trees, shrubs and conifers have intermingled to provide good ground cover. This effect should in the main be retained and encouraged.

The Contractor shall allow for all necessary works to prevent pernicious perennial weeds and woody tree seedlings particularly Sycamore, Sambucus, and Robinias from becoming established in these areas. Pruning to shape (back from the kerb edge) will be required to allow unimpeded vehicle movements along adjacent roads.

B.4.1.4 Pruning

The Contractor shall allow for an annual attendance upon all exotic planted shrubs, in accordance with sound horticultural practice. All dead and diseased material shall be pruned back to healthy wood. Overhanging or untidy growth trimmed back in a natural manner to keep such shrubs in control. Buddleia, Salix and other subjects requiring annual cutting back shall be so treated, and pruning saws used where appropriate.

Any exotic woody plants that die shall be dug out and removed to tip and the A.O advised accordingly.

The Contractor shall be responsible for ensuring that all plant material that grows beyond the boundaries of the sites into adjacent property or pavements shall be similarly treated. See also Paragraph B6. Coppiced shrubs shall be cut back hard every two years to prevent graves becoming obliterated and the arising carted to tip.

A policy of maintaining the natural mature look where possible must be followed, but undertaking modest work where needed to maintain health and vigor. Competent and experienced staff, following the receipt of detailed instruction from the A.O shall only carry out all such work.

As a guide, pruning of flowering shrubs will conform to the following timetable.

Category a) - Shrubs flowering in winter plus those with coloured bark/stems will be pruned in late winter.

Category b) - Shrubs flowering in March to July should be pruned immediately after flowering.

Category c) - Shrubs flowering July to September will be cut back to old wood by the second week of February.
Deadheading of non-species roses, rhododendrons, azaleas, etc will be carried out as required.

B.4.1.4.1 Roses

Roses will be topped sufficiently in November to prevent wind rock and pruned in accordance with normal horticultural practice.

In February an A.O. will indicate how hard back a particular group of roses will be pruned and the Contractor will prune all hybrid tea and floribunda roses within 4 weeks.

Suckers will be removed on two occasions each growing season. Roses must be deadheaded according to species, and to good horticultural practice and the instructions of an A.O. All arising shall be carted to tip at the end of each day.

Rose beds will be hoed and hand weeded monthly to ensure they are clean and tidy at all times.

The Queen Elizabeth rose hedge at Hanwell, shall be pruned back to approx. 60cms annually, base 45cm kept weed free amd mulched annually with 10cms depth of well rotted farm yard manure.

B.4.1.4.2 Disposal of pruning

All pruning will be chipped or shredded and then either bagged or stacked neatly and placed in an approved position ready for removal to the designated composting area by the Contractor on the same day as the operation, or carted directly to skip for disposal. No uncut pruning will be dumped in a WCC funded skip. The Contractor at no extra cost shall provide approved chipping/shredding machines to the City Council. Should the Contractor elect to take pruning off site, that cost and the consequences thereof shall be born by the Contractor in total.

B.4.2 Formal Hedges - Hedge maintenance

Where plants overlap hard areas, growth will be allowed until an A.O. decides that it restricts use of that area and needs pruning back. Growth will then be trimmed by shortening long growths with secateurs.

Where plants overlap grass border edges, the encroaching growth will be pruned back by secateurs only so far as to allow free passage to mowers. The Contractor shall allow for such work on not more than once every six months.

B.4.2.1 General

Any mechanical generator used with hedge-cutting equipment shall be fitted with an RCB device and approved by an A.O.

The Contractor shall have a Code of Practice/Standard Operating Procedure for the use of mechanical hedge trimmers/ladders.
B.4.2.2 Hedge trimming

The Contractor will cut all hedging by hand shears or hand-held mechanical cutters. All hedges cutting machinery/tools shall be sharp enough to achieve a clean cut.

Cutting will be such to encourage a stable hedge. That is, the width at the top of the hedge will be slightly less than at the base.

Cutting will remove current growth rather than old wood. However, the Contractor should allow for cutting up to 25% of the hedges back to the main body every year of the contract to retain their size and shape.

Hedges must have a neat and tidy appearance and be clipped in such a way as to achieve a straight level surface along the tops, sides and ends. Due allowance should be made for intended slopes and shapes in the existing design form of the hedge.

As a guide, hedges should normally be clipped when the new shoots have achieved the length and at the frequency specified below:

1. All hedges containing mixed species and hedges of Ligustrum ovalifolium (privet) – 60mm. To be cut as specified by an A.O. Not less than 4 separate occasions per annum. Once in April, once in May, once in July and once in September.

   The boundary privet hedges between the Crematorium and the Cemetery, shall be cut top and cemetery side only at the frequencies described above irrespective of any trimming undertaken by the Crematorium staff.

2. Fagus sylvatica (beech) – 150mm. Cut normally in May and September. Yew shall be clipped in late April, and then at 8 weekly intervals, 5 attendance’s annually.

3. Other species will be cut at the frequencies designated by an A.O. The x Leylandii hedge at LP section East Finchley is excluded from this contract.

4. Lavender. Cut back to shape early April. Re shape again at sides early May. Leave flower heads on until early December when main body of hedge should be left untrimmed. Keep hedge inside the kerb line.

The above times may be varied from time to time by an A.O.

All clippings, which fall into the hedge must be removed and the areas alongside the hedge should be swept/raked, clean as work progresses.

Refer to Paragraph B.6.2 regarding the disposal of arising.
B.4.3 Bedding.

B.4.3.1 General

The summer and spring bedding schemes provide much of the comfort the public derive from the Cemeteries. Some 10,000 bedding plants and 2,000 bulbs shall be planted annually, for the provisional sum of £7,000 p.a. If the full allowance is not used in any year the balance shall be deducted from the contract sum.

The Contractor shall purchase, plant and maintain the various bedding displays to a high standard, according to bedding schemes designed by an A.O. The A.O shall approve the quotation for the annual supply of all plans.

The Contractor and attention to detail throughout the Contract Period can only achieve the required high standards of floral displays with a high degree of craftsmanship.

A bedding list will be supplied by the A.O. to the Contractor six months before planting. See Appendix G for a typical bedding list. A.O’s will exercise will indicate start and finish dates for the summer and spring bedding cycles.

Bedding out will be preceded by the thorough removal of existing vegetation and cultivation. Spring bedding and bulbs shall be removed by 20 May annually and beds dug over and prepared for all planting of summer bedding schemes to be completed by 10 June annually. Summer bedding plants will be removed by 21 September and all planting of spring bedding schemes completed by 7 October annually. Default points shall apply for any part of any bed within any one cemetery that fails to meet these dates, and will be re applied if rectification is not made within 5 working days.

It will be for the Contractor to deep dig with fork or spade to remove all bulbs utilise in the spring displays, before cultivating the bed for the planting up of the summer flowering bedding plants.

After planting out or removal of bedding, the Contractor shall be responsible for the prompt removal of all arising, including empty pots, trays and must leave the site at all times in a neat, clean and tidy condition.

The Contractor will replace at his own expense any plants that do not establish, for any reason other than exceptional vandalism.

B.4.4 Weed Control in shrub areas.

Within the existing areas of exotic woody plants, the Contractor shall allow for removing all weeds, including established woody tree seedlings, to create a weed free shrub bed or border, bounded by clearly defined edges of turf or curbing. The Contractor shall allow for one attendance every 2 months.

The Contractor shall allow for the supply and application of an appropriate residual herbicide, as a directed spray if necessary, to achieve a 95% control of all weed growth within these areas.
The Contractor shall seek the approval of the A.O., before purchasing any chemical and shall take particular care to ensure that susceptible decorative species are not adversely affected. The Contractor shall in subsequent years use alternative chemicals to avoid the possibility of a build up of herbicide residue in the soil, or of a population of resistant weed species.

B.4.4.1 Weed Control in tree bases

The bases of trees planted in paved areas shall be hand weeded by the Contractor and cleared free from weed, moss, other plant growth and all debris.

The Contractor shall also remove any sucker or basal growth from the tree.

B.4.4.2 Hedge bases

At the base of all hedges a strip 300mm wide or to the full width of the planting bay edgings as provided, will be cultivated and maintained to be free from weed all year round.

B.4.4.3 Herbaceous plants

Generally all work shall be carried out in accordance with the cultural methods and techniques for different herbaceous species.

B.4.4 Lawn Sections- Memorial Borders.

Lawn Private sections at East Finchley Cemetery.

In these sections shrubs have been planted between most of the headstones, such as Viburnum tinus, roses, golden privet. The Contractor shall allow for cutting these back on 5 occasions per year, to prevent growth above the height of headstones, or obliterating inscriptions across the front face of any memorial.

There shall be one cut in April
one cut in May
one cut in July
one cut in September
one cut in October
each year. All arising to be chipped or shredded into the compost heap, to leave section neat and tidy.

B.4.5 Climbing Plants

At various locations throughout the cemeteries exotic plants have (and will) be planted against walls, fences and large unsightly tree stumps. The Contractor shall allow for regular attention upon such plants to ensure they thrive and flower to their maximum potential. The Contractor shall allow for all necessary pruning, dead heading, tying and retying, provision of wire and galvanized nails to keep such plants under control and growing neatly against their chosen support.
B.5 Maintenance and Cleansing of Roads, Footpaths, Paved Areas, boot scrapes, doormats, rainwater building gullies and removal of all unwanted plant growths

B.5.1 Cleansing

All roads, paths and paved areas throughout the sites shall be thoroughly swept every 2 months, and all rubbish so collected, removed to tip daily. On alternate sweepings hand held or mechanical brooms only may be used – not blowing machines. The Contractor must recognize that blowing machines are by their nature noisy machines, and so their use must be carefully linked to the task in hand. Attempting to shift large quantities of damp, semi composted leaves by blower will not be permitted, and the Contractor must use manual methods, or quieter machinery, to preserve the peaceful atmosphere of the sites.

Once every month boot scrapes shall be lifted and all soil and debris removed.
Once every month down pipe gullies shall be cleared of fallen leaves and other trapped material so that they may be free draining at all times. Particular attention shall be paid to gullies around chapels and offices after major storms. Where gullies are not free draining they shall be reported to an AO without delay.

B.5.2 Removal of unwanted growth

The Contractor will be required to remove all unwanted saplings, briers, brambles, moss, weeds or other herbaceous plant material as detailed by the A.O. The Contractor’s attention is drawn to the need to kill and or remove all moss that may grow on the infrequently used small pathways at Hanwell.

B.5.3 Weed Control

The work to be carried out comprises the physical removal of weeds or application of contact, translocated, and/or residual herbicides to all paved areas as and when the A.O. may direct. Paved areas are defined as all roads, footpaths, mowing strips, courtyards, gullies and footings by walls or fences, gravel or any other hard area to which an A.O. shall instruct the Contractor to apply herbicides. These clauses shall apply to the removal of mosses and lichens from paths and roadways. See paragraph B.5.2 above.

The herbicides shall be applied once a year only unless otherwise instructed by an A.O. to keep the areas free from weeds for a twelve-month period. The Contractor shall adhere to the Code of Practice for the use of Pesticides. (See section A.11). Care shall be taken to prevent herbicides being sprayed on to turf growing at the kerb edge. The Contractor shall mark on maps/plans of the cemetery those areas treated which shall be returned to an A.O. each day with the Chemical Application Record Sheet.

On any section of the paving treated where it is apparent that an area has been missed or the herbicide applied has been ineffective, the Contractor shall at his own cost treat the area again as soon as it becomes apparent that
the herbicide has been ineffective. The Contractor shall remove any weed, which in the opinion of an A.O. looks unsightly.

Should the Contractor decide to control weed growth in these areas by physical means, he must do so without damaging the surface of the roads, paths or paving. Regular sweeping and cleansing will assist this operation, but in the initial stages of the contract at least, the Contractor shall allow for application(s) of herbicides to deal with established weeds, mosses and lichens.

Flood water dispersal. Whenever a kerb side gully becomes blocked due to debris lodged on the grill cover, the Contractor shall supply staff with appropriate footwear to remove the obstructions forthwith to allow all collected water to drain away swiftly. The need for this work will be diminished by regular attendance to clear gullies of silt and by regular sweeping of kerbs and the removal of accumulations of fallen leaves etc.

B.5.4 Snow/Ice Clearance

As a general guide snow and ice is not cleared from footpaths within the sites, however, the Contractor should allow for snow and ice to be cleared from main roads and the access to buildings including the application of "Ice Melt", Urea but not salt. Any unused material shall be stored carefully for use in subsequent season(s). Rock salt may not be used as an alternative.

An A.O. shall decide the method to use for roads and footpaths, which need clearing.

The work shall be carried out immediately and the Contractor shall endeavor to have a way cleared and kept clear through all roads, on receiving the instructions to proceed from an A.O. This is vital in the case of access roads to the Chapel buildings and areas where burials are taking place. The Contractor shall ensure that ice melt is not applied directly to soil around trees or shrubs, nor any snow treated with ice melt is dumped on shrub beds, seasonal bedding areas, rose beds, or where such materials could contaminate the root zone of any tree.

B.5.5 Winter Work

B.5.5.1 General

The following works may need to be carried out during the less busy periods, December to February.

Removal of perennial weeds and tree seedlings from planted areas, coppicing back and pruning decorative and native plants growing on or between graves where sawn stumps shall be treated with Amcide to prevent regrowth, minor tree maintenance work, sweeping roads and clearing out road gullies/silt traps, tool and machinery maintenance, tidying of dumps, skip stands and tips, trimming back perimeter shrub areas to leave 1m clear access behind any memorial and the nearest shrub or tree. Leveling off and reclamation of areas containing common graves.
In periods of mild winter weather the Contractor may decide to continue with grass cutting to facilitate and ease the workload in the busy spring period.

B.6 Tree Work

B.6.1 The Contractor shall be responsible for the basic tree surgery and pruning work that can be done from the ground without ladders or ropes on a day to day basis. He shall liaise directly with the City Council’s Arboricultural Officer to ensure all necessary approvals are obtained in advance for works to trees covered by Tree Preservation Orders (Hanwell and East Finchley) or Conservation Area legislation (East Finchley). The Contractor shall where requested provided quotations for any tree works and shall assist in the protection of or temporary removal of any memorial to facilitate tree pruning works. The Contractor may sub-contract tree work to a Contractor approved by the City Council or undertake the work himself.

The City Council may award any or all Tree Work to any contractor of its choice. The Contractor will be required to liaise with any third party to ensure the work is executed in the quickest and most efficient manner, consistent with ensuring the highest possible standards of Health and Safety at all times.

All works shall comply with British Standard BS3998 (1990) and shall be executed in such a manner to ensure the safety of the tree surgery staff, the public, adjacent occupiers, and the cemetery staff. All works shall be to the complete satisfaction of the City Council’s Arboricultural Officer where necessary. The City Council reserves the right to suspend any works considered by the A.O. to be unsafe in any way. Such suspension shall take effect immediately upon receipt of such instruction.

All tree work shall be undertaken in such a professional manner to preserve the long term health of the tree and its overall natural shape so enabling each tree to make its maximum contribution to the visual amenity of its surroundings.

Once per year the Contractor will remove all epicormic, basal and lower trunk growth and suckers, back to the point of origin.

All tree work shall only be undertaken by skilled, trained and experienced operatives, and in such a manner to cause no damage or disturbance to graves, memorials, crosses, plants or other adornment to any grave. Whilst undertaking tree works the Contractor shall ensure that no damage is caused to the general fabric of the Cemetery, its buildings, roads, paths, shelters, benches etc.

The Contractor shall at all times use his reasonable endeavors to ensure that all trees on the sites are maintained in such condition that they pose no safety risk to the public. He shall therefore continually superficially examine the trees for dead wood, fungal infection, fractured limbs etc, and alert the A.O. immediately when he notices trees that are in need of attention.
B.6.2 Arisings

No timber greater than 12” in diameter may be burned on site, subject to the Contractor obtaining the necessary permission from the appropriate authorities. Where this is not forthcoming the Contractor shall allow for chipping of such material, and removal from site. All brush and other arising shall be collected and disposed of at the end of each day’s work, to leave the sites in a neat and tidy condition.

All sawdust and litter from chainsaw and chipping works, shall be thoroughly swept up and removed from any memorial, tarmac path or roadway. Sawdust shall not be left to rot down upon any grass areas in a layer greater than 50mm depth. All bonfires shall be thoroughly extinguished at the end of each day so as to avoid fire spreading across the cemetery over night. The Contractor shall comply with any instructions given by the local Fire Brigade in relation to burning timber of any type or size.

Permission would not be unreasonably withheld to store large diameter timber on site indefinitely, at the cemetery dump or other agreed locations remote from graves and memorials. Where possible fallen timber shall be removed from grave spaces, but may, subject to the approval of the A.O, and the availability of a suitable location for such material, be left in areas to decay naturally, and so avoid the need for expensive lifting gear which may cause further damage to the site.

The Contractor’s attention is specifically drawn to the existence of Tree Preservation Orders on the trees within Hanwell, and East Finchley Cemeteries.

B.6.3 Storm Damage

In the event of a storm causing damage comparable to those storms that occurred on 16 October 1987 and 25 January 1990 the damage so caused shall be considered exceptional, and the cost of clearing up and rectifying the damage to trees shall fall outside the responsibility of the Contractor. However, for the avoidance of doubt where single trees are affected or isolated limbs fall the Contractor shall be responsible to carry out all necessary remedial work, to the satisfaction of the City Council’s Arboricultural Officer.

Following exceptional gale or storm damage the Contractor shall instruct staff to cut and remove material that has fallen across roads as a priority. The Contractor shall ensure that bow saw and other handsaws are available at all three sites throughout the Contract Period to enable staff to deal immediately with small diameter branches up to 150mm. To enable blocked roadways to be cleared and made safe.

B.6.4 Disease

In general the Contractor shall be responsible for dealing with the consequences of diseases and other pathogens which may threaten the long term health of the trees or their survival. Trees that die, due to disease, shall be the responsibility of the Contractor to fell and remove them to the
satisfaction of the City Council’s Arboricultural Officer. Only in exceptional circumstances of a major epidemic or localised incidence of disease in trees resulting in the loss of 10 or more trees to the same pathogen within any one cemetery, will the cost of removal of remedial tree surgery works fall outside the clauses contained in this specification, and the City Council shall finance such works as it deems appropriate at the time.

B.6.5 **Chainsaws**

The Contractor shall at all times take particular care to ensure that chainsaws are used according to the highest possible standards of personal safety, strictly in accordance with the manufacturer’s instructions and the Contractor’s Code of Practice for the Safe Use of Chainsaws approved alternative and that risk assessments have been completed.

The Contractor shall ensure that machines are regularly and thoroughly maintained, sharpened and overhauled. Appropriate safety and protective clothing shall be worn by chainsaw operatives (whether direct employees or those of any sub-contractor) at all times. The requirements for the safe use, storage and transport of fuels and lubricants that apply to other machinery, described elsewhere in this specification shall also apply when operating chainsaws.

B.6.6 **Climbing In Trees**

The Contractor shall ensure at all times when it is necessary to climb in trees that the highest possible standards of personal safety are maintained at all times. Particularly attention must be paid to the safe use of ladders, ropes and all climbing gear, so that men and machinery can operate above the ground in a safe manner and achieve high standards of tree surgery to the satisfaction of the City Council’s Arboricultural Officer.

B.7 **Miscellaneous works.**

B.7.1 **Cleaning of staff facilities.**

The Contractor is responsible for regularly cleaning and keeping clean and tidy to the satisfaction of the AO, all staff facilities used by the Contractor and his staff, at any of the sites.

The Contractor shall allow for daily and weekly cleaning rotas as approved by an AO to ensure that the following are appropriately cleaned.

a) Staff toilets  
b) Staff mess rooms, include lockers and drying cupboards, crockery and kitchen equipment  
c) Tool sheds / storage containers/ grave board sheds.  
d) Machinery and equipment stores (whether within City Council buildings or not)  
e) Offices, meeting rooms, whether accessed by public or not.  
f) Temporary staff shelters. Hanwell and Mill Hill cellars
For details of cleaning see part 1 of the spec. which covers the need for periodic deep cleaning toilets, offices, carpets etc

Offices and mess rooms whilst normally out of the view of the public shall be cleaned to a standard suitable for members of the public to use when meeting the Contractor or his staff, at any time.

B.7.2 Cemetery compost heap.

Only biodegradable material may be deposited within a cemetery compost heap.

Permitted cemetery dumps/tips are only located at:-

Mill Hill Cemetery - the area on the old Nursery area near the skip.

At East Finchley Cemetery- old filter house site, excluding the approach road is an area for composting leaves. Green waste from Hanwell cemetery may be composted at the Mill Hill cemetery or East Finchley cemetery and will be paid by the council. During the winter months the composted material shall be spread in the shrubberies and used elsewhere as directed by the A.O.

To avoid unnecessary distress to the public the Contractor shall ensure that all discarded floral tributes and other debris is disposed of, out-of-sight of the public at all times, and ultimately directly into a skip. Four times yearly at each of the sites (within a week of being instructed) the Contractor shall employ appropriate mechanical diggers or JCB, or similar to tidy up all dump areas, to keep them within designated limits, and allow access for further dumped material to be capable of being deposited within the dump by the Contractors dumpers. At all times the Contractor shall maintain dumps/tips in such a manner to discourage fly tipping. The hire of all equipment to maintain cemetery dump/tips shall be at the expense of the Contractor.

In the event of fly tipping taking place the Contractor shall inform an A.O immediately.

Use of Skips See also paragraph A.17. SECOND SECTION.

The Contractor shall ensure that immediately prior to Christmas (2 days beforehand) that any skips at least ¾ full, is filled by depositing other suitable material for removal from site, and ensuring that the skip is exchanged prior to staff going off site on Christmas Eve.

B.7.3 Office rubbish

Rubbish materials accumulated or generated in the offices at Hanwell must be shredded within the office, bagged in black plastic bags tied or sealed and disposed of via L.B. Ealing refuse collection service. Bags shall be put out beside the main gates on Uxbridge Road on the day that there is to be a rubbish collection. The Contractor shall check that the local authority removes such material and ensure that missed collections are reported by phone immediately.
Rubbish materials generated within West Lodge East Finchley Cemetery may not be placed in the skip at East Finchley. All such material must be placed in black plastic bags, tied and secured and placed out for bin men to collect each and every week.

B.7.4 Underground Services

See section A.9 for the Contractor’s responsibility in relation to the Health and Safety at Work Act and in particular for ascertaining the position of any underground services and drains that might be affected by the operations prior to excavations commencing. In the event of damage being caused to such services and drains these shall be repaired by and at the expense of, the Contractor.

B.7.5 Gullies

The Contractor shall twice a year lift carefully all road and path gully covers and clear out and empty all silt traps, and the associated outflow piping. As necessary (at least once a year) he shall rod or power jet the connecting drains, or employ Contractors as approved by an A.O. to ensure that surface water drains away freely at all times.
CITY OF WESTMINSTER

FITH SECTION

SPECIFICATION FOR THE MAINTENANCE
OF WAR GRAVES ON BEHALF OF THE
COMMONWEALTH WAR GRAVES COMMISSION

AT

MILL HILL CEMETERY LONDON NW7
EAST FINCHLEY CEMETERY LONDON N2

DEPARTMENT OF ENVIRONMENT AND LEISURE

May 2006
CITY OF WESTMINSTER
DEPARTMENT OF ENVIRONMENT AND LEISURE

SPECIFICATION FOR THE MAINTENANCE OF WAR GRAVES ON
BEHALF OF THE COMMONWEALTH WAR GRAVES COMMISSION

CONTENTS

PAGE

A. GENERAL INFORMATION

B. GROUNDS MAINTENANCE

APPENDIX A. SITE PLAN. EAST FINCHLEY CEMETERY

APPENDIX B. SITE PLAN. MILL HILL CEMETERY
# SIXTH SECTION A

**A.** GENERAL INFORMATION .................................................................141

A.1 INTRODUCTION ..........................................................................................141
A.2 CONTRACT MANAGEMENT ...........................................................................141
A.3 THE SITES ....................................................................................................141
A.4 SCOPE OF WORK ..........................................................................................142
A.5 SITE VISIT .....................................................................................................142
A.6 SUPERVISORY STAFF ....................................................................................143
A.7 KEYS ..............................................................................................................143
A.8 LABOUR, TOOLS AND MATERIALS ...............................................................143
A.9 ADDITIONAL WORKS AND DAY WORK RATES (FORM OF TENDER) ..............143
A.10 CO-OPERATION WITH CITY COUNCIL STAFF AND OTHERS .....................143
A.11 HOURS OF WORK ........................................................................................144
A.12 TEMPORARY CESSATION OF WORK ........................................................144
A.13 UNSPECIFIED WORK ....................................................................................145
A.14 OPERATIONS ................................................................................................145
A.15 COPING WITH SPECIAL PROBLEMS .......................................................146
A.16 MAPS ..........................................................................................................146
A.17 VANDALISM ................................................................................................146
A.18 EXCEPTIONAL VANDALISM .......................................................................146
A.19 MINOR VANDALISM ...................................................................................146
A.20 VANDALISM TO STRUCTURES, HEADSTONES ETC. ....................................147
A.21 VEHICLE ACCESS .......................................................................................147
A.22 WATER .........................................................................................................147
A.23 HEALTH AND SAFETY ................................................................................148
A.23.1 ENVIRONMENTAL PROTECTION .............................................................148
A.24 MACHINERY, TOOLS AND EQUIPMENT ......................................................148
A.25 CHECKS .......................................................................................................148
A.26 SECURITY ......................................................................................................148
A.27.1 ACCESS .....................................................................................................149
A.27.2 PARKING ....................................................................................................149
A.27.3 SPEED .......................................................................................................149
A.28 HOURS OF USE ..........................................................................................149
A.29 REMEMBRANCE DAY SERVICES AND SPECIAL EVENTS .........................149
A.30 PROTECTION OF ROADS AND PATHS .......................................................150
A.31 COMMONWEALTH WAR GRAVES COMMISSION HORTICULTURAL MANUAL .......................................................................................150
A. GENERAL INFORMATION

A.1 Introduction

As part of the overall maintenance of its cemeteries, Westminster City Council wish to enter into a contract for the maintenance of three plots of War Graves currently administered by the Commonwealth War Graves Commission. This specification defines the grounds maintenance works to be carried out under the terms of this contract. This work has been contracted out since July 1992.

Gardening staff from the Commonwealth War Graves Commission have at all times the right to carry out any horticultural or other maintenance works upon these sites, at any time, and in this event the Contractor shall adjust his works programme appropriately.

A.2 Contract Management

Although the sites are administered by the Commonwealth War Graves Commission, responsibility for seeking tenders, awarding the contract and overseeing the works, falls to Westminster City Council. Officers and visitors from the Commonwealth War Graves Commission will visit the sites on a regular basis and the Contractor shall at all times respond to all visitors queries and provide maximum assistance in a courteous, polite and thoroughly professional manner at all times. There is no telephone available at any of the sites for the use of the Contractor.

A.3 The Sites

a) East Finchley Cemetery,
   a) Soldiers Corner. British/Commonwealth War dead at East Road, London N2 ORZ - containing 30 graves/memorials

b) Mill Hill Cemetery
   a) National Cemetery of War Dead of the Netherlands.
      Containing 254 graves/memorials.
   b) Plot containing British/Commonwealth War dead.
      Comprising 40 graves/memorials

Site Plans - location plans are attached at Appendix A.

Please note at East Finchley Cemetery, that separate businesses also operate within the curtilage of the cemetery, namely the St Marylebone Crematorium and the Finchley Manor Garden Centre (AKA the propagation centre). The City Council will also award a contract for the overall management and maintenance of its 3 cemeteries. The day to day operation of the cemeteries shall be allowed to continue unaffected by the very much smaller scale works, which are included in this specification. This part of the specification may form a separate contract in which case the Contractor will not be the same Contractor dealing with the remainder of the Cemeteries.

Where both Contractors wish to work in precisely the same locality they shall so organise their work so as to avoid any disruption of the other's work.
programme. In the event of dispute, the Contractor maintaining the War Graves shall modify his proposed works to allow other Contractors to continue with their works without delay. The Contractor shall at all times carry out his duties in relation to this contract, in such a way as not to hinder the legitimate business activities operating elsewhere within the site. Thus drivers of vehicles must at all times observe the 5mph speed limit, be mindful of shared access roads and park their vehicles neatly to allow free passage for deliveries and visitors to these other businesses.

A.4 Scope of Work

In general, what is required is sound horticultural practice, carried out to a high standard befitting the maintenance of memorials to war dead within Christian cemeteries. The Contractor is responsible for the creation and maintenance of visually pleasing horticultural features, and at all times the maintenance of high standards of cleanliness and tidiness, irrespective of levels of use.

Except where permission is granted in writing by an A.O., the Contractor and or his employees will not be permitted to carry out any works within the cemeteries, other than those included in this specification.

The Contractor will be responsible for grass cutting and edging, the maintenance of planted shrubs, roses, herbaceous, bulbs and other decorative plants, hedges. The collection of leaves and the regular collection and disposal of rubbish and litter. The Contractor is required to ensure that all necessary works are carried out to ensure that the sites are maintained to the highest possible standards in preparation for Services of Remembrance and the like, and will if necessary, work overtime to ensure the appropriate level of maintenance is achieved, in spite of weather conditions. Such overtime shall be at no extra cost to the City Council.

The Contractor is not responsible for works to trees, except for minor pruning work, removal of suckers and other work which may be carried out from ground level; chainsaw work is specifically excluded. No work will be required to war memorials, headstones or other hard features on the sites. However, the Contractor will be required to take delivery of flags and hoist and lower them as instructed, and then remain on site at the Dutch Plot whilst the flags are on display - Mill Hill Cemetery, as requested by the A.O. The Contractor has sole responsibility for the storage of these flags, and shall ensure that they are stored in a manner that does not cause them to deteriorate, and that they are dry cleaned and pressed so that they are at all times in first class condition and ready for use. Any flags deemed by the AO to be in an unsatisfactory condition shall be replaced by and at the expense of the Contractor at least 7 days before any Ceremony of Remembrance.

The works described in this specification are to be executed by the Contractor in a manner than enhances the City Council’s reputation for the quality of its cemetery service.

A.5 Site Visit

The Contractor is recommended to visit the sites as many times as necessary to acquaint himself with the current condition of the sites, soil
conditions, location of standpipes, etc and will be deemed to have done so prior to submitting his tender. The sites are open daily from 9am-6.00pm (March-October inclusive).

If necessary, appointments to visit the site shall be made through the AO, Contract Manager (Cemeteries), Westminster City Council.
Tel: 0207-641 5263.

A.6 Supervisory Staff

At the commencement of the contract, the Contractor shall appoint a named and suitably qualified foreman/chargehand to supervise all staff (whether sub contracted or not) carrying out the works included in this specification. Such person may be working on site himself or may only visit as and when necessary to ensure compliance with the specification. The Contractor and his foreman/chargehand shall be available by telephone throughout the working day and to meet on site at a days notice as requested by an A.O. The Contractor shall meet on site as frequently as reasonably requested by an A.O. to deal with queries and complaints.

In the absence of the foreman/chargehand the Contractor's staff shall act upon any reasonable instruction, given to them verbally by the A.O. either in person or on the telephone.

A.7 Keys

The Contractor shall if necessary take delivery of one set of keys per site, and sign to acknowledge their receipt. Any further keys or sets of keys that may be needed shall be supplied and paid for by the Contractor, and returned to the City Council upon termination of the contract. The Contractor may not access any buildings within the sites save for public toilets.

A.8 Labour, Tools and Materials

The Contractor shall provide all resources needed to carry out the works included in this specification at the frequencies required. The tender sum shall include for office overhead costs, supervision, transport, storage and repair of machinery equipment fuel and all labour costs, sub-contracted costs (where approved).

A.9 Additional works and Day work rates (Form of Tender)

The Contractor shall provide at the time of submitting this tender man/hour prices for various categories of staff, so that, in the event of unspecified works being requested by an A.O., a previously agreed labour charge shall be available to cover the works. Where possible the Contractor will be required to submit a fully inclusive firm quotation for additional works, prior to the commencement of work, for the written approval of an A.O.

A.10 Co-operation with City Council Staff and others

The Contractor shall ensure, that at all times his staff and sub-contractors dress and behave in an appropriate manner and show due concern and respect for the dignified operation of the cemetery service in total. The
Contractor is expected to instill in all his staff the necessity to maintain good relations with visitors, ministers, officers and members of the City Council, in order to preserve a suitable atmosphere and overall environment in which to provide a caring and dignified service, appropriate to a Christian burial ground. All personnel working at, or attending the Crematorium and Finchley Manor Garden Centre, shall be similarly treated.

The Contractor is advised that at Mill Hill, representatives of the Dutch Royal Family, the Dutch Ambassador and other high ranking diplomatic officials may attend Services of Remembrance. Such visits may also be attended by local civic dignitaries and elected members of the City of Westminster. Other ceremonies take place at the other sites from time to time.

Staff may not at any time, play radios, tape recorders or other equipment that may be heard by others, and shall not use personal equipment fitted with ear phones at any time whilst on site. Staff may not without the permission of an A.O., work without shirts or tee shirts or wear shorts whilst on site.

The City Council reserves the right to have unsuitable members of staff removed immediately from positions where they may have direct contact with visitors to the sites or for any reason they are deemed by the City Council to be inappropriately dressed or behave in an inappropriate, impolite or undignified manner. Such staff may be required to leave the sites immediately the Contractor receives such an instruction from an A.O.

A.11 Hours of Work

From the commencement of the contract, the Contractor shall be permitted to come on to the sites and work between the hours of 8.00-5.30 on week days only. All overtime worked by the Contractor's staff, shall be at the expense of the Contractor. Normally no work shall be permitted at any time on Saturdays and Sundays, or public holidays. Subject to the agreement of the A.O. in writing, overtime may be worked until 6pm only on weekdays.

The use of machinery during unsocial hours will not be allowed ie, before 8am. or after 5pm. weekdays. In exceptional circumstances staff may work with machinery 8 am - 11am on Saturdays, subject to the written approval of an A.O. Machinery may not be used on Sundays or Bank Holidays.

Delivery of materials or services shall be permitted only between 8.00-5.30 week days only. Staff shall remain on site to store and if necessary lock away materials delivered in the late afternoon. Such materials shall be the total responsibility of the Contractor who signs for their delivery. No facilities are provided by the City Council to enable the Contractor to store machinery or tools on site.

A.12 Temporary cessation of Work

The Contractor will cease all work with machinery to allow nearby funeral services to be carried out in peace and quiet. Work with machinery may only resume when all mourners have left the site.
A.13 Unspecified Work

The Contractor shall allow for the inclusion of all works, whether horticultural or otherwise, which may be reasonably requested by the City Council, an A.O., or the Commonwealth War Graves Commission. Such works shall be at no extra cost to the City Council. Such works shall only be necessary in exceptional circumstances, to ensure that the entire area(s) is/are adequately maintained.

A.14 Operations

All operations shall be carried out by use of approved equipment/tools and be in accordance with correct horticultural practice as defined in the Commonwealth War Graves Commission's Horticultural Manual. The said Horticultural Manual will be used as arbiter in case(s) of dispute. (The Horticultural Manual is a comprehensive document covering all aspects of horticultural work).

The Contractor shall at his own expense, make good any damage caused to stonework, headstones, fences, walls, furniture, bins, buildings, trees, shrubs, plants and any other obstruction during the maintenance operations. Should it be decided that any damage is due to lack of care by the Contractor, the Contractor will be required to pay for replacement or repair.

The use of pesticides/chemicals is not permitted except for selective herbicides to turf areas as directed by the AO.

The Contractor shall provide details of staffing for annual holiday cover, weekend working and other absences greater than 1 week in duration.

It is also required that the Contractor, in his general approach to planning and execution of his tasks, will always demonstrate that he shares the City Council's aims of maintaining high standards of workmanship in all work executed in accordance with this specification. The Contractor shall ensure that a named and dedicated member of staff is allocated to this Contract and as far as is reasonably practicable ensure that no other member of staff is permitted to work on this Contract. Because of the high quality of workmanship needed, it is envisaged that this member of the staff shall have had some formal horticultural training, several years of grounds maintenance experience and be capable of recognising /identifying common garden and turf weeds.

The Contractor will be expected to make his own arrangements to bring areas up to standard when this is necessary after periods of inclement weather. He must not take staff away from routine work elsewhere in a way that might jeopardise normal standards of maintenance.

It is fundamental to the successful operation of this contract that the Contractor and all staff carrying out the works included in this specification establish a reliable and constructive working relationship, encompassing any subcontracted labour with all other contracted parties who work daily within these cemeteries to ensure the provision of a high quality service.
A.15  **Coping with Special Problems**

In planning the works programme the Contractor must recognise that there may be special difficulties because of the nature of the work, i.e. the restriction of noise levels in the area of the Crematorium or cemetery chapels while services are in progress or burials are taking place etc. Problems may arise from vandalism and theft, the results of which the Contractor must cope with as part of his normal duties.

All such problems must be taken into account in preparing the works programme. The Contractor has no power to change the pattern of public conduct to suit his arrangements, although he may discuss such problems with an A.O. and assistance with such problems shall not be unreasonably withheld. But he may find, for instance, that it is impractical to do certain work at particular times because of the large numbers of visitors, and consequently that he has to carry out the work after they have dispersed.

A.16  **Maps**

A complete set of location maps are attached at Appendix A. These should be consulted in conjunction with the specification. Any replacement maps or copies thereof requested by an A.O. shall be provided by the Contractor.

A.17  **Vandalism**

If any site is subject to any form of damage, the Commonwealth War Graves Commission shall be notified in writing by the A.O within three working days of a full report provided by the Contractor, which shall be provided by the Contractor within 24 hours of the occurrence, initially by fax.

A.18  **Exceptional vandalism**

If in the opinion of an A.O. exceptional vandalism has occurred, and the Contractor has taken reasonable precautions to prevent the damage occurring he will authorise remedial work to be completed as soon as possible. In the case of extensive damage to any location/area resulting from vandalism an A.O. will instruct the Contractor to provide a detailed estimate of the additional costs that will be incurred to remedy the damage. When agreement on costs is reached between the Contractor and the A.O. the Contractor will be instructed to proceed. The Contractor will be credited with estimated costs when the A.O. has inspected and agreed the finished repair.

Where the parties concerned fail to agree on the payment to be made the matters shall be referred to an expert appointed by agreement between the A.O and the Contractor and in default of agreement on the application of either of them by the Secretary of the Institute of Burial and Cremation Administration whose decision shall be final and whose fees shall be payable by the party he finds against.

A.19  **Minor Vandalism**

The Contractor will be responsible for reinstating all damaged areas caused by minor vandalism on a day to day basis.
The cost of this work including replacement plants and materials will be born in total by the Contractor - up to a total ceiling figure of £250 per annum for works within the two cemeteries.

Examples of minor vandalism are:-

- 10-20 bedding plants trodden on.
- Members of the public walking through a flower bed or planted area on a grave.
- Small areas of turf damaged by unknown substances.
- Removal of plants/bulbs incl. by squirrels, birds or other animals
- Damage by foreign materials.
- Damage to turf edges.
- Individual shrubs pulled out.
- Damaged turf caused by vehicles.
- Incidental tree damage below 6'.
- Damage to beds caused by vehicles, prams, etc.

All reports of vandalism shall be confirmed in writing using the City Council's Incident Report Form  (Appendix Q) which will be completed as soon as possible afterwards and handed to an A.O.

A.20 Vandalism to structures, headstones etc.

The Contractor shall as from the Commencement Date, take an adequate quantity of dated photographs (approved by the AO) of the major features of the plots and any damage thereto and then to use his best endeavours to regularly and more or less continuously examine and check over flag poles, memorial head stones, statues, benches or other hard features within the cemetery war grave plots for any damage or vandalism that may occur, during the Contract Period.

Where any such damage is found to have occurred it shall be reported to the A.O. immediately by phone and/or fax, followed by a full incident report within 24 hours of the damage being discovered.

The A.O. shall then notify the Commonwealth War Graves Commission who will undertake necessary repair works

A.21 Vehicle Access

To gain access to Locations and Areas the Contractor may use only those access points and gateways currently available. The Contractor shall allow for the shared use of entrances at East Finchley Cemetery and so ensure traffic to the Crematorium flows smoothly. Clear instructions for delivery of materials shall be given by the Contractor to all suppliers to prevent oversize vehicles blocking the narrow entrances to sites, or attempting deliveries out of hours. High sided vehicles shall not be permitted to use at any time the West Gates to gain access to East Finchley Cemetery.

A.22 Water
The Contractor shall ensure that his works do not pollute natural water courses and the piped water supply. The Contractor shall use the existing standpipes located throughout the cemeteries, and shall ensure that when these are not in use that they are securely turned off, to avoid wastage of water at any time.

The Contractor will be responsible for the supply of irrigation equipment which may be connected to the main water supply. He must at all times comply with requests, requirements and legislation of the Water Authority responsible for the areas, and with requests from an A.O. not to water at specified times.

In isolated areas, the Contractor shall provide all necessary equipment to apply sufficient clean water to irrigate newly laid turf, seeded grass and bedding plants to a maximum of 100sqm.per location, to ensure their survival to the satisfaction of the A.O.

A.23 **Health and Safety**

The Contractor will comply with the Health and Safety at Work Act 1974 and adopt working practices that will safeguard all persons and the environment from pollution, noise or other injurious hazards. The Contractor shall obtain a copy of the City Council’s policy on “Non Smoking”, and ensure that all staff when visiting City Council buildings fully comply with the policy at times.

A.23.1 **Environmental Protection**

The Contractor will take all reasonable precautions to protect the health of all human beings, creatures and plants and to safeguard the environment. In particular, the Contractor shall obtain a copy of the City Council's "Environmental Charter" and strictly adhere to its contents and objectives.

A.24 **Machinery, Tools and Equipment**

All machinery, tools and equipment shall be operated in accordance with the City Council’s codes, standards of procedure except where the Contractor provides an alternative as approved by the City Council.

A.25 **Checks**

A.O.’s will reserve the right to make spot checks on all equipment being used. Any machine, which in the opinion of an A.O. is unsafe shall be immediately taken out of service.

A.26 **Security**

No machinery, tools and equipment, fuel oils, petrol-cans etc. shall be left anywhere unattended. All machinery shall be left in a secure and safe manner. The Contractor is advised that items of machinery left unattended even for short periods may be stolen or vandalised, and therefore it is recommended that all valuable equipment and machinery is taken off site at the end of each working day.
A.27.1 Access

All access points for machinery and equipment must be agreed in advance with the A.O. and shall be deemed suitable only if their utilisation would not cause damage to the area, its features, plants or grass.

Any damage caused by machinery or transport going across grass or other areas will be reinstated by the Contractor at his expense.

A.27.2 Parking

The Contractor must not use any part of the grounds for parking any kind of vehicles except when authorised in writing by an A.O. Only vehicles used by the Contractor, his staff or sub-contractors may park within a cemetery and these must be removed at the end of each day. Permission to store equipment and materials will not be withheld unreasonably but will be without liability to the City of Westminster. Such storage shall be provided by the Contractor.

A.27.3 Speed

The Contractor shall ensure that at all times vehicles for which he is responsible (including those of his sub-contractors) do not exceed 5 MPH whilst on City Council property.

A.28 Hours of Use

Restrictions may apply to certain areas at certain times eg. Burial/Cremation/services. Machinery may not be used in the plots close to the Crematorium whilst mourners are gathered for a Service of Remembrance or the committal of ashes.

A.29 Remembrance Day Services and Special Events

At each site the Contractor shall ensure that appropriate additional works are carried out where necessary, to ensure that all areas are properly maintained immediately prior to the following Services and Special events.

i. The Annual Services of Remembrance by the Netherlands Embassy at their National Memorial in Mill Hill Cemetery (the Dutch plot), in early May and November.

ii. Occasional additional visits by the Dutch Royal Family and members of the diplomatic corps.

iii. Royal British Legion Services at all three locations each year.

iv. Services attended by local dignitaries in addition to those listed above.

On these occasions the Contractor shall pay particular attention to standards of maintenance, and shall also undertake all necessary additional maintenance work, or alter normal maintenance cycles so that the areas are completely weed free, all litter and debris collected and mowing carried out
within the preceding 48 hours. All litter bins to be emptied 2 hours prior to a service commencing.

The Contractor shall allow for the delivery to, and removal from the Dutch plot, of the following items currently on the cemetery inventory:-

a) A lectern
b) An electrical extension lead plugged into the Chapel supply
c) Wreath stands
d) Turf protection matting etc
e) Any wreaths delivered to site on behalf of the Dutch Embassy.
f) Two flags to be flown initially at half mast; Netherlands flag on the left hand flag pole, Union Jack on the right hand side pole looking up from the gate.

A.30 Protection of Roads and Paths

The Contractor must take all possible precautions to avoid fouling and staining the roads and paths with soil, etc. In cases where it is necessary to place the discarded material on the road or path the Contractor will provide light steel sheets or other approved protection, for covering the surfaces. The sheets are to be neatly stacked on the road side for collection and storage after the materials have been removed from site.

(see also para A.14)

The City of Westminster is acting on behalf of the Commonwealth War Graves Commission for the operation of this Contract and there may be occasions when the Contractor will be required to carry out works in accordance with the above Manual. As this is a very large document it is impractical to append it to this specification.

In very exceptional circumstances, should the Contractor be required to carry out works as described in the Manual which are clearly in excess of or to a higher standard than those described in this specification, they shall be treated as Additional Works; see appendix M. The Contractor will therefore be required to submit a written quotation for the works based on the rates included in the Form of Tender, for the approval of an A.O. prior to the works commencing.
### B. GROUNDS MAINTENANCE

<table>
<thead>
<tr>
<th>B.</th>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.1</td>
<td>INTRODUCTION</td>
<td>153</td>
</tr>
<tr>
<td>B.2</td>
<td>GRASS CUTTING</td>
<td>153</td>
</tr>
<tr>
<td>B.2.1</td>
<td>GENERAL</td>
<td>153</td>
</tr>
<tr>
<td>B.2.2</td>
<td>EXTENT</td>
<td>153</td>
</tr>
<tr>
<td>B.2.2.1</td>
<td>CLIMATE AND SOIL</td>
<td>153</td>
</tr>
<tr>
<td>B.2.2.2</td>
<td>FREQUENCY OF MOWING/STRIMMING</td>
<td>153</td>
</tr>
<tr>
<td>B.2.2.3</td>
<td>RELATIONS WITH PUBLIC</td>
<td>154</td>
</tr>
<tr>
<td>B.2.3</td>
<td>METHODS</td>
<td>154</td>
</tr>
<tr>
<td>B.2.3.1</td>
<td>GENERAL</td>
<td>154</td>
</tr>
<tr>
<td>B.2.3.2</td>
<td>OBSTRUCTIONS</td>
<td>154</td>
</tr>
<tr>
<td>B.2.4</td>
<td>MACHINES</td>
<td>155</td>
</tr>
<tr>
<td>B.2.4.1</td>
<td>TYPES OF MACHINE</td>
<td>155</td>
</tr>
<tr>
<td>B.2.4.2</td>
<td>BOXING OFF</td>
<td>155</td>
</tr>
<tr>
<td>B.2.4.3</td>
<td>APPLICATION OF GRASS GROWTH RETARDANT CHEMICALS</td>
<td>156</td>
</tr>
<tr>
<td>B.2.4.4</td>
<td>OPERATION OF MACHINERY</td>
<td>156</td>
</tr>
<tr>
<td>B.2.4.5</td>
<td>MAINTENANCE AND SERVICING</td>
<td>156</td>
</tr>
<tr>
<td>B.2.4.6</td>
<td>GRASSED AREAS PLANTED WITH BULBS, NATURALISED CORNS AND WILD FLOWERS</td>
<td>157</td>
</tr>
<tr>
<td>B.2.4.7</td>
<td>ARISINGS</td>
<td>157</td>
</tr>
<tr>
<td>B.2.5</td>
<td>EDGING OF ALL GRASSED AREAS (INCLUDING HEDGE BASE AREAS)</td>
<td>158</td>
</tr>
<tr>
<td>B.2.5.1</td>
<td>GENERAL</td>
<td>158</td>
</tr>
<tr>
<td>B.2.5.2</td>
<td>KERBING/PATHS</td>
<td>158</td>
</tr>
<tr>
<td>B.2.5.3</td>
<td>SHRUB BEDS/FLOWER BEDS</td>
<td>158</td>
</tr>
<tr>
<td>B.2.5.4</td>
<td>GRASS ADJACENT TO WALLS, FENCES AND HEDGES</td>
<td>158</td>
</tr>
<tr>
<td>B.2.6</td>
<td>IRRIGATION</td>
<td>158</td>
</tr>
<tr>
<td>B.2.6.1</td>
<td>PERIODS OF IRRIGATION</td>
<td>159</td>
</tr>
<tr>
<td>B.3</td>
<td>PRUNING</td>
<td>159</td>
</tr>
<tr>
<td>B.3.1</td>
<td>GENERAL</td>
<td>159</td>
</tr>
<tr>
<td>B.3.2</td>
<td>ANNUAL PRUNING PROGRAMME</td>
<td>160</td>
</tr>
<tr>
<td>B.4</td>
<td>WEED CONTROL</td>
<td>160</td>
</tr>
<tr>
<td>B.4.1</td>
<td>METHOD</td>
<td>160</td>
</tr>
<tr>
<td>B.4.2</td>
<td>HEDGE BASES</td>
<td>160</td>
</tr>
<tr>
<td>B.5</td>
<td>BEDDING</td>
<td>160</td>
</tr>
<tr>
<td>B.5.1</td>
<td>GENERAL</td>
<td>161</td>
</tr>
<tr>
<td>B.5.2</td>
<td>SUPPLY OF PLANTS AND BULBS</td>
<td>161</td>
</tr>
<tr>
<td>B.5.3</td>
<td>GROUND PREPARATION - BEDDING IN OPEN GROUND</td>
<td>162</td>
</tr>
<tr>
<td>B.5.4</td>
<td>PLANTING</td>
<td>163</td>
</tr>
<tr>
<td>B.5.5</td>
<td>MAINTENANCE</td>
<td>165</td>
</tr>
<tr>
<td>B.6</td>
<td>PLANTING, TURFING AND ESTABLIMENT</td>
<td>165</td>
</tr>
<tr>
<td>B.6.1</td>
<td>GENERAL</td>
<td>165</td>
</tr>
<tr>
<td>B.6.2</td>
<td>GROUND PREPARATION</td>
<td>166</td>
</tr>
<tr>
<td>B.6.3</td>
<td>PLANTING - GENERAL</td>
<td>166</td>
</tr>
<tr>
<td>B.6.4</td>
<td>WATERING</td>
<td>167</td>
</tr>
<tr>
<td>B.6.5</td>
<td>PLANTING SHRUBS, ROSES AND HEDGES</td>
<td>167</td>
</tr>
<tr>
<td>B.6.6</td>
<td>PLANTING BULBS IN GRASSED AREAS</td>
<td>168</td>
</tr>
<tr>
<td>B.6.7</td>
<td>BULBS IN SHRUBBERIES</td>
<td>168</td>
</tr>
<tr>
<td>B.7</td>
<td>ESTABLISHING A SWARD</td>
<td>168</td>
</tr>
<tr>
<td>B.7.1</td>
<td>GENERAL</td>
<td>168</td>
</tr>
<tr>
<td>B.7.2</td>
<td>TURFING</td>
<td>168</td>
</tr>
<tr>
<td>B.7.3</td>
<td>TIME OF YEAR</td>
<td>168</td>
</tr>
<tr>
<td>B.7.4</td>
<td>LAYING</td>
<td>169</td>
</tr>
<tr>
<td>B.7.5</td>
<td>BANKS</td>
<td>169</td>
</tr>
<tr>
<td>B.7.6</td>
<td>WATERING</td>
<td>169</td>
</tr>
<tr>
<td>B.7.7</td>
<td>GRASS SEEDING</td>
<td>169</td>
</tr>
<tr>
<td>B.7.8</td>
<td>OVER-SEEDED GRASSED AREAS</td>
<td>170</td>
</tr>
<tr>
<td>B.8</td>
<td>SUPPLY OF TOPSOIL</td>
<td>170</td>
</tr>
<tr>
<td>B.8.1</td>
<td>SUPPLY OF STERILISED LOAM FOR BEDDING</td>
<td>170</td>
</tr>
<tr>
<td>B.9</td>
<td>EXCAVATION AND REMOVAL OF SOILS</td>
<td>171</td>
</tr>
<tr>
<td>B.10</td>
<td>TOP DRESSING</td>
<td>171</td>
</tr>
<tr>
<td>B.11</td>
<td>LEAF AND DEBRIS CLEARANCE</td>
<td>171</td>
</tr>
<tr>
<td>B.12</td>
<td>IRRIGATION</td>
<td>171</td>
</tr>
<tr>
<td>Section</td>
<td>Title</td>
<td>Page</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>B.13</td>
<td>MAINTENANCE OF PLANTED AREAS</td>
<td>172</td>
</tr>
<tr>
<td>B.13.1</td>
<td>GENERAL</td>
<td>172</td>
</tr>
<tr>
<td>B.13.2</td>
<td>PRUNING</td>
<td>172</td>
</tr>
<tr>
<td>B.13.3</td>
<td>HEADSTONE BORDERS</td>
<td>173</td>
</tr>
<tr>
<td>B.13.3.1</td>
<td>ROSES</td>
<td>173</td>
</tr>
<tr>
<td>B.13.3.2</td>
<td>HERBACEOUS AND ALPINE PLANTS</td>
<td>173</td>
</tr>
<tr>
<td>B.13.4</td>
<td>TREES</td>
<td>173</td>
</tr>
<tr>
<td>B.13.5</td>
<td>TOOLS</td>
<td>173</td>
</tr>
<tr>
<td>B.13.6</td>
<td>DISPOSAL OF PRUNINGS</td>
<td>173</td>
</tr>
<tr>
<td>B.13.7</td>
<td>EDGE MAINTENANCE</td>
<td>174</td>
</tr>
<tr>
<td>B.13.8</td>
<td>FORMAL HEDGES</td>
<td>174</td>
</tr>
<tr>
<td>B.13.8.1</td>
<td>GENERAL</td>
<td>174</td>
</tr>
<tr>
<td>B.13.8.2</td>
<td>HEDGE TRimming</td>
<td>174</td>
</tr>
<tr>
<td>B.13.9</td>
<td>WEED CONTROL</td>
<td>175</td>
</tr>
<tr>
<td>B.13.10</td>
<td>FERTILISER APPLICATION</td>
<td>175</td>
</tr>
<tr>
<td>B.14</td>
<td>CEMETERY DUMP/TIPS</td>
<td>175</td>
</tr>
<tr>
<td>B.15</td>
<td>UNDERGROUND SERVICES</td>
<td>175</td>
</tr>
<tr>
<td>B.16</td>
<td>Pesticides</td>
<td>175</td>
</tr>
<tr>
<td>B.16.1</td>
<td>GENERAL APPROVAL AND POLICY</td>
<td>175</td>
</tr>
<tr>
<td>B.16.2</td>
<td>CODES OF PRACTICE</td>
<td>176</td>
</tr>
<tr>
<td>B.16.3</td>
<td>POLLUTION</td>
<td>176</td>
</tr>
<tr>
<td>B.17</td>
<td>LEAF REMOVAL AND RUBBISH REMOVAL</td>
<td>177</td>
</tr>
<tr>
<td>B.17.1</td>
<td>GENERAL</td>
<td>177</td>
</tr>
<tr>
<td>B.17.2</td>
<td>POPPY DAY CROSSSES &amp; WREATHES</td>
<td>177</td>
</tr>
<tr>
<td>B.17.3</td>
<td>RUBBISH REMOVAL</td>
<td>177</td>
</tr>
<tr>
<td>B.17.4</td>
<td>GRASSED AREAS</td>
<td>178</td>
</tr>
<tr>
<td>B.17.5</td>
<td>TREE DEBRIS</td>
<td>178</td>
</tr>
<tr>
<td>B.17.6</td>
<td>LEAF CLEARANCE</td>
<td>178</td>
</tr>
<tr>
<td>B.17.6.1</td>
<td>GENERAL</td>
<td>178</td>
</tr>
<tr>
<td>B.17.6.2</td>
<td>RESTRICTIONS</td>
<td>178</td>
</tr>
<tr>
<td>B.18</td>
<td>MAINTENANCE OF WOODEN BENCHES</td>
<td>178</td>
</tr>
</tbody>
</table>
B. GROUNDS MAINTENANCE

B.1 Introduction

The quality of the finish of the grass areas of the various locations shall at all times be to the highest standards, consistent with the minimum frequencies stated.

B.2 Grass cutting

B.2.1 General

The frequency of mowing will depend on location and it is the responsibility of the Contractor to carry out the appropriate number of mowings during the season to achieve the required standard, even when that number exceeds that which might be regarded as normal. No allowance shall be permitted because of variations in weather particularly rainfall.

In view of the climatic conditions that may prevail in London, in most years some mowing may be necessary for some areas all year round.

The Contractor will complete the mowing of one area before moving on the next. Wherever possible mowing work shall be carried out systematically from site to site. The Contractor shall ensure that before commencing a second or subsequent cut, all areas on both sites shall have been completely cut and tidied.

B.2.2 Extent

Mowing will take place over all areas of grass at locations on site up to paving, fencing and other boundaries or obstacles. Adjacent grass banks (Mill Hill) and the area 1m. width, immediately outside boundary hedges is also included in this specification. For the avoidance of doubt the boundary hedge of Yew is included in the area to be maintained at the Dutch Plot, the Yew hedge at Mill Hill (British War Graves) and the Beech hedge at East Finchley.

B.2.2.1 Climate and Soil

The Contractor shall adapt cutting operations as may be necessary to suit climatic and soil conditions and the rate of grass growth.

Cutting shall be deferred whenever weather conditions are such that it is not possible to cut the grass or gain access to it without damaging the grass, the ground surface and the contours and levels of the ground.

B.2.2.2 Frequency of Mowing/Strimming

The grass shall be cut on a continuous basis, typically on a 8-10-day basis and grass shall be cut down to 25mm in height over all the entire areas and to the shortest length practicable but not less than 20mm. Grass shall never be allowed to exceed 40mm in length at any time - even during winter months.
Special Instructions

An A.O. may instruct the Contractor to cut the grass more or less frequently if this should be necessary because of a special event or some special occasion, or due to climate and other variable factors.

In such cases any additional costs will be borne by the Contractor. However, if the Contractor is prevented from carrying out the programme because of any special event the contract price will not be reduced as a result.

B.2.2.3 Relations with Public

The Contractor's staff are permitted to ask members of the public to move to allow mowing to be carried out. Failure to get members of the public to move will not be accepted as a reason for not cutting grass. In any case great care must be taken when members of the public are close by.

If members of the public should refuse to move, the Contractor's staff shall return as soon as the location/area is clear and it is possible to complete the job.

In dealing with the public all Contractor's staff shall at all times observe common courtesy and politeness and take all reasonable steps to ensure good relations between the public, the City Council and its staff.

B.2.3 Methods

B.2.3.1 General

All debris must be removed from grass areas prior to cutting.

The mowing speed must always be controlled so as to achieve the best standard of finish. The operator must ensure that all movement of the machine, whether mowing, turning or in transit, does not damage the sward or its visual appearance. Particular care must be taken to avoid skidding, 'balding' or the effects of fast turns. Special care shall be taken when mowing areas of fine turf after rain to avoid compaction of the surface.

Should any damage occur, an A.O. will instruct the Contractor to reinstate the area promptly at his own expense.

Where mown, clipped or strimmed grass or herbage lands upon the plants growing on, or the surface of a memorial border, memorial or statue etc, the Contractor shall carefully remove such arisings, without damage to the cultivated plants or memorial, and so leave such areas in a clean and tidy condition at all times.

B.2.3.2 Obstructions

Grass must be cut as close as possible up to and around obstructions without causing damage to plants or other features.
B.2.4 Machines

General

The Contractor shall agree in advance with an A.O. the exact type of machinery or tools to be used to carry out these works. Care will be required to select and operate an appropriate range of machinery to deal with the variations of herbage to be cut across the sites.

Ride-on machinery will not be acceptable, as the sites are too confined.

It is not expected that the Contractor will need to use strimmers to achieve the required quality of finish. Should the Contractor wish to use strimmers he must first obtain the written approval of an A.O. The Contractor's attention is drawn to the need to provide an adequate quantity of skilled operatives, with sufficient back up and replacement machines to cope with the work load.

B.2.4.1 Types of Machine

For all areas the Contractor shall use only machinery approved by an AO. Cylinder mowers fitted with front and rear rollers shall be used to achieve the high quality of finish. Such machines, shall be properly set, sharpened and operated. The Contractor shall ensure that he has an adequate supply of such machinery, to cover for periods when machines are away for major refits or repairs. Such machinery may be prone to damage to the bottom plate or cylinder, due to obstacles in the turf or mis-handling between sites. Even in these circumstances the Contractor shall ensure he has available an adequate supply of the approved machines. The use of rotary mowers will at all times be considered to be second best, and will be permitted only when prior approval has been given by the AO on each occasion that mowing is to be undertaken. The use of rotary mowers would not normally be permitted on more than 4 occasions annually.

Grass shall be mown in parallel straight lines with the minimum of overlap so that lawns are left with a neat and tidy appearance, with the effect of alternate bands of light and dark green cut grass.

Where possible on successive cuts the direction of cut will, be at right angles to the previous cut. A high visual standard is required.

See 'The Agreement' for conditions applicable in the event of the Contractor failing to provide, or provide adequately, any of the Services.

B.2.4.2 Boxing Off

The quality and finish of the grass is improved by the use of mowers equipped with boxes to collect the trimmings. The contract requires box mowing at all times. Rotary mowers with boxes may only be used at some locations in exceptional circumstances, provided the machinery is approved by an AO in advance. When boxes are full they shall be emptied, before they overflow, at predetermined sites for subsequent collection by the Contractor for final disposal at agreed locations within the cemetery. The Contractor may at his discretion cart all arisings to tip, at no extra cost to the City Council. The Contractor may not, even for temporary periods, empty boxes onto turf or tarmac areas or into nearby litterbins of baskets. Clippings from
boxes shall be emptied directly into bags, dumper or wheelbarrow, for subsequent daily disposal.

The Contractor shall ensure that the box does not damage plants, headstones, benches or memorials in surrounding areas. The Contractor must accept that he and he alone, will be taking grounds maintenance machinery on to these sites and therefore any damage to items listed above shall, (unless proven to be otherwise), be the responsibility of the Contractor. See also para A. 20 vandalism/ photographs.

He shall ensure that grass clippings do not land on surrounding areas, including paving, shrub beds and bedding schemes. Any clippings that do land on non turf areas must be removed at once and the areas left tidy immediately after each mowing operation.

B.2.4.3 Application of grass growth retardant chemicals

The Contractor’s attention is specifically drawn to a major exclusion when working in accordance with this specification. On no account, in any part whatsoever of any war grave plot may any type of grass growth retardant chemical be used, even in times of exceptional weather or staff difficulties.

B.2.4.4 Operation of Machinery

Appropriate protective clothing shall be worn and guards and all other protective devices must be fitted to all machines and remain fitted at all times and all Codes of Practice observed (see ‘The Agreement’). The Contractor shall provide at his cost for the proper storage of all machinery and fuel if he should decide to store such materials and equipment on site.

B.2.4.5 Maintenance and Servicing

Servicing, eg. blade-changing of rotary mowers, must take place off site.

During the progress of works tasks such as re-fueling, changing or cleaning plugs may be undertaken within the public areas of the cemetery. Tasks such as oil changes, changing or cleaning oil filters, fitting new belts, pulleys or gears shall be carried out under cover out of view of the public and away from the public areas of the cemetery. The A.O. reserves the right to ask for machinery to be taken away from the sites completely for extensive or lengthy servicing or repair operations. Discarded machinery or equipment, which is not well maintained and servicable at all times shall be removed from the sites to a location provided by and at the expense of the Contractor. The A.O’s decision in this matter shall be acted upon immediately and shall at all times be final.

Refueling should not occur on bitumen or tarmac areas, nor in the immediate vicinity of established trees or shrubs. Re-fueling shall be carried out carefully and shall not cause damage to any areas of turf.

Spilled fuel oils etc. shall be cleared up immediately with suitable solvents.

During servicing or refueling the engine must be switched off and the machine immobilised, (ie. disconnect spark plug leads).
All mowers shall either be removed from site or stored at a location to be agreed with an A.O. when the Contractor's staff leave the site. Machines kept, stored or used on site are without liability to the City Council.

The Contractor shall ensure that his staff are familiar with and adhere to the Codes of Practice relating to mowers and the safe storage and handling of petroleum spirit/diesel oil and standard operating procedures for individual makes of mowers.

The Contractor shall ensure that all mowers utilised for this work are thoroughly maintained and serviced. This shall include for as many cylinder and bottom plate re-grindings as necessary to ensure a high quality of cut is achieved all year round. As such machines are prone to damage in transit, or hitting hidden obstacles or stones, the Contractor shall ensure that he has at his disposal sufficient alternative approved machines (whether hired or not), to enable him to provide the frequency of mowing described above. It will not be acceptable for the Contractor to state that machinery is away being serviced, therefore alternative rotary machines will be provided. Default points shall apply per occasion per cemetery that the Contractor fails to provide a cylinder mower in first class condition, during the period May-October annually. See also para B 2.4.1 above.

B.2.4.6 Grassed areas planted with bulbs, naturalised corms and wild flowers

All areas planted with such perennial plants shall be left unmown until the leaves of the bulbs have died down unless permission to mow them has been given by the AO.

These areas will be cut by gradually lowering the height of cut. The aim being to bring the area back to the standard of grass height as soon as possible without impairing the visual appearance. The length of grass in these areas shall be reduced by not more than 50% at each cut.

Grass and vegetation cut from these areas must be collected and removed, usually by hand rakes and brooms, using the appropriate method of disposal.

Subsequent mowing with alternative machinery eg. strimmers or hand shears, or as specified by an A.O., will be necessary in order to cut the grass next to obstacles.

B.2.4.7 Arisings

All collected grass cuttings shall be emptied from the grass catcher or box, and carted to tip remote from where they arose, and shall not be conveniently disposed of under adjacent shrubs or trees. All clippings that drop on the lawn areas, paths, flower beds, headstone borders, memorials, grave areas shall be similarly disposed of. All arisings shall be finally disposed of, at sites to be agreed with an A.O( skips only) or alternatively, may be bagged up or removed from site to a tip outside the site, at no additional cost to the City Council.
B.2.5 Edging of all grassed areas (including hedge base areas).

B.2.5.1 General

All finished edges will be sharp, neat and vertical.

All straight edges which may occasionally have to be straightened shall be prepared with a half moon cutter, line and board.

All arisings from edge preparation shall be collected, removed and disposed of immediately after edging.

All grass edges will be trimmed using sharp long-handle shears each time the lawn is mown. For the avoidance of doubt the use of any type of mechanical strimmer is prohibited. Specialised mechanical edgers may be used subject to prior approval of an A.O.

Generally, grass on edges shall not be allowed to exceed 37mm in length and shall be cut at alternate grass cuts and on the same day.

Grass-edge trimmings shall be collected on every occasion when edging is carried out.

Growth regulators and contact herbicides are not allowed for this, or any task included in this specification.

Edges shall also be cut at the same time as flowerbeds and planted areas are cultivated, if this does not coincide with mowing times.

B.2.5.2 Kerbing/paths

The Contractor will be required to cut a clean edge to all grass edges where they meet kerbing and paths or paved areas, using long handled shears.

B.2.5.3 Shrub beds/flower beds

The Contractor may very occasionally be required to form, or re-form, good edges to grassed areas where grass meets shrub beds, flower beds and the bases of trees, as instructed by an AO.

B.2.5.4 Grass adjacent to Walls, Fences and Hedges

Mowing must be carried out as close as possible to all walls, fences, and hedges as necessary to ensure all areas are neat and tidy at all times.

B.2.6 Irrigation

All turf at all times shall be green and lush, and irrigation shall be applied as soon as it is apparent that any turf may be in need of irrigation to maintain at all times a high quality appearance.

The Contractor shall allow for the provision of approved equipment for irrigating newly turfed areas, established lawn areas suffering drought stress, newly planted or established trees and shrubs, within 100 meters of existing
standpipes within any cemetery. Sufficient equipment shall be provided to
maximise on the area irrigated from any one stand pipe, not less than circles
of 50’ in diameter. It shall be for the Contractor to comply with any
restrictions imposed upon him by the local water authority.

The Contractor shall ensure that all equipment used for irrigation is properly
supervised to prevent vandalism and stored in an appropriate manner to
prevent damage at all times.

Should any standpipe or mains pipe become defective for any reason the
Contractor should advise the A.O. immediately, and in writing within 3 days.

The Contractor shall ensure that sufficient equipment is available to irrigate
daily from at least one standpipe in each cemetery. All piping, connections
and equipment shall not leak, and be correctly adjusted to provide even
cover, with minimal application falling on to tarmac or hard surfacing.

B.2.6.1 Periods of Irrigation

The Contractor shall normally decide when irrigation shall be required to
commence and cease. The Contractor shall ensure that each area receives
up to 3 hours continuous irrigation on alternate days. Should puddling occur
at any time irrigation shall cease for 24 hours.

B.3 Pruning

B.3.1 General

Shrubs, ornamental hedges and roses will be pruned in accordance with
accepted horticultural practices and carried out by a competent and
experienced operative.

All bush roses shall be ‘topped’ in Nov/Dec to reduce windrock and then
pruned hard back in Feb/March each year, in accordance with good
horticultural practice.

Rose suckers must be removed from their point of origin.

An AO may sometimes direct a different pruning treatment (eg. reducing
width of hedge) or alternatively in special circumstances such as where a
shrubbery provides a physical barrier, none at all.

Shrub pruning should ensure the subsequent regrowth produces a natural,
not artificial visual effect.

Extra pruning may be required after storm damage or vandalism.

Generally all dead, dying, weak, diseased and crossing shoots or branches
will be removed to achieve a good shape to individual shrubs/ roses and an
‘even’ shaped effect in large shrubberies and ornamental hedges. As a
guide, pruning of flowering shrubs will conform to the following timetable.
B.3.2 Annual pruning programme

a. Spring and early flowering, deciduous species - prune immediately after flowering by pruning out all stems on which flowers have been borne, and trimming out young shoots to give a balanced structure.

b. Summer and Autumn flowering deciduous species - prune as soon as spring growth commences, cutting back the previous year's growth to within two or three buds of the older wood.

c. Deciduous shrubs grown for foliage - cut back to near ground level in March.

d. Evergreen shrubs - prune in May to early June or in September removing dead wood and any weak or unsightly growth that spoils the natural habit of the plan.

e. Shrubs massed in borders - prune in order to thin out old wood and flower stems and judiciously prune to reduce both height and density by approximately 25%.

f. Ground cover shrubs - cut close to ground level in spring.

B.4 Weed Control

B.4.1 Method

Weed growth will be removed by hand. All weeds must be removed from any shrub, rose or other decorative border or bed. All roots of deep rooted perennial weeds will be forked out to remove all the root systems. Shrubberies, headstone borders, hedge bases and rose beds shall be weed free at all times will be weeded by hand using a hoe at intervals throughout the growing season, unless instructed otherwise by an AO.

The edges of the front and side of the border will be 'knocked up' to an even slope where practicable to do so. The soil surface of treated areas must be left in a fine tilth.

B.4.2 Hedge bases

At the base of all hedges a strip 300mm wide or to the full width of the planting bay as provided, will be cultivated and all weeds thoroughly removed and the turf edges (inside and out) maintained in a neat straight line at all times.

B.5 Bedding

Instruction for work specified in Paragraphs B5-B12 inclusive

The Contractor's attention is drawn to the fact that in normal circumstances the works specified in Clauses B5-B12, would not be expected to be carried out annually.
These clauses will only be used in the event that the Commonwealth War Graves Commission request the City Council to carry out the work, for and on behalf of the Commission to ensure that the sites attain an even higher standard of maintenance for a special event.

It therefore follows that the Contractor will be paid in accordance with the rates tendered in the Form of Tender, as chosen by the A.O. For the avoidance of doubt the method, timing and labour to carry out these works shall be at the sole decision of the A.O. To ensure value for money the A.O. may obtain prices from other Contractors, and will award the work as he sees fit.

However, the Contractor shall allow in his price for the planting a subsequent removal of approx. 2,000 tulip bulbs annually, which are sent via the Royal Netherlands Embassy for planting in their War Grave plot at Mill Hill. Such bulbs will be planted at no extra cost to the City Council in accordance with Clause B5.2 and B5.4 below.

B.5.1 General

Much of the comfort the public derive from the Cemeteries is provided by the summer and spring floral displays.

The Contractor will be responsible for supplying (see page 1 provisional sums), planting and maintaining all the various bedding plants and bulbs to a high standard, according to bedding schemes designed by an AO. All boxes, crates trays, and bundles of plants shall be individually labeled to prevent different cultivars or colours from becoming mixed up.

The high standards required can only be achieved with a high degree of craftsmanship by the Contractor and attention to detail throughout the contract period.

If bedding out is required a bedding list will be supplied by the A.O. to the Contractor six months before planting. AO's will exercise overall supervision, and will indicate dates for the summer and spring bedding cycles. The Contractor may be required to bring forward or delay bedding out to ensure the highest standard of displays are achieved, according to prevailing weather.

Bedding will be preceded by the removal of existing bedding plants and cultivation. Care shall be exercised to avoid damaging adjacent permanent planting.

After bedding, the Contractor shall be responsible for the prompt removal of all arisings and must leave the site at all times in a neat, clean and tidy condition.

B.5.2 Supply of plants and bulbs

Normally the Contractor on behalf of the City Council or Commonwealth War Graves Commission will be responsible for the purchase and supply of all bedding plants, herbaceous perennials, roses and bulbs. The Contractor must take delivery of all such material and ensure that they are handled,
stored and maintained without detriment to their well-being until they are planted. Once he has taken delivery of any plant material he shall make good any losses due to theft or other reasons either before or after planting.

From time to time the Commonwealth War Graves Commission staff may supply and plant a range of replacement plants within headstone borders. The Contractor shall then maintain these plants in accordance with this specification.

Prior to planting the Contractor will ensure the root mass of each plant is moist and the plants are healthy, free of pest and disease and capable of surviving transplantation such that they will establish rapidly and grow away without check. All bulbs shall be planted within 2 weeks of the date of supply.

The Contractor will replace at his own expense any plants that do not establish, for any reason other than exceptional vandalism as defined in Clauses A18 and A19.

B.5.3 Ground Preparation - Bedding in open ground

Care must be taken that all bulbs are removed when the ground is being cleared for Summer bedding. There are certain exceptions eg. daffodils in shrubberies but the AO will give clear instructions in good time.

The beds will be irrigated prior to the removal of plants if this is deemed necessary by an AO.

Any weed material and loose organic matter will be removed by a combination of hand pulling and raking using a Springbok rake.

The grass edges will be trimmed prior to ground cultivation using long handled edging shears and the trimmings collected and removed.

If an AO feels it to be necessary, grass edges will be re-formed using lines, boards and half moon edging irons where appropriate.

The ground will be single dug to a uniform depth of 250mm and 75mm of well-rotted farmyard manure, or a suitable alternative, free from straw and perennial weeds incorporated. An AO will decide whether farmyard manure or another type of organic manure is required. An AO will inspect and approve a sample of the material before use. The Contractor is responsible for the supply and delivery of approved bulky organic manure to the site.

Following cultivation the ground will be consolidated evenly by treading. Any surplus soil to be removed and disposed of unless an AO instructs otherwise. For summer bedding an application of general fertilisers may be specified by an AO, which will be purchased and applied by the Contractor at no extra cost to the City Council.

Where bedding is to be planted amongst herbaceous or other decorative species. Cultivation will be carried out in such a way as not to disturb the roots of the other plant material.
A fine tilth will be prepared in the top 50mm. The tilth must be stone free, level and evenly consolidated.

The edges of the cultivated area within the bed shall be evenly sloped to create gullies using a spade, half moon or dutch hoe to achieve the required finish.

The surrounding lawn area shall be kept free from all debris by regular sweeping and brushing. In wet conditions (and in other circumstances as directed by an AO) planks shall be used to gain access to the planting surface to reduce the compaction and reduce spread of soil to surrounding grass.

The Contractor will work in a manner that protects bed and turf edges.

Before planting, protection against slugs, botrytis of bulbs and other pests and diseases may be necessary the Contractor will purchase and apply protection to manufacturer’s recommendations.

The A.O. may instruct that cultivation and planting will cease when soil conditions restrict horticultural activity.

Unless otherwise agreed with an AO, all the beds in one cemetery shall be cleared of plants prior to any cultivation and replanting taking place, and before work begins in another cemetery.

Unless otherwise agreed, each bed will be cultivated and planted in sequence.

Similarly all the beds shall be cultivated/planted in one cemetery prior to cultivation/planting in another taking place.

**B.5.4 Planting**

Each bed shall be completely planted before commencing planting another.

Planting shall take place in accordance with the bedding list provided.

Densities and designs will vary from bed to bed and year to year. The Contractor shall satisfy himself that sufficient plants have been delivered to plant out the bed as planned, and may have to adjust the density of planting to ensure an even effect.

It is not possible to predict the range of species and forms used each year but the Contractor should allow for seasonal and bed variations. Density may also have to vary according to quality of plants supplied. Where plants are supplied in bunches (wallflowers) these shall be broken open, sorted and re-graded to ensure the best plants are used in the most prominent locations.

Following cultivation, the beds should be marked out in accordance with the bedding list.

The Contractor will take special care to ensure blooms are not damaged in any way and that his work is executed in manner to ensure rapid
establishment of all plant material and a colourful display. To this end it may be necessary for the Contractor to undertake additional tasks not included in this specification.

The plants should be graded and cleaned thoroughly before being positioned with their best face to the front of the beds. Specimen dot plants in particular will be treated as unique and positioned to give the best effect possible.

All plants should be removed from their containers immediately prior to planting and picked over to remove any dead leaves and flowers that may adversely affect displays. After planting, pots, labels and trays must be collected and removed by the Contractor immediately, to a site to be advised by an AO.

Planting should occur with the minimum disturbance to the prepared tilth.

Depth of planting will be sufficient to bury the root ball and firmed adequately to allow good contact between roots and soil. Do not overfirm.

Bulbs will be planted evenly and to uniform appropriate depth, with the growing point uppermost, using a trowel or bulb planter. The Contractor is advised that squirrels do regularly cause damage to recent plantings of bulbs and bedding plants. He shall use his best endeavours to prevent such damage by all means at his disposal such as planting early and to the required depth. Using protective plastic mesh, pest repellents, and to replant each day any material disturbed by animals.

Spring bedding ie. Cheiranthus, Polyanthus, Myosotis, etc shall be planted in a way which ensure bulbs are not damaged or disturbed and should ideally be planted at the same time or before bulbs are planted in the same bed.

Care must be taken throughout the contract period to ensure that any plants in need of support are staked with approved stakes and ties, all stakes must be positioned so as not to be unnecessarily obvious.

If climatic conditions are likely to impair establishment, plants must be irrigated after planting with sufficient water to reach the root mass without damaging plants or soil structure. Generally, all summer bedding plants will require watering. The Contractor will be responsible for supplying the appropriate irrigation equipment and monitoring the application of water. Some plants may require shading to prevent scorch.

The various remedies available to the City Council pursuant to ‘The Agreement' will, for the avoidance of doubt, be applicable if the Contractor mixes up the colours of bulbs, bedding plants and types within the bedding list.

After planting, all compacted areas shall be tidied by lightly pricking through with a fork or hoeing and all surrounding areas left neat and tidy. All post-planting operations should occur without damaging the plants, lawns or surrounding areas.

If the bedding is deemed to be of an unacceptable standard by an AO the Contractor will make good the work at his own cost, within 10 working days.
B.5.5 Maintenance

All plants must be dead-headed regularly as required, to the point of origin.

All dead heads to be collected and disposed of as work progresses.

Beds and headstone borders must be kept weed-free by appropriate cultivation, on a regular basis, without damage to plants or surrounding grass edges. Weeds that become established within clumps of herbaceous plants must be fully removed including their roots.

The Contractor shall supply throughout the contract period enough water to ensure that plants establish and prevent them from wilting. There must be no over or under-watering or damage to plants and soil caused by eg. scorch or puddling.

Liquid fertiliser may need to be added to water during the summer period as instructed by an AO.

An AO will require the Contractor to ensure that measures are taken to prevent damage to plants by birds and vermin.

Each spring time, when the tulips are in flower the Contractor shall mark up a plan showing any locations within the headstone borders where there are not tulips growing. In this way special efforts can be made to ensure new bulbs are added at these locations the following Autumn time, to try to ensure that blooming tulips do appear at every location within a headstone border as set out by the Commonwealth War Graves Commission in their Manual.

Removal of tulip bulbs.

From time to time, after flowering has finished and after consultation with the AO the Contractor shall carefully lift (with a garden fork) all tulips to remove all spent bulbs, roots and leaves, and cart to tip. Prick over the headstone border surface to leave neat and tidy.

B.6 Planting, Turfing and Establishment

B.6.1 General

The Contractor will prepare a list of trees, shrubs and roses which have failed or are in poor condition. The list to be completed by the first week in August each year. He will be required to consult with the AO on this matter.

The Contractor will then provide at his cost to a maximum of £100 per cemetery/annually (see provisional sums page 2) such replacements or new plantings which will be planted in accordance with a plan provided by the AO and under his directions. Should additional plant material be required the City Council will finance the supply, but the Contractor will supply and plant them at no additional cost. All plant material shall be inspected and approved by an A.O, prior to planting. In the event that the amount allocated per cemetery is not spent in that cemetery the balance may be utilised to purchase extra plant material for the other sites, providing the total sum shall not exceed £200 per year. This sum shall be for the provision of plant...
material only. Labour for planting trees, shrubs and roses shall be provided by the Contractor at no additional cost to the City Council. If the full allowance of £200 is not used in any year the balance shall be deducted from the contract sum.

The Contractor should satisfy himself that he understands the exact layout of the planting to be undertaken.

B.6.2 Ground preparation

Where trees/bulbs/shrubs/roses are to be planted in new beds or spaces within existing beds where no shrubs are currently growing the ground will be prepared as follows:

- the area to be carefully marked out in accordance with the plan provided.
- all perennial weed roots to be removed.
- any debris, stones, rubbish etc. to be removed.
- all broken roots must be removed during cultivation.
- the area cultivated to a depth of 250mm using a spade or suitable mechanical cultivator. An AO shall decide if the Contractor will be required to double dig the areas.
- any turf to be buried to a depth of not less than 200mm.
- care must be taken not to damage branches or roots of any adjacent existing trees or shrubs that are to remain; an AO will indicate to what depth cultivation should take place if the roots of existing plants are at risk.
- any topsoil required to make up levels will be provided by the Contractor.

B.6.3 Planting - general

Planting will be carried out between November and the end of March unless otherwise instructed by an AO.

Planting will be suspended during periods of frost, heavy rain, water-logged conditions and periods of drought. Any suspension of planting is to be immediately notified with reason(s) to an AO.

Roots of plant material must be protected at all times with suitable covering materials or by heeling in until the actual time of planting. Care must be taken during planting to prevent damage to root systems by frost or dehydration.

Container grown plants will not be removed from containers until the planting areas have been prepared. Maximum care must be taken at all times when handling plants to ensure that as little damage or disturbance as possible occurs to roots or the root mass.

Plants awaiting planting must not be left unattended and the full cost of replacing any plants damaged or lost before planting shall be met by the Contractor.

All plants will be planted in accordance with good horticultural practice, upright, with the roots well spread out and at the same depth at which they have grown in the nursery. Plants will be planted with the best orientation
and best face to the front of the bed unless the Contractor is instructed otherwise by an AO.

Planting will be carried out in random fashion to give a natural effect when mature, and not planted in rows unless an AO directs this for a special reason eg. hedge planting.

After planting the site is to be left clean and tidy. All rubbish, debris, packing materials shall be collected up by the Contractor and carted to tip.

Diseased or damaged plant material noticed at the time of planting out shall be reported by the Contractor to an AO immediately and planting work shall cease until an AO instructs otherwise.

B.6.4 Watering

It will be for the Contractor to ensure that all newly planted material thrives and will use all means at his disposal, as the sole agent on site to prevent the death of any plant material. Any plants that die shall be replaced by and at the expense of the Contractor.

Pre- and post planting watering may be required during periods of drought and shall be carried out by the Contractor to the satisfaction of an AO. In prolonged periods of drought plants must be watered thoroughly at least twice a week until an AO authorises that it may cease.

B.6.5 Planting shrubs, roses and hedges

After ground preparation the Contractor will be required to supply and spread evenly over the cultivated area a layer of well rotted farm yard manure (FYM) to a depth of 50mm and/or an approved fertilizer. If FYM is used it should be well rotted manure, free from straw and perennial weeds, and shall be lightly forked into the area. The A.O. may agree alternative materials subject to the receipt of a sample prior to delivery.

Any fertilizers required will be applied after planting, kept away from stems of shrubs/roses and lightly incorporated. Slow release fertilizers may be applied when soils are backfilled around the roots at the time of planting.

Any weed growth shall be removed from container grown stock prior to planting out.

Any pots or polythene bags must be removed from containerised material and any root wrapping from bare rooted plants. Any string, labels, canes etc. will be removed unless instructed by an AO to leave them.

Shrubs/roses are to be planted upright and carefully firmed by the use of the heel. Standard roses are to be staked and tied. Stakes are to be of hardwood eg. keruing 1.8m long and 4cm sq. The pruning of shrubs and roses will be carried out by competent and experienced operators as directed by an AO.
Generally hedges shall be planted in single rows or staggered and shall be supported and protected by screens or fencing on open sites and in particular situations as instructed by an AO.

B.6.6 Planting bulbs in grassed areas

See also para B 5.4 above re damage to bulbs by squirrels etc. The Contractor may be required to plant bulbs in grassed areas to provide a naturalised effect. Bulbs in straight lines or contrived groupings will be unacceptable. The Contractor will scatter handfuls of bulbs on the area and then plant them where they fall.

B.6.7 Bulbs in shrubberies

The Contractor may be required to plant bulbs for naturalising in shrubberies, eg. naturalised daffodils.

B.7 Establishing a sward

B.7.1 General

The Contractor will be required to purchase and lay turf or sow grass seed, as instructed by an AO. All turf to be supplied shall be approved by an AO but generally shall be of a medium loam nature and free from stones over 13mm in any dimension. An AO will specify the type of turf or seed mix for different requirements.

Any turf which is not of the approved quality shall be removed from site immediately by the Contractor at his own cost.

Any old or worn turf will be stripped off from the area to be turfed/seeded and disposed of by the Contractor. The whole area will be cultivated to a depth of 150mm using a spade, fork or cultivator. Cultivation by fork should be carried out alongside kerbs, tree bases, exposed roots etc. where damage could occur.

An AO will direct if topsoil is required to make up levels. The area shall be firmed by treading and raked to even levels to marry in at even gradients with any surrounding grassed areas. A base dressing may need to be applied by the Contractor if an AO directs this shall be done.

B.7.2 Turfing

Turf should be approved good quality turf, short mown conforming to the general requirements of BS 3969 (1965) free from moss.

B.7.3 Time of Year

The turf must be laid when the weather and the top soil conditions are suitable, preference being given to autumn and early winter operation or early springtime.

No turf should be laid in exceptionally dry or frosty weather or in other unsuitable weather conditions.
B.7.4  **Laying**

No turf shall be laid until the top soiling or other preparations have been satisfactorily completed.

Turf edges and margins shall be laid first and should be constructed with whole turves laid around the perimeter and if necessary trimmed after laying.

The turves shall be laid on the prepared soil bed and firmed into position in consecutive rows with broken joints (as in stretcher bond brickwork), closely butted and to the correct levels. The turf should be laid off planks working over turf previously laid. Where necessary the turves shall be lightly and evenly firmed.

A dressing of finely sifted topsoil or fine peat/soil shall be applied and well brushed into the joints. Any inequalities in finished levels owing to variations in turf thickness or uneven consolidation of soil shall be adjusted by raking and/or packing fine soil under the turf.

B.7.5  **Banks**

Stability and the retention of soil or turves may be a problem when turfing to banks with gradients in excess of 30 degrees.

It is particularly important that turves to be used on banks should be sufficiently fibrous to withstand difficult handling conditions.

When laying turves sufficient planks and ladders must be used to ensure safe and efficient working. The turves may be laid diagonally or horizontally and laid to a stretcher bond pattern, butt joined, firmed and secured by short wooden pegs 200mm in length or by 4mm 8SWG galvanised wire pins at least 200mm long. On very steep slopes or where stability is a problem, netting should be laid over the turf and pegged down.

B.7.6  **Watering**

In addition to the general requirements concerning irrigation to ensure establishment special attention must be taken to ensure soil is not washed out of joints, particularly on banks.

If shrinkage occurs and the joints open, fine top soil or compost should be brushed in and well watered.

Sand approved by an AO shall be applied when required for turfing.

B.7.7  **Grass seeding**

During site preparation the area will be treated approximately 5 days prior to sowing with a base fertiliser, supplied and spread by the Contractor, at the recommended rate/m² or as instructed by an AO. The fertiliser will be evenly applied and lightly incorporated by raking in the top 25mm or the surface. Prior to seeding a contact weedkiller may be applied as instructed by an AO.
Where the area to be seeded meets shrubberies or paved areas, a strip of
good quality turf will be laid, first along the edge and the soil levels made to
marry in with the turf.

An approved treated seed will be supplied by the Contractor and an AO will
specify the rate/m$^2$ of application. The seed will be divided in two and evenly
applied and lightly raked in. Any stones or other debris greater than 25mm in
any dimension will be removed.

When the grass has reached a height of 75mm it will be lightly topped (using
an appropriately adjusted rotary mower). The height of subsequent cuts will
gradually be reduced on each occasion and the cuttings removed from the
site. The area will be rolled using a light roller. An AO will direct when the
area is to be returned to the normal grass cutting programme.

Without prejudice to other remedies available to the City Council (in particular
pursuant to 'The Agreement') areas that do not become satisfactorily
established shall be re-cultivated and turfed or re-seeded by the Contractor at
his own cost, including the cost of additional materials.

B.7.8 Over-seeding grassed areas

The Contractor may be required to over-seed existing grass areas. The area
will first be mown and then the soil surface loosened with a Springbok type
scarifying rake or mechanical scarifier. In very hard conditions the area will
be irrigated and picked over with a fork.

Care must be taken not to disturb or tear out existing grasses.

Scarification shall be followed by raking or boxing off to prevent damping off
of newly germinated grasses. Fertilizer shall be applied after germination by
two passes at opposite directions using a low phosphate fertilizer, as directed
by an AO.

Grass seed, supplied by the Contractor, will be sown at the rate of
application/m$^2$ as stated by an AO and lightly raked in.

The area will not be cut until the seed germinates and has reached 38mm in
height. Existing grass will be topped to this height if it reaches 75mm before
the seed germinates.

B.8 Supply of topsoil

The Contractor may be required to supply topsoil to a position as instructed
by an AO not less than 3 weeks prior to the date required. See Schedule of
Rates - Form of Tender.

Any topsoil supplied will comply with BS 3882, 1965 and a sample be
approved by an AO prior to delivery.

B.8.1 Supply of Sterilised Loam for Bedding

The Contractor may be required to supply sterilised loam to a flower bed as
instructed by an AO not less than 3 weeks prior to the date required.
The type of loam must be approved by an AO.

B.9 Excavation and removal of soils

The Contractor may be required to remove existing topsoil or subsoil from a position as instructed by an AO not less than 3 weeks prior to the date removal is to commence.

The area indicated will be excavated to a depth to be specified by an AO and the excavated material removed.

B.10 Top dressing

Annually at the discretion of an AO, top dressing may be required, on all the turf areas included in the contract, by an Additional Works Order based on tendered sums.

Top dressing will typically comprise weed-free, sterilised screened topsoil or sand/peat or other free draining coarse sand material. An AO will approve a sample before use. It shall be evenly distributed by hand or approved machines and brushed and/or worked with a tru-lute. In some fine turf areas a whale bone brush may be required to get final true levels. The depth should be not less than 6mm before brushing in.

Without prejudice to other remedies available to the City Council (in particular pursuant to 'The Agreement') where an AO considers the work to be unsatisfactory the Contractor shall repeat it at his own cost at a time agreed by an AO.

B.11 Leaf and Debris Clearance

Before any maintenance task on a grass area begins, including mowing all debris shall be collected and removed from the site.

The Contractor must ensure that leaves are cleared before each mowing operation.

B.12 Irrigation

The Contractor should be fully aware that during the summer months irrigation may be required, thus a constant cycle of watering may be required on all areas.

An AO may at his discretion instruct the Contractor to irrigate areas of lawn in addition to any application made after applying fertilizers.

The Contractor is responsible for providing equipment capable of supplying the amount of water required at the appropriate rate, evenly and with appropriate droplet size. He is responsible for monitoring the operation to ensure an even and thorough application, using available water supplies. The Contractor shall use his best endeavours to use the best equipment for the job, hose pipes and connectors that do not leak, and sprinklers that can
provide directed spray patterns avoiding wasting water on adjacent hard surfaces.

An AO will indicate the amount of water to be applied and will make spot checks to see that the appropriate amount has been applied.

Without prejudice to other remedies available to the City Council (in particular pursuant to 'The Agreement') any damage to lawn or surrounding areas caused by the use of irrigators shall be reinstated by the Contractor at his own cost.

The Contractor is responsible for ensuring by his reasonable endeavours that the irrigation equipment is not interfered with by members of the public.

He must also ensure that the public are not endangered or inconvenienced in any way when water is being applied to grass areas.

B.13   Maintenance of Planted Areas

B.13.1   General

The Contractor shall ensure that all headstone and shrub borders, plantations of decorative exotic species receive sufficient attention to ensure that they thrive and continue to flower.

The Contractor shall allow for all necessary works to prevent pernicious weeds particularly couch grass (Agropyron repens), Convolvulus, Bramble and woody tree seedlings (particularly sycamore, ash and horse chestnut) from becoming established in these areas.

B.13.2   Pruning

The Contractor shall allow for an annual attendance upon all exotic planted shrubs, in accordance with sound horticultural practice. All dead and diseased material shall be pruned back to healthy wood. Overhanging or untidy growth trimmed back in a natural manner to keep such shrubs in control.

Any exotic woody plants that die shall be dug out and removed to tip and the A.O advised accordingly.

The Contractor shall be responsible for ensuring that all plant material that grows beyond the boundaries of the sites into adjacent property or pavements shall be similarly treated.

Wholesale slaughter of established shrubs is not envisaged, rather a policy of maintaining the natural mature look where possible, but undertaking modest work where needed to maintain health and vigour. All such work shall only be carried out by competent and experienced staff, following the receipt of detailed instruction from the A.O.
Mulching.

In agreement with the Commonwealth War Graves Commission staff, shrub borders may be required to be dressed with a mulch (usually coarse chipped bark waste) and the Contractor will be required to quote for this, and if acceptable carry out the works under an Additional Works Order. (See appendix M)

B.13.3 Headstone Borders

B.13.3.1 Roses

Roses should be pruned in late February/early March. A rose fertiliser should be applied to each plant one month after pruning, application rates shall be in accordance with manufacturers' recommendations.

During the flowering season all dead heads shall be removed from the plants on all site visits. When flowering has finished but not later than 1 December growth shall be reduced by a third as a winter pruning operation.

Suckers being produced by the rose rootstock shall be removed at their point of origin. The Contractor shall allow for pricking over the soil in memorial borders at least once per month all year round, and immediately prior to any ceremony of Remembrance.

B.13.3.2 Herbaceous and alpine plants

Generally all work shall be carried out in accordance with the cultural methods and techniques for different herbaceous species set out in Graham Stuart Thomas, ‘Perennial Garden Plants’ published by J M Dent, London, 2nd revision 1982. Following flowering, all dead heads must be cut and removed in such a manner to encourage further flowering/growth. Plants which have become damaged in any way or loose their uniform appearance, shall be carefully trained to restore them to a balanced shape. All spent plant material shall be cut down to the lowest practical level and removed in October each year. Plant material shall be cut back to allow at least 50mm of clear soil between any plant and the turf edge, at all times.

B.13.4 Trees

For works to trees see para A4.

B.13.5 Tools

All cuts must be clean with no jagged broken wood or torn bark in evidence.

B.13.6 Disposal of prunings

All prunings will be chipped shredded and bagged or stacked neatly and placed in an approved position ready for removal by the Contractor on the same day as the operation, to a skip as brought onto site by himself at an agreed location which may be remote from the plots of land to be maintained under this Contract, or to an off-site location provided at the Contractor’s expense.
B.13.7 **Edge maintenance**

Where plants overlap grass border edges, the encroaching growth will be pruned back by secateurs only so far as to allow free passage to mowers. The Contractor shall allow for such work on not more than once every four months.

B.13.8 **Formal Hedges**

B.13.8.1 **General**

Any mechanical generator used with hedge-cutting equipment shall be fitted with an RCCB device and approved by an A.O.

The Contractor is reminded of the Codes of Practice/Standard Operating Procedures for the use of mechanical hedge trimmers/ladders.

B.13.8.2 **Hedge trimming**

The Contractor will cut all hedging by hand shears or hand-held mechanical cutters. All hedge cutting machinery/tools shall be sharp enough to achieve a clean cut. Hedge work shall include cutting both sides of a hedge, even where this forms part of the cemetery boundary.

Cutting will be such to encourage a stable hedge. That is, the width at the top of the hedge will be slightly less than at the base.

Cutting will remove current growth rather than old wood. However, upon receipt of an instruction from the A.O. the Contractor should allow for cutting up to 25% of the hedges back to the main body every year of the contract to retain their size and shape.

Hedges must have a neat and tidy appearance and be clipped in such a way as to achieve a straight level surface along the tops, sides and ends. Due allowance should be made for intended slopes and shapes in the existing design form of the hedge.

As a guide, hedges should normally be clipped when the new shoots have achieved the length and at the frequency specified below:-

a) Fagus sylvatica (beech) - 150mm. Cut normally in May and September.

b) Other species will be cut at the frequencies designated by an A.O.

The above times may be varied from time to time by an A.O.

All clippings which fall into the hedge must be removed and the areas alongside the hedge be swept/raked clean as work progresses.

See para B.2.4.7 for the disposal of arisings.
B.13.9 Weed Control

The Contractor shall allow for removing all weeds, including established woody tree seedlings, to create a weed free shrub bed or border, bounded by clearly defined edges of turf or curbing. The Contractor shall allow for one attendance every 2 months.

B.13.10 Fertiliser application

The Contractor will be required to supply and apply an approved granular fertiliser to all decorative shrub beds or borders within each of the areas annually.

The fertiliser shall be applied in accordance with the manufacturers instructions and applied by hand and lightly raked or hoed into the soil surface around each plant without causing any damage to existing planting.

No herbicide treatment may be applied, immediately prior to fertiliser application.

B.14 Cemetery dump/tips

To avoid unnecessary distress to the public the Contractor shall ensure that no rubbish or other material arising from his works shall be dumped or left on site and that all poppy day crosses, dead floral tributes and other debris are discarded into a skip provided by the Contractor out of sight of the public at all times. The Contractor will be required, under this paragraph to tidy up materials collected and dumped by himself only. At all times the Contractor shall maintain skip areas in such a manner to discourage fly tipping. The hire of all equipment to maintain allocated skip sites shall be at the expense of the Contractor. The Contractor may not dispose of material into a skip not hired for the purpose by himself. Alternatively the Contractor is required to remove materials for dumping off site each day as they arise, by truck /trailer by and at the expense of the Contractor.

In the event of fly tipping taking place the Contractor shall inform an AO immediately.

B.15 Underground Services

The Contractor’s is drawn to the need to comply with the Health and Safety at Work Act and in particular for ascertaining the position of any underground services and drains that might be affected by his operations prior to any excavations commencing. In the event of damage being caused to such services and drains these shall be repaired by and at the expense of, the Contractor.

B.16 Pesticides

B.16.1 General Approval and Policy

For the guidance of the Contractor the only pesticides utilised under this contract over the past 9 years has been an annual application of selective herbicide to turf, or an application of “weed and feed”. Such work would be
via Additional Works Order (see appendix M) after receipt of a written quotation.

All fungicides, insecticides or other pesticides purchased supplied and used by the Contractor shall have been approved under the Control of Pesticides Regulation 1986 and used in ways which conform to all statutory regulations and the City Council’s ‘Environmental Charter’. See ‘The Agreement’.

Prior to purchase the Contractor must submit a list of all pesticides (trade names) and their active ingredients to an A.O. for approval.

No pesticides will be applied to any areas without an A.O.’s approval.

The Contractor shall not apply pesticides without submitting a programme of pesticide application in advance to an A.O. for his approval. The programme must specify:

- the areas to be sprayed/treated
- the name and application rates of chemicals
- safety measures
- recommended time of application both from a horticultural point of view and a health and safety point of view
- method of application
- names and qualifications of the operative(s).
- daily provision of a completed Pesticide Application Record sheet (see appendix P), for each chemical applied each day. together with any maps/plans showing areas treated

Under no circumstances must items connected with the spraying operation eg. pesticides, sprayers, empty containers be left unattended. When not in use all such items should be returned to a safe secure store, away from the site and members of the public. In accordance with the Control of Pesticides Regulation 1986, the Contractor will ensure that all staff applying pesticides have been adequately trained and are adequately supervised.

B.16.2 Codes of Practice

In observing current Health and Safety legislation, the Contractor must pay particular attention to the section on spray drift, weather conditions, method of storage and transport of materials, as set out in such codes.

A.O.’s will make spot checks to satisfy themselves that adequate safety precautions are being taken.

Cessation of applications of agro-chemicals

The City Council reserves the right to suspend indefinitely all applications of all pesticides, agro-chemicals, immediately upon the instruction being given by an A.O. for whatever reason.

B.16.3 Pollution

The Contractor shall take all precautions to avoid pollution.
The Contractor shall be responsible for all consequences of pollution that may occur as a direct result of his execution of the works included in the specification.

B.17 Leaf Removal and Rubbish Removal

B.17.1 General

On a year round basis, the Contractor is responsible for the removal of litter from the entire area shown on the plan, including nearby parking areas entrances, gateways etc. For the avoidance of doubt these areas shall include bases of hedges, the areas inside and outside all hedges and all land up to boundary fences and walls. He is also responsible for clearing all rubbish, litter and arisings from roads, paths and other hard areas resulting from his operations, and for keeping all areas that he maintains free of all litter and rubbish. Such litter and rubbish shall therefore be removed at intervals not exceeding two weeks.

The Contractor is also responsible for removing other dumped or fly tipped rubbish, irrespective of source, quantity, context or location, at the same frequency.

In addition, the Contractor shall remove all dead floral tributes from any grave, or memorial border and ensure all areas are regularly inspected and dead floral tributes removed to the cemetery tip.

B.17.2 Poppy Day Crosses & Wreathes

The A.O. shall instruct the Contractor to remove these items, at an appropriate time each year. Such items shall be swiftly and respectfully removed, placed in bags, tied up and carted to skip at the Contractor's expense away from the sites included in this specification.

B.17.3 Rubbish Removal

In particular the Contractor is responsible for clearing debris such as fallen branches, and he must also dispose of litter, including eg. tin cans, dead floral or other tributes, flower wrappings, bottles and the like which may be evident in grass areas, shrub beds, hedges, rose beds, channels, paths, roads and fence lines also between headstones irrespective of where or when such rubbish may have originated.

The Contractor is responsible for the collection and removal of all such rubbish to an A.O. approved area or tip/skip within a cemetery provided by and at the cost of the Contractor. Material from one cemetery may not be dumped at another cemetery.

If for any reason any bags or contents left by the Contractor are disturbed, the Contractor will be responsible for collecting and removing the resulting rubbish and must thoroughly sweep and/or rake the area to a tidy finish immediately the incident becomes apparent.

Rubbish shall be cleared and disposed of or removed from site on the same day that it is collected and not left on view in the cemetery.
In the event of a period of extended Summer drought the A.O. will instruct the Contractor to sweep, collect and clear fallen leaves and large twigs from all areas described above on not more than 6 separate occasions from all such hard areas within each cemetery.

B.17.4 Grassed areas

The Contractor must remove and dispose of all leaves and rubbish such as litter, stones, debris, broken glass, cans and twigs, immediately prior to each mowing of the grass.

B.17.5 Tree Debris

The Contractor will be responsible for clearing any debris that falls from trees onto lawns, graves, shrubberies, memorial borders, rose beds and flower beds following gales and storms.

B.17.6 Leaf clearance

B.17.6.1 General

The Contractor is responsible for clearing fallen leaves from the entire area marked on the plans including, paths and paved areas or other hard surfaces. All such areas shall be swept and cleared away at least every 2 weeks from 1st September - 15 December each year, to ensure that all fallen leaves have been collected and removed from site by Christmas each year.

Heaps of leaves shall be cleared on the same day that they are collected and not left on site other than in the approved tip/skip.

Where leaves are bagged, these shall be stacked neatly in a position to be agreed with an A.O. prior to removal from site at the end of each day.

B.17.6.2 Restrictions

The burning or burying of leaves or any materials on site is not allowed.

The Contractor will remove leaves without damage to grass, plants or other features.

If, due to inclement weather, eg. persistent rain fall, snow and ice, complete clearance of leaves cannot occur, this task shall be temporarily suspended until ground conditions improve. Similarly, clearance will cease if the weather conditions would lead to damage to grass, bedding areas etc. from any equipment being used. In such circumstances work shall cease on the instruction of an A.O.

B.18 Maintenance of Wooden Benches

At Mill Hill Dutch plot there are two large hardwood traditional style park benches. At East Finchley there is one wooden bench. The Contractor shall annually in the period January to end of February allow for thorough
renovation and maintenance thereof. The Contractor shall carry out the following works in situ -

The works shall comprise:-

a) Thorough removal of all lichen, moss or other debris attached to the timber slats by scrubbing using a bristle brush and mild non-bleaching detergent or dry wire brush

b) Wipe over all timber with soft cloth and adequate amount of white spirit to remove all dust and dirt.

c) Thoroughly and completely apply two even coats of Danish oil to all surfaces of the timber.

The benches shall remain out of use by the public for a period of one week after the application of Danish oil, and if necessary an explanatory notice and tape shall be affixed to the benches to prevent the public from soiling clothing by sitting on a bench which may not be thoroughly dried off.

Replacement of damaged timber in benches. The Contractor shall report immediately to the A.O. where repairs may be found necessary who shall then arrange for the repair of such items.

The use of any type of varnish or polyurethane coating is specifically excluded for this work.
APPENDIX A

Cemetery Regulations

The version of the Cemetery Regulations provided here is the latest re-draft which will be approved, (or a version with only very minor further amendments), and signed by the Chief Executive before the Commencement Date.
The City Council welcomes all visitors to its cemeteries, but please respect the peace, dignity and reverence of the facilities.

March 2006
Section A. GENERAL INFORMATION

1. The Cemeteries are managed and operated in accordance with the Local Authorities’ Cemeteries Order 1977, as amended by the Local Authorities’(Amendment) Order 1986 and such other regulations as may be made by the Secretary of State for the Home Office. These regulations have been designed and formulated for the control and use of the cemeteries in the ownership of Westminster City Council situated at ;- 

   Hanwell Cemetery, 38 Uxbridge Road, London W7 3PP.
   Mill Hill Cemetery, Milespit Hill, London NW7 2RR.
   East Finchley Cemetery, East End Road, London N2 ORZ

2. Cemetery Office

   The cemeteries are administered from an office where all records, registers and plans are held, which is situated at:

   Hanwell Cemetery (AKA City of Westminster Cemetery)
   38 Uxbridge Road
   Hanwell
   London W7 3PP

   Telephone  020 8567 0913
   Fax        020 8579 1750

   The office is open from Monday to Friday (excluding public holidays) from 9.30am to 4.30pm. No business is transacted at the City Council's Cemeteries outside these hours or on Saturdays, Sundays and the usual public holidays.

3. Cemetery Opening Times

   The cemeteries are open to the public at the following times:

   Monday to Friday          8.30am to 4.30pm  Nov to Feb inclusive
                              8.30am to 6.00pm  March to October

   Saturday, Sundays         11.00am to 4.00pm  Nov to Feb inclusive
   and Public Holidays       11.00am to 6.00pm  March to October

   Cemetery chapels are only opened for funeral services, or by appointment.

4. Children under 15 years of age, will not be permitted to enter the cemeteries unless accompanied and supervised at all times by a responsible adult. Children shall not be permitted to walk over or between memorials. School children (of any age) on weekdays may only enter the cemetery by prior agreement and only under the care and supervision of an adequate number of responsible teachers.
5. **Safety of Memorials**

All visitors to the cemeteries are advised that any memorial can become unstable due to erosion by weather or soil movement. Do not touch, walk over, upon or between older style memorials in particular, and alert others that memorials can topple without warning. If in doubt contact the Cemetery Manager for assistance, before approaching any grave or memorial.

6. **Dogs shall not be permitted in the cemeteries. (Except in the case of a guide dog for a blind person).**

7. **Skateboarding, rollerblading, sunbathing, picnicking and the playing of any radio or other musical device (except where music is played as part of a service of committal at the graveside) are deemed to be inappropriate activities within a Cemetery and are not permitted at any time.**

8. **Cycling is not permitted in the cemeteries.**

9. **Vehicles**

Drivers shall not exceed the speed limit of 5mph. Vehicles must only be driven on the main roads/carriageways. On no account may vehicles be driven on footpaths, grass areas, or planted areas.

All vehicles must be neatly parked, to allow access to other vehicles. Visitors must not park or remain in the vicinity of any staff undertaking grass strimming operations. Otherwise, vehicles may be parked on any of the main roads or carriageways within the cemeteries unless otherwise directed by cemetery staff.

The City Council will not accept any responsibility for loss from or damage to any vehicle brought into the cemeteries, howsoever caused.

10. The City Council shall not be held responsible for the safe keeping of any wreaths, flowers, plants or any other objects placed in the cemeteries nor for any damage caused to memorials, monuments and mausoleums by high winds or storms, or other factor outside their control. Grave owners are respectfully reminded that they may wish to consider insuring their memorial against such loss.

11. All persons visiting the cemeteries shall conform in all respects with the Cemetery Regulations and shall be subject to the orders of the Cemetery Manager and authorised staff who on behalf of the City Council shall have full power to exclude from the cemeteries any member of the public who, in their discretion, they may think fit to exclude. Should it become necessary the police will be summoned for assistance.

The Cemetery Manager and authorised staff, on behalf of the City Council is empowered to take such action as he/she may consider appropriate against any person who may

a) *Commit any nuisance in the cemeteries,*  
b) *Wilfully create any disturbance in the cemeteries,*  
c) *Wilfully interfere with any burial taking place,*
d) Wilfully interfere with any grave or memorial or any plants, flowers or other such objects placed in the cemeteries.

e) Play at any game or sport in the cemeteries.

(Article 18(1) Local Authorities Cemeteries Order 1977)

12. No person not being an officer or servant of the City Council or another person so authorised by or on behalf of the City Council shall enter or remain in the cemeteries at any hour when it is closed to the public.

(Article 18(2) Local Authorities Cemeteries Order 1977)

13. The taking of commercial photographs and filming (including video recording) is not permitted in the cemeteries except with the prior written permission of the City Council, and subject to receipt of the appropriate fee.

14. The City Council reserves the right to close any cemetery on any day should it be considered that circumstances so warrant.

15. The City Council reserves the right to remove any tree, shrub, floral tribute, wreath or other plant from a grave when it deems that, these items have died or become unsightly, or that such removal is necessary. All containers, floral bases, floral name blocks, and cards etc shall be disposed of in such a manner as the City Council shall deem fit.

16. The placing of metal, plastic, wooden or chain fences or brick or other kerbs around a grave is not permitted and may be removed without prior notice.

17. Wooden crosses or any cross not made from stone will be permitted to be erected only for a period not exceeding 12 months from the date of interment. All non stone crosses are permitted for this period only on the strict understanding that they remain as a temporary grave marker only, pending the erecting of a permanent stone memorial.

All wooden crosses shall be of hard wood not more than 75cm (2'6") tall bearing an engraved brass plaque not exceeding 20 cm (8 inches) square.

The City Council reserves the right to remove any wooden or non stone cross from any grave space after the 12 month period has elapsed.

18. Grave sizes

<table>
<thead>
<tr>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard grave</td>
<td>195 x 75cm</td>
</tr>
<tr>
<td>Larger than standard</td>
<td>270 x 120cm or 270 x 195cm</td>
</tr>
<tr>
<td>Cremated remains grave</td>
<td>60 x 60cm</td>
</tr>
<tr>
<td>Amalgamated double grave</td>
<td>195 x 195cm</td>
</tr>
</tbody>
</table>

Purchasers of Exclusive Rights of Burial or other rights own such rights for the area of the grave initially purchased. No person will be permitted to cultivate, plant or place any memorial upon any ground which is outside of the boundary of their particular grave space.
Where headstones only are permitted flowers may only be cultivated in or placed upon the memorial border, leaving the full length of the grave to be covered with turf.

Any plants, memorials or the like placed outside of the boundary of any grave space will be removed without notice.

19. The City Council will remove and dispose of glass jars and vases or any other object considered a hazard to public safety, from any grave space without notice.

20. The planting and maintenance of the grave is the responsibility of the grave owner and the Council does not undertake any work, except for agreements existing before September 1965.

21. Although originally established as Christian Burial Ground, the City Council’s cemeteries are available for all religions, faith or belief and for those of no particular religion, faith or belief.


No demonstration public meeting or gathering of any kind shall be held within any cemetery, nor any religious service, other than the service at the time of the interment, without the prior consent of the City Council.

23. Searches of records and registers.

Visitors to the Cemetery office at Hanwell only, may at all reasonable times view the cemetery registers and records free of charge. To avoid disappointment it is advisable to make appointments at the Cemetery office.

The City Council charge for searches made on behalf of the public.

No refunds will be made for unsuccessful searches.

24. No person shall drop, throw, or otherwise deposit and leave in any cemetery any wastepaper or refuse of any kind, except in the litter bins provided. Household waste or waste material not generated in the Cemeteries must not be placed in the litter bins. Members of the public may not use or deposit anything in any skip within any cemetery at any time.

25. No person at any time may lie about or lie upon any seat, bench, lawn, turf area, memorial, memorial foundation, kerb, path or road in any Cemetery.

26. No person shall enter or remain within any cemetery whilst under the influence of alcohol. Any such person shall be required to leave the cemetery immediately upon the request of the Cemetery Manager and authorised staff on behalf of the City Council.

27. The City Council may amend any of the Regulations at any time, and may waive any of the Regulations in exceptional circumstances. The City Council may impose temporary restrictions on any matters not specifically covered by these Regulations.
28. The City Council's ruling on these Regulations shall be final.

Section B. REGULATIONS RELATING TO INTERMENTS

1. At least 48 hours notice is required of an intended interment. Saturdays, Sundays and Public Holidays are excluded from the period of notice. This notice period may be reduced where the City Council deems that the circumstances are exceptional.

2. The hours prescribed for interments are from 10.00am to 3.00pm Mondays to Fridays excluding Public Holidays. In the winter, the last interment may, at the discretion of the City Council, have to be earlier than 3pm.

In exceptional circumstances funeral services may, at the discretion of the City Council, be permitted outside these hours. Fees upon application.

3. No grave or other place of burial in which the Exclusive Right of Burial has been granted shall be opened for further interment without the written consent of the registered owner of the rights of burial (Article 10(6) Local Authorities Cemeteries Order 1977), and by completing the City Council’s notice of interment form.

Should the registered owner be deceased the next of kin, personal representative or executor must complete the indemnity printed on the notice of interment form.

Such notice of interment and indemnity, (together with a completed notice of transfer of exclusive right of burial form (where appropriate)), must be delivered to the Cemetery Office no less than 48 hours (excluding Saturdays, Sundays and Public Holidays) before the time that the interment is due to take place. Failure to deliver the necessary documentation will result in postponement of the funeral.

4. The Registrar’s certificate of disposal or the Coroner’s order for burial must be delivered to the Cemetery Manager before the interment can legally take place. Failure to deliver such certificate will result in postponement of the funeral until such time as the certificate is produced. (Section 1, Births and Deaths Registration Act 1926 and amendment).

5. All fees relating to interments should be made payable to the ‘City of Westminster’ and delivered to the Cemetery Office on or before the date of the interment.

6. Higher fees will be charged should the deceased person or proposed grave owner not be a resident of the City of Westminster. (See Section C 10 of these Regulations)

7. The gross outside dimensions of the coffin must be entered accurately on the notice of interment. Additional fees will be charged for the digging of oversize graves.

The City Council shall not be held liable for any delay or accident which may occur as a result of such dimensions being omitted from or incorrectly entered on the notice of interment.
8. The time appointed for an interment will be that at which the funeral cortege is to arrive at the entrance gate of the cemetery. The Funeral Director or person in charge of the funeral arriving after the appointed time must act under the direction of the City Council or its authorised representative as to when the funeral service may proceed.

9. The Cemetery Manager and authorised staff on behalf of the City Council is authorised to refuse entry into the cemetery chapels any coffin which in his opinion may be a hazard to public health. *Public Health (Control of Disease) Act 1984.*

10. The Funeral Director shall be responsible for the attendance of a Minister of Religion and responsible for any fees payable directly to such person and must provide sufficient Bearers to convey the coffin into and out of the chapel and for the lowering of the coffin into the grave.

11. All bodies of deceased persons brought to the cemeteries for interments must be contained in a coffin or shroud.

Coffins constructed of cardboard, or other reconstituted materials may be permitted, subject to the Funeral Director taking full responsibility for the consequences of and use of such unconventional materials.

Except for interments where bodies of deceased persons are contained in a shroud, uncoffined interments are not permitted.

12. Coffins interred in existing vaults or walled graves will be embedded in concrete and covered with a layer not less than 6 inches in thickness. (*Part 1 of Schedule 2 of the Local Authorities Cemeteries Order 1977*).

13. All graves, without exception, will be dug by persons employed or contracted by the City Council.

14. The City Council or its servants will not be held responsible for any error or consequences which may arise by reason of any inaccuracy in or late receipt of a notice of interment and will accept orders and instructions by telephone only at the risk of the sender.

15. *All telephone or faxed orders must be confirmed in writing immediately.*

16. *In exceptional circumstances open coffins may be permitted during chapel services, but all lids must be re-fixed and securely screwed down by the Funeral Director prior to leaving the Chapel.*

17. **Exhumation**

No human remains will be removed from any grave after committal without the express consent of the City Council and the proper authority by way of Home Office licence, Bishops Faculty or both. *(Section 25, Burial Act 1857).*

In the first instance a request for exhumation should be made to the Cemetery Manager before any application for licence or faculty is made. The Cemetery
Manager will seek the approval of the City Council before any such request for exhumation is granted.

Exhumation will be carried out in strict accordance with the above statutory provisions and any conditions imposed by the Secretary of State for the Home Office or the Ecclesiastical Court.

Nothing in these Regulations should be construed as authorising the disturbance of human remains without the proper authority.

Human remains mentioned within these Regulations is deemed to include cremated remains.

18. **Cremated Remains**

The interment of cremated remains will only be permitted (and recorded in the registers) when carried out in the presence of the Cemetery Manager and only after the necessary documentation has been completed. The scattering or strewing of cremated remains is not permitted on any grave space or anywhere within any cemetery.

All containers for the interment of cremated remains shall be constructed of biodegradable materials only.

19. The Certificate for Disposal of Cremated Remains issued by the crematorium at which the cremation took place must be delivered to the Cemetery Office before the interment can take place.

Failure to deliver such Certificate will result in postponement of the interment until such time as the Certificate is produced.

20. **Section B 3 of these Regulations** also applies to cremated remains graves.

**Section C. PURCHASE OF NEW GRAVES**

1. The Exclusive Right of Burial in a private grave is currently granted for a period of 75 years from the date of purchase. The Council may from time to time extend the period of any grant (subject, if it is thought fit, to any modifications of its terms or conditions) for up to 100 years from the date on which the extension is granted. Such an extension will be subject to the payment of such fee as is published by the Council at that time.

Grantees must immediately advise the cemetery office should they change their address.

2. The Exclusive Right of Burial in a private grave space may be reserved on payment of the appropriate fees and supplements. Where reserved grave Rights are purchased back by the City Council, the supplement fee is forfeited. The calculation of the sum to be paid by the City Council shall be the fee paid at time of purchase. No refund will be made where the Exclusive Right of Burial has lapsed or will lapse before the expiration of ten years.
3. The selection of grave spaces is subject to the approval of the City Council, and may only be in areas immediately alongside a previous space in which an interment has taken place.

4. No new mausoleums, vaults or bricked graves will be permitted to be constructed.

5. Any assignment or transfer of burial rights must be immediately notified to the cemetery office so that particulars can be entered in the appropriate register. Forms giving notice of assignment or transfer of burial rights are obtainable from the Cemetery Office and must be completed and submitted with the appropriate fee.

6. No person will be permitted to purchase the Exclusive Right of Burial in more than two separate graves without the written permission of the City Council.

7. Application for purchase of a new grave must be made using the appropriate section on the notice of interment form.

8. Exclusive Rights of Burial will not be granted to a Funeral Director or Monumental Mason or any employee, Director or partner in such a firm unless satisfactory evidence is provided to the Cemetery Manager that the grave is required for private use only and not for the purpose of business.

9. The City Council reserves the right of access over all grave spaces and the right to temporarily remove without notice any memorial or potted plantings from any grave to facilitate the digging of any adjacent grave for purposes of interment.

10. Reduced fees for some cemetery services shall apply to all bona fide residents of the City of Westminster.

To qualify the grantee or deceased shall at the time of purchasing the grant be registered on the electoral roll, or be able to produce evidence that they have been a resident of the City of Westminster for a continuous period of 10 years, and for those who have moved away the resident’s fee shall also apply providing they had been resident for 10 years and that they had not moved away for more than 5 years prior to the death of the deceased. If such proof cannot be provided by the date of interment the full fee shall be payable immediately pending further investigations.

Where a grave is purchased at the discounted rate by a bona fide resident of the City of Westminster, the Grantee shall not be permitted to transfer the Burial Rights to a third party for at least 12 months after the date of the first interment.

**Cremated Remains Graves**

11. Grave spaces measuring 60 x 60cms intended for the interment of cremated remains only are available within the cemeteries.

12. The rules and regulations pertaining to purchase of Exclusive Right of Burial in such graves are the same as those for standard and larger than standard size graves.
13. In these Regulations the term ‘any grave space’ is deemed to include cremated remains graves.

A maximum of four interments is permitted in each cremated remains grave.

14. **Common Graves. (Non-private graves)**

A public (common) or non-private grave is a grave in which no exclusive Right of Burial has, or will be, granted by the City Council and in which unrelated persons may be interred.

No deed of Grant or exclusive use of common graves will be granted by the City Council, the right of burial in common graves being vested in the City Council, and the City Council reserve all surface rights over common graves. Thus there is no right to erect a memorial upon a common grave. However upon application, and subject to the consent of the City Council a single reduced sized headstone per interment only may be permitted, subject to conditions as printed upon the form of application.

Such monument/memorial does not in itself confer any rights and remains at the pleasure of the City Council.

Exhumation from a Public Grave is only permitted in very exceptional circumstances or upon the direction of the Coroner.

**Section D. MEMORIAL REGULATIONS**

**General Rules**

1. Memorials will only be permitted to be erected over graves in which the Exclusive Right of Burial has been purchased, and in accordance with these Regulations.

2. No memorial, tablet, plaque, unattached corner post/urn, or stone vase will be permitted to be erected on any grave without the prior approval of the City Council.

Application for approval of memorials and permission to erect must be made on the City Councils Memorial Application form, which is available at the Cemetery Office. Such form shall be signed by the Monumental Mason and grantee. All these persons are advised to seek approval for and permission to erect a memorial before commencing its manufacture, as any losses incurred by way of the City Councils disapproval for any memorial will be the responsibility of the Monumental Mason or grave owner.

All inscriptions shall be submitted to the Cemetery Office for approval and where forthcoming a permit will be issued subject to the payment of the appropriate fee.

An inscription for a person not interred in the grave shall only be permitted providing that the inscription makes that clear.

Completed applications for all approvals must be signed by the registered owner of the Right of Burial in the grave and submitted to the Cemetery Office together with the appropriate fee.
The Council does not accept any responsibility for any memorial or part thereof brought into the cemetery.

A permit is required for all work to memorials whether or not a fee is chargeable.

The City Council respectfully advises that grantees obtain several quotations for any work in relation to any memorial as prices can vary considerably.

3. Should the registered owner of a burial right be deceased, the transfer of burial rights must be arranged and notified to the cemetery office so that particulars can be entered in the appropriate register. Until that has been done it will not be possible to grant approval for works to any memorial. Forms giving notice of transfer of burial rights are available at the Cemetery Office and must be completed and submitted with the appropriate fee.

4. The City Council reserves the right to remove any unauthorised memorials from the cemeteries and to recover any cost incurred by so doing from the person to whose order the memorial was placed. *(Article 14(a) Local Authorities Cemeteries Order 1977).*

5. All memorials erected in cemeteries are maintained at the expense of the owner of the Right of Burial in the particular grave. Where memorials split, crack or in any way become unstable the grave owner shall be required to have the memorial repaired, re-fixed and realigned in the fully upright position so as to ensure that it is safe at all times and does not pose any kind of risk to other people using the cemetery.

6. The City Council reserves the right without notice to:
   (i) remove or make safe any memorial which in their opinion is a danger or could become a danger to any person in the cemeteries.
   (ii) To remove temporarily any memorial or part of the memorial if such a course of action appears to the Cemetery Manager to be desirable.
   (iii) to recover all reasonable costs in making any memorial safe from the grantee or their representative.

7. Bath, Mansfield, Ancaster, Portland, or other soft stone, timber, plastic, glass or any metal (other than dowels) will not be permitted to be used in the construction of any memorial.

   The use of, chippings, paving, brick paviours, timber, concrete, wire or plastic surrounds of any type or materials, rockery and edging materials is prohibited. The City Council reserves the right to remove without prior notice, any such prohibited item placed on or around a grave.

8. All memorials shall be supplied fixed and inscribed in accordance with the current code of practice as issued by the National Association of Memorial Masons, who may be requested to act as an independent arbiter in cases of dispute between the grantee and the City Council.

9. The number of the grave and section shall be inscribed in characters of not less than 25mm in height, to match the main inscription, in the middle of the back of headstones. Full kerbed memorials must also have the grave number inscribed
on the left hand side of the front face of the foot kerbs. Trade names may be inscribed on any monument, on the back of headstones or for other memorials in a location to be approved by the City Council in characters of not more than 15mm in height, to match the main inscription.

10. Headstones, kerbs, corner posts and the like must be securely fixed by use of cementing, cramping, joggles or galvanised dowels, of adequate size and quantity. There must be at least 2 dowels for each doweled joint. Any inscribed vase/urn, tablet/statue, candle holder or candle box must be fixed securely to the memorial/grave space, in a way that does not pose a hazard to visitors or staff and to deter theft. Such items shall not be made of glass or have any glass components within them. Items made of ceramic, porcelain, terra cotta or any fragile material(s) are placed on a grave entirely at the risk of the donor, and must also be fixed to the main memorial as described above.

The City Council reserves the right to specify such other system of secure fixing of memorials as it considers appropriate and approves in writing from time to time.

11. Memorial Masons will be permitted entry to the cemeteries between the hours of 9.00am and 4.30pm from Monday to Friday. No memorial work will be allowed to take place on Saturdays, Sundays or Public Holidays.

12. All materials and equipment shall be conveyed in the cemetery in such a manner as to prevent damage to walks, paths, roads, overhanging trees or turfed areas and all soil or waste materials of any origin generated by such work shall be removed in a like manner. Vehicles may only be driven on tarmacadam roads/paths of adequate width to accommodate the vehicle. Memorial Masons must provide all tools and equipment required for their purpose and execute their work in one continuous operation leaving the area including any/all affected adjacent graves and memorials in a clean and tidy condition. No vehicle may be parked in such a manner as to hinder or impede traffic flow within the cemetery.

The City Council reserves the right to inspect/supervise works in progress to ensure compliance with permits issued and these Regulations, and to require such work to cease upon such instruction from the Cemetery Manager where he deems such action to be necessary. Memorials Masons must have their permit to carry out work with them, and may be asked to produce it to any authorised officer of the City Council or its contractors. Failure to produce a permit will result in the Mason being required to leave the cemetery immediately.

13. No memorial should be erected until at least 1 year after the interment.

During the first 12 months after an interment the grave will be mounded up regularly to deal with settlement of the backfill. Potted plants and cut flowers only should be placed on the grave during the first 12 months so that they can be removed temporarily to allow additional soil to be placed upon the grave space.

14. The grantee is required to instruct their memorial mason to carefully erect/install any memorial so that it shall be in line with adjacent memorials in the row, usually measured at the head.

The grantee is required to meet any additional costs charged by their memorial mason or the City Council to realign wrongly positioned memorials to ensure that
all memorials are finally correctly located upon the grave space and in line. If necessary the memorial mason shall make an appointment to meet the Cemetery Manager on site to ensure the correct positioning of the memorial.

The City Council reserves the right to adjust the position of any memorial, without prior notice, to ensure that all memorials are accurately located and in line.

15. Maintenance and upkeep.

After an interment has taken place in a private grave and a reasonable time has elapsed for the natural subsidence of the earth used to fill the grave, the owner of the Exclusive Right of Burial shall, in accordance with the Local Authorities Cemeteries Order 1977, cause the surface of the grave to be levelled and properly covered with fresh turf, except for any grave covered by any monument or memorial. (Note ; Schedule 2 Part 1 Paragraph 7 of the Order).

It is the responsibility of the grave owner to keep the grave space free from weeds and in a tidy condition. In default the City Council reserves the right to level and turf the grave.

Grass cutting and relevant maintenance activities will be carried out by the City Council at a frequency primarily determined by weather conditions. Any grave which in the opinion of the City Council, or its approved representative, has not been recently, tended or maintained, and where weeds or grass predominate may be brought into regular maintenance (grass cutting/strimming) at any time, and the City Council shall not be responsible for damage to items or plants concealed in undergrowth upon the grave space.


A donation for a memorial bench may be made to the City Council whereupon the City Council will arrange for the purchase of a bench. Memorial benches will be located on a road footpath or other position to be agreed with the City Council. Memorial benches will not be permitted to be positioned next to, near, upon or alongside any grave. The donated bench remains the property of the City Council who will maintain and repair it. If at any time it is necessary to re-site the bench the City Council may at their discretion relocate the bench elsewhere in the cemetery. However the City Council will endeavour to inform the donor in writing at their last known address and so far as it is practicable will re-site in a position that is mutually agreed. Where agreement cannot be reached the City Council's decision is final.

The acceptance of donations for a memorial bench is entirely at the discretion of the City Council.

Section E. DIMENSIONS OF MEMORIALS

The City Council encourages variety of design and artistic creativity in memorials. But having responsibility for ensuring that the Cemeteries are safe places in which to both work and visit, a strict limit has been placed on the dimensions of new memorials.
Grantees are advised to have their designs submitted for approval prior to paying for any proposed work as the City Council will not accept any responsibility for any costs arising out of any refusal to grant permission.

The following information relates to minimum and maximum dimensions. The City Council reserve the right to refuse the application, or require the design to be amended if health and safety requirements are not met.

All heights are measured from ground level. Where a solid landing is placed on top of the ground surface and not dug in, the thickness of the landing must be taken into consideration when calculating the height of the memorial. Any memorial of which any part is found to exceed the overall height specified below will be required to be reduced in height to that specified and, if not done, will be removed from the grave at the Grantee's expense.

Certain areas of the Cemeteries are traditional lawn areas where only headstones are allowed and kerbs are not permitted.

1. **Standard Sized Graves:**

**Headstones:**

The maximum dimensions of any headstone are:

- 75 cms in width
- 90 cms in height *(measured from ground level where a landing is provided for a full kerbed memorial 10cm thick, the total height of a headstone may be 100cm from ground level, that is 90 cm for the headstone and 10cm for the landing. See below Kerb Sets. Where a bearer is used for headstones only, the total height of a headstone shall be 90cm above ground level and the bearer sunk in the ground. See below Dimension of bearers for headstones.)*

  and no less than 7.5 cms in thickness

Where a base is incorporated, this must not exceed 75 cms in width and 36 cms from front to back.

**Method of fixing headstones without bases:**

Headstones without bases must be fixed by means of a concrete or hard stone shoe measuring 75 cms in width, 25 cms in depth and 25 cms from front to back, sunk into the ground so that the depth of that part of the headstone below ground is at least 25% of the overall height above ground.

**Dimension of bearers for headstones:**

Headstones with bases must be fixed to a bearer of hard stone or reinforced concrete with dimensions of 90 cms in width, 45 cms from front to back, and no less than 7.5 cms in thickness. The bearer must be sunk into the ground so that its top surface is flush with the surrounding ground level.
Kerb sets:

Where a kerbed memorial is installed, the maximum dimensions of any headstone incorporated may be 100cm in height where the landing is not sunk into the ground (as is common practice) but resting at ground level is 10cm above the ground.

Kerbed memorials must be fixed to a solid reinforced concrete landing with dimensions of 75 cms in width, 195 cms in length, and no less than 10 cms in thickness and the overall size of the kerb sets must not exceed this dimension.

The maximum dimensions of any kerb are:

10 cms in width
25 cms in height (measured from ground level to include any landings they are fixed to).

Corner posts, if incorporated and whether or not containing vases, shall not exceed 30 cms in height (measured from ground level) to include any landing they are fixed to.

All other components incorporated into the design of a kerbed memorial or added afterwards, such as corner posts, vases, sloping tablets, candle boxes etc shall be allowed at the discretion of the City Council, and shall not exceed 50 cms in height (measured from ground level which shall include any landing they are fixed to).

2. Larger than standard sized graves

For larger than standard sized graves which are in a Class One position, the following regulations apply to kerbed memorials:

Headstone on a kerb set:

Headstones incorporated into a kerb set may be up to 90 cms in height (measured from ground level to include any landing the kerbs are fixed to).

Kerb sets:

Kerbs may be up to 15 cms in width and 25 cms in height (measured from ground level to include any landings they are fixed to).

The length and width of the kerb set is determined by the dimensions of the particular grave space, but must be fixed to a solid reinforced concrete landing of sufficient thickness to support the proposed memorial, but in any case no less than 12.5 cms thick.

All other components must comply with the dimensions stated in Section E 1 of these Regulations.

3. Plaques

Certain areas of the cemetery are designated as modern lawn areas. In these areas, the only form of memorial allowable is a bronze or granite plaque measuring 60 cms by 30 cms, fixed to a concrete block of the same dimensions. The total thickness of plaque and block is to be 10 cms. This must be set into the ground so that the top surface is
level with the adjoining turf and in such a fashion that will allow a mower to pass over without hindrance or damage. Such plaques are installed at the entire risk of the grantee.

No vase, container, wreath or potted plant shall be permitted to be placed upon the plaque or grave space. The grave space must remain fully turfed at all times except following an interment.

4. Cremated Remains Graves

Memorials must be installed upon a bearer of hard stone or reinforced concrete of the same dimensions as the memorial base but shall not exceed dimensions of 60 cms in width, 60 cms from front to back. The bearer shall not be less than 5 cms in thickness. The bearer must be sunk into the ground so that its top surface is flush with the surrounding ground level.

The memorial may take the form of a headstone or a sloping tablet 5 cms in thickness with or without a memorial base. The maximum width of a memorial without a memorial base is 45 cms and the maximum height 45 cms (measured from ground level). Bases and sloping tablets may not exceed 45 cms from front to back.

5. Additional Work

Where a headstone has no further room for an additional inscription, an additional plaque or tablet may be allowed to be fixed in front of an existing headstone within the grave space. Permission will only be granted at the discretion of the City Council after the Health and Safety implications and maintenance requirements of the area for such an installation have been properly considered.

Date of Operation

These Regulations shall come into force on and from 20th March 2006 and all previous Cemetery Regulations made by the Council of the City of Westminster are hereby revoked.

P. ROGERS,
Chief Executive
Westminster City Council
Westminster City Hall
64 Victoria Street
London SW1E 6QP
APPENDIX B

Maps of City of Westminster Cemeteries

And

Site plans for Commonwealth War Grave Plots
APPENDIX C

Sample of forms used in Cemetery Office
NOTICE OF TRANSFER OF EXCLUSIVE RIGHT OF BURIAL

To:-

City of Westminster
The Cemetery Office
Hanwell Cemetery
38 Uxbridge Road
London W7 3PP

I (full name)………………………………………………………………………………………………
of (full address)……………………………………………………………………………………………..
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Hereby notify you that

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AND I now request you to record the particulars of the transfer of the exclusive right of burial to me in the register of such rights maintained by you.

I undertake to comply with all the conditions of the original grant including those relating to the maintenance of the grave space and in particular the maintenance of any memorial placed on the grave.

I enclose my cheque of £……………….. payable to the City of Westminster as the notification fee together with the following documentation in support of the transfer of the exclusive right of burial:

Original or copy grant of exclusive right of burial or
Statutory Declaration as to loss of grant and Indemnity Agreement*
Original Grant of Probate/ Letter of Administration*
Assent of Executor or Administrator*
Statutory Declaration*
Form of Renunciation*

Signed…………………………………………. Date…………………………..

* (delete as appropriate)

Please note that we cannot register a transfer of rights to any grave unless the current fee has been paid and supporting documentation has been provided (see Notes)
NOTICE OF ASSIGNMENT OF EXCLUSIVE RIGHT OF BURIAL

To:-

City of Westminster
The Cemetery Office
Hanwell Cemetery
38 Uxbridge Road
London W7 3PP

I (full name)………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………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ASSIGNMENT OF EXCLUSIVE RIGHT OF BURIAL

Please read notes before completing this form

I (full name of assignor) ……………………………………………………………………………………………………………..

Of (full address) …………………………………………………………………………………………………………………...

In consideration of the sum of £……………………………………………………………………………………………..

Paid to me by ………………………………………………………………………………………………………………………

Now assign unto the said ……………………………………………………………………………………………………………

(full name of assignee) the exclusive right of burial in grave (or vault) in the City of Westminster Cemetery at Hanwell/East Finchley/Mill Hill* and numbered…………………………… on the plan of the cemetery made under the [Burial Acts 1852 to 1906 or Cemeteries Clauses Act 1847 or Local Authorities' Cemeteries Order 1974 or Local Authorities' Cemeteries Order 1977 *] which was granted to me by ………………………………………………………………………………………………………………… Council by a deed of grant dated the ……..……... day of ……………….……, and all my estate title and interest therein, including the right of placing a memorial thereon of the nature and in the position approved by ……………………………… Council TO HOLD the same unto the said ………………………………………………………………………………………………………………… (name of assignee) [in perpetuity / for the remainder of the period of the original grant*] subject to the conditions on which I held the same immediately before the execution hereof.

Note; The assignor may require that the assignee provide an indemnity. See notes for details.

It is hereby certified that the transaction hereby effected does not form part of a larger transaction or of a series of transactions in respect of which the amount or value or the aggregate amount or value of the consideration exceeds £120,000.

In witness whereof I have hereunto set my hand as a deed this ………………day of ……………….……,20…….

Signed as a deed by the said ……………………………………………………………………………………………………………………..(assignor signature)
………………………………………………………………………………………………………………………………………………………..(assignor name)

in the presence of -

Witness full name …………………………………………………………………………………………………………………
Witness signature …………………………………………………………………………………………………………………
Witness Address …………………………………………………………………………………………………………………
Witness Occupation………………………………………………………………………………………………………………

*Delete as applicable

*the Act or Order mentioned should be the one mentioned in the original grant.

Note – if assignor requires assignee to provide indemnity, the assignee will also need to sign.
Notes on the use of this form

The Local Authorities Cemeteries Order 1977, Schedule 2, Part II. Paragraph 3, allows for the assignment (by deed) or bequeath (by will) of the Exclusive Rights of Burial in a grave, and these changes will be recorded by the Burial Authority (City of Westminster), subject to such investigation as is thought proper.

It is for the assignee to notify the Burial Authority of the assignment of the Exclusive Right of Burial by an official written notification which should be accompanied by the original Grant and a copy of the assignment/Grant of Probate and assent. A standard form of notification is available from the Cemetery Office.

It is for the assignor/assignee to provide the assignment, and the form herewith is only offered by way of assistance. However you are advised to seek legal advice on the suitability/acceptability of the said form before it is signed and sent to the Cemetery Office.

In particular the assignor should be aware that in spite of assigning the Rights of Burial for a particular grave to another person the obligation to maintain the grave space and to keep in repair any memorial, which is contractual in nature, will remain with the original grantee in accordance with the terms of the original deed of Grant.

In the above circumstances an assignor may wish to seek an indemnity from the assignee (the intended new owner of the Burial Rights).

If the form herewith is utilised for the purpose of the assignment of Burial Rights it shall be on the clear understanding that the City Council does not accept any responsibility for the format of the document. As described above there are legal implications in the use of this form and thus any assignor/assignee is advised to seek legal advice on this matter before proceeding with the use of this form.

IF YOU DO NOT UNDERSTAND THE IMPLICATIONS OF THE USE OF THIS FORM YOU ARE STRONGLY ADVISED TO TAKE IT TO YOUR SOLICITOR OR LEGAL ADVISOR.
STATUTORY DECLARATION OF LOSS OF GRANT OF EXCLUSIVE RIGHT OF BURIAL

I (name of declarant) ........................................................................................................................................
Of(address) ........................................................................................................................................................
........................................................................................................................................................................
do solemnly and sincerely declare:

That I am the person entitled to exercise the exclusive right of burial in the grave [numbered………………………………………………….or (other description)] in the City of Westminster Cemetery at Hanwell/East Finchley/ Mill Hill*

That notwithstanding an exhaustive search for the [document or deed] containing the grant of this right and made out in (my name or the name of………………………………
amongst all the papers in my possession or custody this [document or deed] has not been found and I verily believe that it has been lost

AND I make this declaration conscientiously believing the same to be true and by virtue of the Statutory Declarations Act 1835.

Declared at

This ...............day of........................................

(signature of declarant)

Before me

(signature of Commissioner for Oaths/ solicitor)

Commissioner for Oaths/ Solicitor

* (delete as appropriate)
INDEMNITY AGREEMENT FOLLOWING LOSS OF GRANT OF EXCLUSIVE RIGHT OF BURIAL

THIS AGREEMENT is made the ...........day of .......... .......................... BETWEEN

(1) .................................................................................. (“the Claimant”)
of(address)...........................................................................................................

and

(2) Westminster City Council as the burial authority (“ the Council”)

WHEREAS

(1) The Claimant has made a statutory declaration dated the .........................day of .................. declaring himself to be the person entitled to exercise the right of burial in the grave [numbered......................... or (other description)] in the City of Westminster Cemetery at Hanwell/East Finchley/Mill Hill*

(2) The Council following that declaration is willing to allow the Claimant to exercise those rights subject to his entering into this agreement

NOW THEREFORE the Claimant agrees that in consideration of him and his successors in title being allowed to exercise the right of burial in the grave mentioned above he and his successors will indemnify the Council against all claims, demands charges costs expenses actions liability or losses which the Council may suffer by reason of exercise of the right.

As Witness whereof I have hereunto set my hand this ..................day of ............................................................

(Signature of Claimant)........................................................................................................

Witness signature ..................................................................................................................
Witness full name ..................................................................................................................
Witness address .....................................................................................................................
Witness occupation ..............................................................................................................

*(delete as appropriate)

( NOTE – This indemnity is to be used in conjunction with the statutory declaration of loss of grant of exclusive right of burial)
ASSENT OF EXECUTOR OR ADMINISTRATOR

Please read notes before completing this form

I/ We (full names of executor/administrator) ..............................................................................

...............................................................................................................................................

Of (address) ..................................................................................................................................

...............................................................................................................................................

Being (a) (the executor(s) of the Will of ..................................................(deceased) proved in),...............................................................................................................................................
(b) (the Administrator(s) of the Estate of ..................................................(deceased) acting under Letter of Administration granted by ) the........................................Probate Registry on the .......................day of ..............................do hereby assent to the transfer to ..........................................................(name of beneficiary) of .........................................................................................................................(address of beneficiary) the exclusive right of burial in grave( or vault) in the City of Westminster Cemetery at Hanwell/East Finchley/ Mill Hill *, which was granted to the said ...........................................................................................................(name of deceased) by the burial authority City of Westminster, by a Deed of Grant No......................... bearing the date ................................day of .............................., and all my estate, title, and interest therein, to hold the same unto the said ...........................................................................................................(beneficiary) subject to the conditions on which I held the same immediately before the execution hereof.

In witness whereof I have hereunto set my hand this ............day of.................. 20..........

Signature (executor(s)/administrator(s)) ...................................................................................

...............................................................................................................................................

Witness signature ..........................................................................................................................

Witness name ............................................................................................................................... 

Witness Address ...........................................................................................................................

Witness occupation ....................................................................................................................... 

* (delete as appropriate)

Notes on the use of the form herewith

It is for the executor(s)/ administrator(s)/ beneficiary of the exclusive right of burial to provide the Assent of Executor or Administrator, and the form herewith is only offered by way of assistance. You are advised to seek legal advice on the suitability/acceptability of the said form before it is signed.

If the form herewith is utilised it shall be on the clear understanding that the City Council does not accept any responsibility for the format of the document. There are legal implications in the use of this form and thus any beneficiary is advised to seek legal advice in this matter before proceeding with the use of this form.

IF YOU DO NOT UNDERSTAND THE IMPLICATIONS OF THE USE OF THIS FORM YOU ARE STRONGLY ADVISED TO TAKE IT TO YOUR SOLICITOR OR LEGAL ADVISOR
NOTICE, DECLARATION AND INDEMNITY ON TRANSFER OF EXCLUSIVE RIGHT OF BURIAL BY NEXT OF KIN (WHERE DECEASED OWNER HAS NOT ASSIGNED BY DEED OR BEQUEATHED BY WILL AND THERE ARE NO PERSONAL REPRESENTATIVES)

To :-

City of Westminster
The Cemetery Office
Hanwell Cemetery
38 Uxbridge Road
London W7 3PP

I (full name)…………………………………………………………………………………………………………………………………………………
Of (full address) ………………………………………………………………………………………………………………………………………

hereby declare that :-

1 I am…………………………………………………………………..(state relationship to deceased) of the late…………………………………………………………………………………...
………………………………(deceased details) who died on…………………………..
……………………………………………………………..(date)

2 At his/her* death the late deceased was the registered owner of the exclusive right of burial in the grave…………………………………………. [numbered or (other description)] in the City of Westminster Cemetery at Hanwell/East Finchley/ Mill Hill*.

3 As far as I am aware the exclusive right of burial has not been sold transferred or otherwise dealt with

4 I desire that the exclusive right of burial be now registered in my name as the proper person to be recorded as owner of such right in the register maintained by you.

5 I undertake to comply with all the conditions of the original grant including those relating to the maintenance of the grave space and in particular the maintenance of any memorial placed on the grave.

6 I undertake to relinquish any interest that I may be granted in relation to the above grave space in the event of some other person proving to have a better claim.

AND I HEREBY INDEMNIFY Westminster City Council and all its officers, servants, agents and contractors from and against all claims, actions, demands, losses, damages or costs which may now or hereafter be made against them in connection with the above mentioned grave, including any claim to ownership of the grave of the exclusive right of burial.
I enclose my cheque of £………………….. payable to the City of Westminster as the notification fee together with the following documentation in support of the transfer of the exclusive right of burial:

Original or copy grant of exclusive right of burial or
Statutory Declaration of loss of grant and Indemnity Agreement*
Statutory Declaration*
Form of Renunciation*

Signed………………………………..                     Dated………………………………

Witness name ..............................................................
Witness signature ...........................................................
Witness address ............................................................
Witness occupation ........................................................

*(delete as appropriate)

Please note that we cannot register a transfer of rights to any grave unless the current fee has been paid and supporting documentation has been provided (see Notes)
FORM OF RENUNCIATION

I/ we*, the undersigned hereby renounce all my/our interest and title in the Right of Burial described in the Register of Graves as Grave No………………………………. in the City of Westminster Cemetery at Hanwell/ East Finchley/Mill Hill *, and desire that the said Right of Burial be vested solely/jointly in my/our brother/sister………………………………………………………………………………………
………………………………………………………………………..
.............................................................................................................................................(his/her full name and address ).

Signature….( person renouncing interest)
Date
Full name
Address

Witnessed by …….
Signature
Full name
Address
Occupation

Signature… ( person renouncing interest)
Date
Full name
Address

Witnessed by …….
Signature
Full name
Address
Occupation

Etc….

*delete as appropriate

Note – please see Notes before completion of this form.

This form should be attached to the statutory declaration before the declaration is made. References to this form should be made within the statutory declaration.
This form is offered by way of assistance only. You are advised to seek legal advice on the suitability/acceptability of this form.

If the form is utilised it shall be on the clear understanding that the City Council does not accept any responsibility for the format of the document. There may be legal implications in the use of this form and thus you are advised to seek legal advice on this matter before proceeding with the use of this form.

IF YOU DO NOT UNDERSTAND THE IMPLICATIONS OF THE USE OF THIS FORM YOU ARE STRONGLY ADVISED TO TAKE IT TO YOUR SOLICITORS OR LEGAL ADVISOR.
NOTES

ASSIGNMENT OF EXCLUSIVE RIGHT OF BURIAL

Where the registered owner assigns the right of burial during his lifetime, we will need sight of the following to enable us to register the assignment in the Register of Rights maintained by us:

1. completed Notice of Assignment of exclusive right of burial form from the person who has taken over the right of burial together with appropriate fee (form obtainable from Cemetery Office)
2. Copy of the Assignment
3. The original or copy grant of exclusive right of burial or
4. Statutory Declaration of loss of grant and Indemnity Agreement

TRANSFER OF EXCLUSIVE RIGHT OF BURIAL

When the registered owner of the rights to a grave dies, those rights form part of the estate. The procedure for transferring the rights depends upon how the estate is dealt with.

Where the deceased left a Will and probate is applied for, we will need sight of the following:

1. completed Notice of Transfer of Exclusive Right of Burial form from the person taking over the right of burial together with appropriate fee (form obtainable from Cemetery Office)
2. copy of the Grant of Probate bearing an original court seal,
3. An Assent (if appropriate) which is an instruction from the person(s) named on the grant as executors as to who the rights are to be transferred to.
4. The original or copy grant of exclusive right of burial or
5. Statutory Declaration of loss of grant and Indemnity Agreement

Where the deceased left a will but the estate is of insufficient value to apply for probate, we will need sight of the following:

1. completed Notice of Transfer of Exclusive Right of Burial form from the person taking over the right of burial together with appropriate fee (form obtainable from Cemetery Office)
2. Statutory Declaration from the executor(s)
3. An Assent (if appropriate) from the executor(s) as to who the rights are to be transferred to.
4. The original or copy grant of exclusive right of burial or
5. Statutory Declaration of loss of grant and Indemnity Agreement
Where the deceased died intestate and Letters of Administration is applied for, we will need sight of the following:-

1. completed Notice of Transfer of Exclusive Right of Burial form from the person taking over the right of burial together with the appropriate fee (form obtainable from Cemetery Office)
2. copy of the Letter of Administration bearing an original court seal
3. An Assent (if appropriate) which is an instruction from the person(s) named on the Letters of Administration as Administrator as to who the rights are to be transferred to.
4. Form of Renunciation (if appropriate)
5. The original or copy grant of exclusive right of burial or
6. Statutory Declaration of loss of grant and Indemnity Agreement

Where the deceased died intestate but the estate is of insufficient value to apply for Letter of Administration, we will need the following:-

1. completed Notice of Transfer of Exclusive Right of Burial form or
2. completed Notice, Declaration and Indemnity on transfer of exclusive right of burial by next of kin form;
   from the person taking over the right of burial together with the appropriate fee
   (form(s) obtainable from Cemetery Office)
3. Statutory Declaration from the next of kin (if appropriate)
4. Form of Renunciation (if appropriate)
5. The original or copy grant of exclusive right of burial or
6. Statutory Declaration of loss of grant and Indemnity Agreement

In all cases we will need a signed notification form from the person intending to take over the rights and the appropriate fee will need to be paid.

These notes and the various procedural forms on the assignment and transfer of the right of burial (available from the Cemetery office) are offered by way of assistance only and you are advised to seek legal advice on the suitability / acceptability of the forms. If any forms are utilised it shall be on the clear understanding that the City Council does not accept any responsibility for the format of any document. There are legal implications in the use of the forms and you are advised to seek legal advice before proceeding with the use of the forms.

IF YOU DO NOT UNDERSTAND THE IMPLICATIONS OF THE USE OF THE FORMS YOU ARE STRONGLY ADVISED TO TAKE LEGAL ADVICE FROM YOUR SOLICITOR OR LEGAL ADVISOR.
EXAMPLE OF A STATUTORY DECLARATION

To – (burial authority) – City of Westminster

Name and Address of cemetery

I (your full name) ...........................................................................................................................

Of (your full address)...................................................................................................................

DO solemnly and sincerely declare:

1. THAT....................................................................................................................................... (name of current owner) purchased or owned the exclusive right of burial in the grave number................. [details of grave number, section, grant no.] in the City of Westminster Cemetery at Hanwell/East Finchley/Mill Hill *.

2. AND THAT

(Insert specific details of the declaration ie the grounds upon which you are claiming the rights….etc)

AND FURTHER I hereby indemnify the City of Westminster and all its officers, servants, agents and contractors from any liability whatsoever in this matter or arising therefrom.

And I make this declaration conscientiously believing the same to be true and by virtue of the Statutory Declaration Act 1835.

Signed...........................................

Declared at.................................

This ...............day of .........................20....

Before me.................................

Commissioner for Oaths/ Solicitor

* delete as appropriate
STATUTORY DECLARATION

Some common examples of specific details:

(1) Grave owner dies leaving a valid will but the estate is of insufficient value to apply for probate:

…..the said…….(name of grave owner)…….died leaving his /her last will and testament dated the ………(date) without codicil and which was not revoked in which I………. ( your full name(s))….. was named as sole executor BUT at the time of his/her death the said………. ( name of grave owner)….. left an estate of insufficient value for which it was required by law to obtain probate on the said will and I have not and neither do I intend to obtain such probate and in these circumstances I declare myself the said ……….( your full name)…. to be the present rightful owner of the said right of burial;

(2) Grave owner dies without leaving a will and the estate does not necessitate applying for Letter of Administration, and the surviving spouse applies for ownership:

…..the said…….(name of grave owner)…died intestate leaving an estate of insufficient value for which it was required by law to apply for Letters of Administration AND THAT I the said….. ( your full name) am his/her lawful surviving wife/husband and next of kin and therefore the present rightful owner of the said right of burial;

(3) Grave owner dies without leaving a will and the estate does not necessitate applying for Letters of Administration, there is no surviving spouse, and the surviving child/children apply for ownership:

…..the said….( name of grave owner)…..died a spinster/bachelor/widow/widower/ divorcee intestate leaving an estate of insufficient value for which it was required by law to apply for Letters of Administration AND THAT……..( names of all other children)….and myself the said…….( your full name)…. are his/her only lawful surviving children and next of kin and therefore the present rightful owners of the said right of burial;

BUT…..( names of all other children)…..desire that the exclusive right of burial be vested solely in my name as ………( your full name) and have given their consent in the document ( Form of Renunciation) attached hereto which I declare to be genuine;
Attach to the declaration a form of renunciation (see example).

Example:-

FORM OF RENUNCIATION

I/we*, the undersigned hereby renounce all my/our interest and title in the Right of Burial described in the Register of Graves as Grave No. ...................... in the City of Westminster Cemetery at Hanwell/ East Finchley/Mill Hill *, and desire that the said Right of Burial be vested solely/jointly in my/our brother/sister .......................................................... .......................................................... .......................................................... .......................................................... (his/her full name and address)

Signature....(person renouncing interest)
Date
Full name
Address

Witnessed by ........
Signature
Full name
Address
Occupation

Signature... (person renouncing interest)
Date
Full name
Address

Witnessed by .......
Signature
Full name
Address
Occupation

Etc....

*delete as appropriate

(form available from the cemetery office).
APPENDIX D

Letter to Grantee after first interment in a new grave.
Dear (Title) (Surname)

Re: Plot (Section) Grave (Grave No.) at (Cemetery)

I am enclosing the Deed of Grant in respect of the above grave, together with the grave card. **Please note that the fee quoted on the Deed of Grant refers only to the Burial Rights while the interment fees have been paid separately.** A copy of the Cemetery Regulations is also enclosed for your reference.

The Grant documents should be kept in a safe place as they represent your Title. All payments in respect of the Grant have been made previously by the Funeral Director to the City of Westminster.

We will leave all flowers on the grave for a period of ten days following the burial, after which they will be removed. Afterwards you are welcome to place bulbs, potted plants or cut flowers on the grave whenever you wish. **However, I would ask you to restrict your maintenance to the allotted dimensions of the grave, as indicated on your grant form.** This is to provide staff and visitors easy access between graves. I should also advise you that during the twelve months following an interment the grave space till be replenished with soil at regular intervals by cemetery staff. This is to allow the grave to settle and eventually support a memorial, if that is your wish. Any permanent planting should wait until at least twelve months have passed.

I would therefore advise that a memorial should not be placed on the grave until this twelve month period has elapsed. **Furthermore, I should point out that no memorial can be erected unless prior written authorization is obtained from the Cemetery Office.**

We appreciate this is a very distressing time for you and any help or assistance that we can give will be readily available. I hope that you will make yourself known to us when you next visit the cemetery so that we can establish a relationship which might provide some comfort and reassurance to you and make the visits to the grave less stressful.

Although my office is situated at Hanwell Cemetery, I regularly attend Mill Hill and East Finchley Cemeteries. I would be pleased to meet you at the cemetery provided you give some prior notice. Should you require any assistance in making arrangements for a suitable memorial, we are able to provide you with information and competitive quotations. If I may be of help in this matter please do not hesitate to contact the cemetery office.

Please remember that we are here to help you, and that you will find our grounds staff and weekend patrolmen equally co-operative.

Yours sincerely

Cemetery Manager
APPENDIX E

EXAMPLES OF THE TIME PERIOD THAT IT WOULD BE REASONABLY EXPECTED THE CONTRACTOR WOULD HAVE BROUGHT THE SITES BACK UP TO THE CONTRACT STANDARD FOLLOWING THE ISSUING OF OUTSTANDING WORKS NOTICES

<table>
<thead>
<tr>
<th>Reasonable Remedial Period is</th>
<th>Breach of Working Hours as defined in specification.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to replace missing or vandalised plants. 7 days</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to keep plants in good health by correct cultural practices and the application of pesticides.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Dangerous practices (Health and Safety)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Use of machinery outside permitted hours.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to provide programme of herbicide application.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to prevent pollution or to abide by manufacturers recommended application rate.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Pesticides - Failure to display signs during spraying operations.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to give 24 hours notice of application of pesticides.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to comply with current legislation re-pesticides.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to uphold the Cemetery Regulations</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Failure to provide reports as set out in the Specification and Contract Conditions. 1 day</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Uneven cut, badly cut because blades of mower were not adjusted properly. 2 days</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Use of incorrect machinery for location.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Grass not cut, requiring to be cut or not finished. If not finished to return to re-cut the whole are as well as parts missed. 2 days</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Mowing lines are dog legged - not parallel giving an untidy visual appearance. 2 days</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Area not cut within reasonable time of the typical frequency after taking weather conditions into considerations. 2 days</th>
</tr>
</thead>
</table>
Failure to check and clear all rubbish such as litter, stones debris and twigs from grass areas before moving.

Grass clippings left on the lawn and not boxed off. Return to rake off. 1 day

Failure to remove clippings from surrounding areas immediately after each mowing operation. 1 day

Refuelling of machines on grass or tarmac areas. *

Cutting off foliage of bulbs in lawn immediately after flowering - not allowing them to die down. *

Failure to remove cut long grass and natural vegetation after each mowing operation as may be required. Return to remove. 2 days

Cutting down of natural vegetation without permission from an AO. *

Failure to apply herbicide to lawn as stated in contractors programme, taking weather conditions into account. 7 days

Mowing of grass areas 3 days before and 5 days after herbicide application. *

Failure to return Pesticide Application Record Sheets at the end of each working day. Return Record Sheets immediately. 1 day

Unsatisfactory weed killing in lawn. 7 days

Patchy application of fertiliser. *

Fertiliser not applied at time stated in the programme. 7 days

Scorch caused by fertiliser. *

Mowing of grass 3 days before or 5 days after application of fertiliser. *

Spiking, hollow tining, slitting, poor workmanship. 7 days

Failure to irrigate before carrying out spiking or slitting operation when ground is hard. *

Failure to remove summer leaves from site before commencing turf maintenance operations (e.g., mowing, spiking, etc.). *

Failure to irrigate lawns 1 day

Inadequate irrigation so grasses show signs of stress. 1 day
<table>
<thead>
<tr>
<th>Issue</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Causing inconvenience or endangering members of the public when watering grass areas.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to cut edges neatly and to ensure that all edges are sharp, neat and vertical.</td>
<td>2 days</td>
</tr>
<tr>
<td>Failure to immediately remove arisings from edging operations. Return to remove arisings.</td>
<td>1 day</td>
</tr>
<tr>
<td>Failure to cut edges at the same time as flowerbeds and planted areas are cultivated.</td>
<td>1 day</td>
</tr>
<tr>
<td>Failure to take delivery of plants, keep in healthy condition (watering), to check 'varieties, species are correct, to notify AO of dissatisfaction as to quality of plants before planting out.</td>
<td>*</td>
</tr>
<tr>
<td>Beds badly dug or manures not dug in correctly.</td>
<td>*</td>
</tr>
<tr>
<td>Preparation of finished surface of bed uneven.</td>
<td>3 days</td>
</tr>
<tr>
<td>Bulbs from previous season not removed property.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to consolidate ground evenly.</td>
<td>3 days</td>
</tr>
<tr>
<td>Failure to protect grass with planks or boards when bedding out.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to cultivate ground as specified or as approved by the AO.</td>
<td>3 days</td>
</tr>
<tr>
<td>Failure to create an even slope on cultivated beds.</td>
<td>3 days</td>
</tr>
<tr>
<td>Failure to trim edges at time of cultivation.</td>
<td>Immediately</td>
</tr>
<tr>
<td>Failure to cultivate beds at time recommended.</td>
<td>1 day</td>
</tr>
<tr>
<td>Plants badly planted, i.e., loose, poorly spaced incorrectly tied/staked.</td>
<td>1 day</td>
</tr>
<tr>
<td>Bulbs mixed up. Badly spaced or evidence of theft.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to clean and grade plants properly before planting.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to irrigate plants at time of planting in adverse weather conditions.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to weed and cultivate beds at times recommended.</td>
<td>1 day</td>
</tr>
<tr>
<td>Failure to dead head.</td>
<td>1 day</td>
</tr>
<tr>
<td>Failure to irrigate.</td>
<td>1 day</td>
</tr>
<tr>
<td>Failure to liquid feed as directed by AO.</td>
<td>3 days</td>
</tr>
<tr>
<td>Failure to adjust ties and stakes.</td>
<td>2 days</td>
</tr>
</tbody>
</table>
Failure to keep bedding weed free by hoeing the whole surface. 3 days
Failure to comply with an instruction given by the AO. *
Failure of contractors staff to be properly identified as required. *
Failure to maintain equipment and machinery in a safe and serviceable condition. *
Failure to maintain facilities (i.e., Messrooms, storage sheds, etc) in a clean and tidy secure condition. 2 days
Failure to remove bagged rubbish as required. Immediately
Failure to remove litter and other arising from shrub beds and lawns. Immediately
Failure to keep path clean in accordance with the specification. *
Failure to clear litter as required. Immediately
Failure to empty bins in accordance with the specification, to keep clean or to clean. Immediately
Failure to remove weeds from path edging as required. 3 days
Failure to clean conveniences, etc, in accordance with the specification. Immediately
Failure to clean public conveniences and staff toilets. Immediately
Failure to keep benches clean. Immediately
Failure to remove tree debris after high winds. 1 day
Failure to apply herbicide to paths and paved areas when necessary to do so. 3 days
Ineffective application of herbicide to paths and paved areas. 3 days
Failure to clear snow from paths or treat ice as directed by the AO. Immediately
Failure to remove leaves as required from horticultural features. 3 days
Failure to clear leaves as specified from grass, from flower beds. 2 days to regain programme. Immediately
Failure to clear leaves from flower beds. Immediately
Failure to clear leaves from shrubberies by deadline specified where severe winter conditions have not prevented removal. 21 days

Failure to control weeds in new shrubberies. 3 days

Failure to control weeds in shrubberies. 3 days

Failure to complete pruning at correct times. 7 days

Inadequate progress in pruning/cultivation programme. *

Failure to carry out the correct pruning and training techniques. 3 working days

Failure to prune correctly. *

Failure to remove suckers from roses as they appear by cutting back with secateurs to point of origin on the root system. 3 days

Failure to deadhead roses. 3 days

Failure to reduce height of roses to avoid wind rock in November. 3 days

Incorrect pruning of roses (specie and non specie). *

Failure to remove epicormic, basal and lower trunk growth and suckers to point of origin. 3 days

Failure to prune properly leaving jagged broken wood on torn bark in evidence. 3 days

Failure to remove dead shrubs. 2 days

Failure to remove weeds before mulching an area. 3 days

Inadequate depth of mulch applied. 14 days

Fertiliser application - failure to apply. Apply. 14 days

Failure to trim back growth overhanging pathways and lawns. 3 days

Failure to keep soil or mulch to 50mm below edge of lawn or hard surface. 3 days

Failure to restake shrubs, trees and standard roses as required. 3 days

Badly cut hedges - repair as well as possible. 2 days

Failure to prune hedges correctly. 3 days

Failure to keep hedge base weed free. 3 days
Failure to cultivate herbaceous plants correctly or in accordance with the techniques for cultivating herbaceous plants. 3 days

Failure to remove perennial weed. 7 days

Failure to cultivate to correct depth. Immediately

Failure to protect bare roots of shrubs or trees. *

Unnatural planting, bad spacing or regimentation of planting (shrubs, roses, perennial plants.) 14 days

Badly erected protective fencing. 2 days

Loss of plants because of contractors neglect. *

Failure to irrigate plants during drought. Immediately

Failure to cut top off tree stake at correct level and tie correctly. 7 days

Failure to plant tree in accordance with Specification - i.e., neatly prune broken branches/roots, plant to nursery mark. 7 days

Failure to adjust ties or guards or remove litter. 2 days

Failure to prepare ground as specified (if plant not delivered). 4 days

Failure to prepare ground as specified (if plants are delivered). Immediately

Failure to plant bulbs in lawn areas or shrubberies in natural groups or at the distance specified. *

Failure to prepare ground as specified for seed or turf. *

Failure to lay turf as specified - i.e., incorrectly bonded, gaps or uneven. 4 days

Failure to brush soil (top dress) into gaps. 4 days

Failure to rake seed bed to good levels. Re-rake and then seed. 4 days

Incorrect rate per m² of sowing. 4 days

Failure to apply topsoil at the time requested. 4 days

Failure to carry out excavation work at the time requested. 4 days

Failure to supply bedding loam at the time requested. 4 days

Failure of contractor's Staff to be in uniform, of smart appearance or identified as specified. 1 day

Failure to have staff constantly on site at weekends as specified. *
<table>
<thead>
<tr>
<th>Failure to deal with incidents in the manner specified (i.e., upsetting the public).</th>
<th>Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to provide minimum staffing levels</td>
<td>*</td>
</tr>
<tr>
<td>Failure to control drunks and vagrants.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to open up on time or lock gates at night as specified.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to ensure that conditions for use of the cemeteries for filming etc are upheld.</td>
<td>*</td>
</tr>
<tr>
<td>Failure to uphold the Cemetery Regulations</td>
<td>*</td>
</tr>
<tr>
<td>Failure to report accidents/incidents.</td>
<td>*</td>
</tr>
</tbody>
</table>

- **Indicates where no remedial period is possible but where a positive and active immediate response would be required by the Contractor to resolve matters on site where possible and to avoid the repetition of such problems in the future.**

These examples are only for guidance. The AO will indicate the remedial period they consider to be reasonable in relation to the effect on the site, the importance of the site and the activity.
### APPENDIX F

Sample of list of bedding plant requirements


## SPRING BEDDING LIST

<table>
<thead>
<tr>
<th>SITE</th>
<th>LOCATION</th>
<th>FOR PLANTING wk comm. 18 SEPTEMBER 2000</th>
<th>EDGING SPECIES</th>
<th>BULBS AND MAIN PLANT</th>
</tr>
</thead>
</table>
| 1 EAST FINCHLEY | Daisy Bowl              | 250 .deep red polyanthus               |                                 | 300 Blue blotch pansies (Rally)  
200 Hyacinth Ben Nevis  
400 Narcissus Quince  
400 tulip Red Riding Hood |
|             | West Lodge front beds.  | 75 Blue Polyanthus                    |                                 | 100 yellow wallflowers  
100 narcissus Tazetta Thalia.  
100 Tulip West Point |
|             | West Lodge triangular bed | 65.Blue polyanthus  
60 Narcissus Tazetta Thalia |                                 | 100 F1 pure Yellow pansies  
100 tulip bakeri Lilac wonder  
200 muscari latifolium |
|             | West Lodge shrubbery    |                                        |                                 | 150 dwarf yellow wallflowers |
| 2 HANWELL   | Civilian war memorial   | 200 blue polyanthus  
200 White bellis  
200 Red bellis |                                 | 350 F1 Light blue blotch pansies Rally  
350 Hyacinth Deft Blue  
450 Tulip Couleur Cardinal |
|             | Bed by office door      | 120 F1 Orange Pansy  
120 narcissus Tete a tete. |                                 | 100 pale yellow dwarf wallflowers  
100 Tulip Princess irene.  
5 Fritillaria imp.lutea maxima |
| 3 MILL HILL | 2 entrance beds         | 450 2 staggered rows  
Mysotis blue ball  
300 Hyacinth City of Haarlem |                                 | 600 white wallflowers.  
1000 Tulip West Point |
|             | extra small bed         | 60 Mysotis blue ball  
150 Narcissus Jonq Baby Moon |                                 | 60 white wallflowers  
60 Tulip Cottage Spring Green |
|             | Civilian memorials      | 75 Pink Polyanthus  
100 Narci Tete a Tete |                                 | 120 Mysotis Music  
300 Tulip Early double Peach Blossom |
|             | Waiting room beds       | 20 Yellow polys  
40 Narcissus Peeping Tom  
75 Narcissus Peeping Tom |                                 | 20 Mysotis Music  
75 Tulip Mr.van der Hoff |
<p>|             | Containers               |                                        |                                 |                                                                                  |
|             | Rock Garden              |                                        |                                 |                                                                                  |
| Bulbs for naturalising/ per cemetery | nil                           |                                       |                                 |                                                                                  |</p>
<table>
<thead>
<tr>
<th>SITE</th>
<th>LOCATION</th>
<th>EDGING SPECIES</th>
<th>MAIN PLANT</th>
<th>INTERPLANT and/or Dot plant</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 EAST FINCHLEY</td>
<td>Daisy Bowl</td>
<td>250 Chlorophytum elatum</td>
<td>300 Geranium Pink orbit</td>
<td>100 Petunia Falcon mid blue</td>
</tr>
<tr>
<td></td>
<td>West Lodge front beds</td>
<td>75 Marigold yellow gate.</td>
<td>100 Non stop begonias mxed.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>West Lodge triangular bed</td>
<td>70 Marigold Yellow gate</td>
<td>100 geranium mxd</td>
<td>15 Verbena venosa 1 Canna green 2ft.</td>
</tr>
<tr>
<td></td>
<td>West Lodge shrubbery</td>
<td>250 Chlorophytum elatum</td>
<td>250 Impatiens mxd</td>
<td></td>
</tr>
<tr>
<td>2 HANWELL</td>
<td>Civilian war memorial</td>
<td>double staggered row</td>
<td>400 blood red bedding dahlias</td>
<td>4 Artemesia Powis Castle. 1 Ricinus communis Gibsonii 2ft.</td>
</tr>
<tr>
<td></td>
<td>Bed by office door</td>
<td>120 Chlorophytum elatum</td>
<td>100 Non stop begonias mxd</td>
<td>5 Salvia Victoria</td>
</tr>
<tr>
<td></td>
<td>Bed south side</td>
<td>250 Cineraria maritima</td>
<td>200 Coreopsis Sunrise</td>
<td>100 Salvia Victoria 5 Cordyline variegata 18”</td>
</tr>
<tr>
<td>3 MILL HILL</td>
<td>2 entrance beds</td>
<td>double row 450</td>
<td>750 Geranium Pink Orbit</td>
<td>350 Petunia Falcon Mid Blue 2 Datura Suaveolens 4ft. 4 Datura Suaveolens 3ft</td>
</tr>
<tr>
<td></td>
<td>extra bed</td>
<td>60 Begonia as above</td>
<td>75 Geranium Pink orbit</td>
<td>15 Salvia Victoria 1 Canna Green 2ft.</td>
</tr>
<tr>
<td></td>
<td>Civilian memorials</td>
<td>75 Chlorophytum elatum</td>
<td>150 Mixed bedding dahlias</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Waiting room beds</td>
<td>25 Cineraria maritima</td>
<td>25 Antirrhinum Blood red</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Containers</td>
<td>20 Chlorophytum elatum</td>
<td>20Gazania mxd</td>
<td></td>
</tr>
</tbody>
</table>
ENVIRONMENT POLICY

The aim of this policy is to protect and improve the environment locally, nationally and globally by defining Westminster City Council's commitment to becoming leaders in good environmental practice and innovation. Westminster City Council is committed to:

Environmental Law and Standards
• Complying with all relevant environmental law, regulations and codes of good environmental practice.

Protecting and Improving the Environment
• Preventing pollution of the environment through reducing resource consumption and minimizing emissions and waste.
• Continual improvement in environmental performance by setting and reviewing targets to meet the Environmental Objectives.

Assessment of Long Term Environmental Benefits
• Ensuring environmental costs and benefits are included in the assessment of tenders.

Environmental Management of Contracts
• Choosing environmentally sound works, goods and services.
• Including environmental criteria in contract specifications.
• Assessing environmental impacts as part of contract evaluation.
• Managing contracts in ways that achieve good environmental practices and outcomes.

Environmental Awareness
• Increasing environmental awareness of Westminster residents, businesses and visitors.
• Fostering understanding and commitment to the Environment Policy by City Council employees and representatives.

Environmental Management
• Implementing environmental management systems for communication and training.
• Integrating environmental management systems with the City Council's for corporate procedures.

Environmental Information
• Public environmental reporting and providing environmental information and advice.

Compliance with the Environment Policy
• Ensuring that staff, contractors, suppliers and visitors comply with the Environment Policy.

Approved by Councillor Simon Milton, Leader and Peter Rogers, Chief Executive
Westminster City Council – October 2002
The Council's Environmental Objectives are:

**Air**
- Reduce air pollution.
- Minimise vehicle use, vehicle emissions and fuel consumption.
- Use and promote low or non-polluting methods of transport.
- Ensure clean air in buildings.
- Minimise activities that contribute to climate change, ozone layer depletion and acid rain.

**Water**
- Prevent water pollution.
- Reduce water consumption.

**Land and Habitats**
- Protect existing landscapes, open spaces, habitats and wildlife.
- Create new habitats and opportunities for wildlife.
- Manage activities to minimize their impact on biodiversity.
- Ensure that land is not contaminated.

**Built Environment**
- Minimise the impact on the environment of buildings, structures, highways and construction.
- Keep the City clean.

**Transport, Access and Mobility**
- Maximise accessibility and mobility with the minimum environmental impact.

**Energy**
- Minimise energy consumption.
- Use renewable energy sources.

**Noise**
- Prevent noise nuisance.
- Contain, control and reduce noise.

**Waste and Recovery**
- Reduce waste at source.
- Reuse and repair materials that cannot be reduced.
- Recycle materials that cannot be reused.
- Recover resources from waste.

**Resources and Materials**
- Minimise the use of materials.
- Purchase products with the least environmental impact.
- Use recycled products.
- Purchase timber and timber products from legal and sustainably managed sources.

Approved by Councillor Simon Milton, Leader and Peter Rogers, Chief Executive
Westminster City Council – October 2002
APPENDIX H

CODE OF PRACTICE FOR THE MANAGEMENT OF MEMORIALS
PART A

INSPECTION OF MEMORIALS

Introduction

Two full inspections of all headstones in the cemeteries have been completed in recent years. The last inspection was completed in the Autumn of 2003. The following guidelines set out the procedures for future inspections.

Training

At least one member of staff involved in inspections shall have received training in the inspections of memorials.

Definitions

It is important to distinguish between loose and dangerous headstones. For the purposes of this Code of Practice the definitions are as follows:

- Loose Headstone.
  A headstone that is loose but is not dangerous.

- Dangerous Headstone.
  A headstone which is loose which is dangerous.

Letter of Notification

A letter or notice informing visitors to the cemeteries of past inspections and current procedures as at Appendix 1, shall be posted on notice boards at the cemetery entrances.

The Checking Process

Memorials must be checked every three to five years, but generally every third year.

- Loose Headstones

  See definition above.
  Headstones are checked by hand and are recorded along with any loose kerbs, urns and other minor items. Any urns or other small items that have been moved off the grave that are trip hazards must be carefully replaced back on the grave space during the inspection.

  Loose headstones will if it is considered necessary, be marked with one piece of orange or yellow tape with the phone number of the cemetery office on the tape and recorded by inspectors. The cemetery office will be notified and will write to the grave owner about the loose headstone. The response of the grave owner or non response will be recorded on the database at the cemetery office and a copy will be produced at the monthly monitoring meeting.

- Dangerous Headstones

  See definition above.
Where a dangerous headstone is identified, it will be taped, but using a different method of taping using two pieces of tape. This, so it can easily be identified. The cemetery office will be notified and will write to the grave owner. The response of the grave owner or non response will be recorded on the database at the cemetery office and a copy will be produced at the monthly monitoring meeting. At the same time the cemetery manager will be notified as to action required i.e. 1) to lay down the headstone, or 2) to tape it off with metal pins and tape where it cannot be immediately made safe because, for example of size, oversized memorials, flying angels and classical memorials.

Where, for example, with such large classical memorials, it is possible to make the memorial safe fairly quickly, a memorial shall be cordoned off for public safety with metal pins and tape until such work is completed.

Contractors Health and Safety Inspections

The above procedures for checking loose and dangerous memorials will also be followed where the cemeteries management contractor carries out a health and safety inspection which includes inspecting memorials.

The contractor must notify the City Council when their Health and Safety Inspection involves the inspection of memorials and which plots they are inspecting/have inspected.

Differences in procedures for the above will be as follows:

— If a loose headstone is identified the contractor must tape the memorial with one piece of tape but using a different coloured tape to that used by the client.

— If it is a dangerous headstone, the City Council will be notified by the contractor and it will be considered after discussion whether it has to be laid down immediately or made safe by some other method before the client officer inspects it. If it is not to be immediately laid down, two pieces of tape will be tied to the memorial using a different coloured tape. The action taken will similarly be recorded on the database at the cemetery office and a copy produced in the monthly monitoring report by disc.

Pre-Burial Checks of Headstones

The contractor shall check all headstones in an area comprising the general vicinity of a forthcoming burial.

The procedure shall be as for the Contractors Health and Safety Inspections. If the contractor finds a memorial to be dangerous, he shall immediately lay it down but shall inform the client manager by telephone, subsequently recording it on the database and a copy produced at the monthly monitoring meeting by disc.

Replacement of Headstones/Memorials After a Burial

The contractor shall ensure that any headstone found to be unsafe at the time of burial, shall be notified to the family who shall be responsible for repair so it can be refixed by the contractor after the grave has settled. If the family do not repair the headstone, the contractor shall lay it back down within the grave space and record this on the database.

Laying Down of Dangerous Memorials

All memorials which have to be laid down shall be done so reverently and carefully, lying them in the centre of the grave space with inscriptions facing upwards. Crosses may rest on the supporting blocks.
Contractors Invoices

The contractor must submit invoices, where a headstone has had to be made safe, after agreeing the prices with the client manager, complete with the grave number, setting out the method used.

Safety of Oversized Memorials, Statutory and Classical Memorials

Old and ornamental memorials which are over the height of that permitted currently in the Cemetery Regulations may require the advice of a surveyor. This may involve the monitoring of memorials over a period of time for any movement. Any objects forming a part of the memorials which are loose shall be removed and placed safely next to the memorial. Arrangements shall be made to refix the part as soon as possible after removing it, subject to it being safe to do so. Where it is considered the memorial is dangerous, it shall be cordoned off as set out above.
HEADSTONES

The City Council have on two occasions in recent years checked every headstone in this cemetery to ensure they are not dangerous.

Where a headstone has been found to be dangerous, the relative is contacted. Often, because people have moved, no response is received and the headstone has had to be made safe by the best method. This normally entails laying the headstone carefully within the grave space.

Checks of headstones are ongoing and you may find on occasion, orange or yellow tape tied to a headstone. This is an indication the headstone is potentially dangerous. In some instances a headstone can be so dangerous it has had to be laid down immediately before the relative can be contacted. To not do so would create an unacceptable risk to other visitors to the cemetery particularly where there is a funeral taking place nearby.

If you see such a headstone marked in this way, please keep away from it. If it is owned by you, please contact the cemetery manager immediately on 020 8567 0918 to inform him of your proposals to refix the headstone. The cemetery manager will be pleased to assist and advise you as to the most suitable arrangements.

Where you find your headstone has been laid down, please contact the cemetery manager if you intend to refix it. Do not stand it back up again because this represents a safety hazard to others visiting the cemeteries.

Regrettably comparatively new headstones have been found to become dangerous because the monumental stone mason who erected them did not carry out the work properly. The City Council is currently considering the introduction of a registration scheme for monumental stone masons to ensure work is carried out to high standards.

Keep away from any memorial marked with orange or yellow tape as described above.

Head of Parks and Leisure
PART B

STRATEGY FOR THE RESTORATION OF MEMORIALS

Introduction

Following the second complete memorial safety survey, many headstones have been laid down to make them safe. Their restoration will improve the visual appearance of the cemeteries and work shall be carried out as set out below.

Methodology

Initially, priority shall be given to front row graves.

No one method of restoration will apply. Each memorial will be assessed by the City Council. The method used will be that which is most appropriate to the memorial in question, to give the most visually pleasing appearance.

Methods will vary according to the nature, location and position of the memorial and could comprise any one of the following.

- Raising a headstone/cross slightly supporting it on foundation blocks to provide a better ambience or conversely lie it flat to achieve the same objective.
- Sinking the headstone into the ground for support so that it is upright as it would have been before it came loose, leaving the full inscription so that it is visible above ground level.
- Refixing a headstone if of architectural merit.
- Cementing back into position kerbs that are falling away, or doweling them.
- Refixing an old cross where it is still comparatively vertical but may have been loosened because the adhesion of the mortar has gone over the years.

Instruction

- The City Council shall provide a plan with instruction for the contractor to work to, suitably marked with the method to be used. A record of methods used and cost shall be retained on the grave records and computer database. The costs are required so they can be charged to the owner of the grave, should they visit the cemetery office, making themselves known in the future.

Recording

- The restoration method used for each memorial restored shall be recorded by the City Council and sent to the cemetery management contractor to be entered on the grave file.

Future Restoration

Where funds permit, the work shall extend to all areas of the cemetery beyond the front row graves. The areas selected will be as determined by the City Council.

September 2004
APPENDIX I

Authorised Officers

**Authorised Officers (AO)**

The Director of Environment and Leisure  
Head of Parks and Leisure  
Principal Parks and Open Spaces Manager  
Parks Project Manager  
Parks Manager (Cemeteries)  
Parks Manager (South)  
Parks Manager (North)  
Parks Manager (Technical)
APPENDIX J

Examples of Forms to be completed by Contractor from time to time

2. Pesticide Application Record Form
3. Incident report form
4. Maintenance Request Form

The Contractor will be supplied with pads of the appropriate forms.
## Health and Safety Inspection Report

**Site:** Tamplin Mews  
**Date of Inspection:** February 27, 2006  
**Contractors Representative:**  
**H&S Representative:**  
**Ref No:** 0446  
**Print Name:**

### Messroom, Environment and Welfare:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Petrol / Chemical Storage:</th>
</tr>
</thead>
</table>
| Yes | 1. Are tools and Machinery stored away from mass facilities?  
2. Are all heaters working and in a safe condition?  
3. Is all other electrical equipment on site in a safe and serviceable condition?  
4. Are there any items which could cause a trip, fall or may be dangerous? |
| No | 1. Are inflammmable or toxic chemicals safely stored and locked away?  
2. Are records kept of Chemicals stored?  
4. Are containers of chemicals, petrol and storage facilities correctly labelled? |

### Fire Fighting Equipment:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Petrol / Chemical Storage:</th>
</tr>
</thead>
</table>
| Yes | 1. Is the equipment correct for the type of fire likely at this location?  
2. Is there a fire blanket provided in cooking areas?  
3. Have staff been trained in the use of extinguishers and what actions to take in the event of a fire?  
4. Have extinguishers been checked in the last 12 months? |
| No | 1. Are there washing facilities on this or an adjacent site?  
6. Is there fresh drinking water on site? (Note: Drinking water must come directly from mains and not from a tank).  
7. Is floor covering in a safe condition (not worn or slippery)?  
8. Is first aid available and is box correctly filled? |

### Horticultural Machinery:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Petrol / Chemical Storage:</th>
</tr>
</thead>
</table>
| Yes | 1. Are all guards in place?  
2. Have the Operatives been adequately trained on equipment being used?  
3. Are maintenance records kept for each machine?  
4. Are all electrical leads/ plugs etc in good order?  
5. Have all generators been equipped with residual current Circuit Breakers? |
| No | 1. Do walls, fences and pathways show visible signs of damage?  
2. Are there any obstructions or projections which could cause injury to Council staff, contractors or the public.  
3. Is dog fouling/litter a particular problem in the area. |

### Protective Clothing:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Petrol / Chemical Storage:</th>
</tr>
</thead>
</table>
| Yes | 1. Is protective clothing supplied where necessary and properly stored?  
2. Is protective clothing being worn? |
| No | |

### Garden Working Area:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Petrol / Chemical Storage:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Other H&amp;S items Found but not listed above</td>
</tr>
<tr>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

---

Top copy (white) - Parks Managers, 2nd copy (blue) - Contractor Rep., 3rd copy (Pink) - Safety Rep., 4th copy (green) - Staff Safety Adviser
# Parks And Leisure Service

**Pesticide Application Record Sheet**

**City of Westminster**

**Site, Operator Details and Application Times and Date:**

<table>
<thead>
<tr>
<th>Site/Location:</th>
<th>Violet Hill Grounds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor:</td>
<td>Continental Landscapes</td>
</tr>
<tr>
<td>Operator:</td>
<td>S. Millis</td>
</tr>
</tbody>
</table>

**Date of Application:** 30/6/2004

**Qualifications Held:** PA1, PA6A

**Other Certificates held:**

<table>
<thead>
<tr>
<th>Started:</th>
<th>9:00 am/pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Finished:</td>
<td>9:20 am/pm</td>
</tr>
</tbody>
</table>

**Instructions issued by:** As per contract

**Total time taken:** 20 mins

**Date:** 1/4/2000

## Protective Clothing:

- (a) Boots Rubber 3/4 Steel Toecap
- (b) Gauntlets/Gloves Chemical Resistant
- (c) Goggles Safety - or Face Shield
- (d) Respirator and Filter
- (e) Chemical Resistant Spray Suit
- (f) Other - specify:

## Method of Application

1. Hand held Applicator (Granule).
2. Knapsack Sprayer
3. Pedestrian Sprayer
4. CDA Sprayer
5. Pump Sprayer (Killerspray)
6. Other - Specify:

## Pesticide and Application Details

<table>
<thead>
<tr>
<th>Name of Pesticide:</th>
<th>Diurex</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAFF or HSE No.:</td>
<td>11472</td>
</tr>
<tr>
<td>Application to:</td>
<td>Hard Surfaces</td>
</tr>
<tr>
<td>Purpose of Application:</td>
<td>Weed Control</td>
</tr>
</tbody>
</table>

**Active Ingredient:** Diuron

**Rate Applied at:** 77.5 ml

**Quantity of Chemical used:** 200 ml

**Total Area Treated (m²):** 200 m²

**Weather Conditions:** Sunny

**Soil Conditions:** Dry

(I.e. Sunny, Hot, Dry, Warm, Humid, Cloudy, Overcast, Wet, Cold, Damp, Calm, Light Breeze)

Other Safety Precautions:

---

I confirm that all work carried out has been completed in accordance with the relevant Manufacturers Instructions, Regulations as laid down under the various Acts of Parliament and in accordance with the City Councils Code of Practice for the Safe Use of Pesticides.

Signed: .....................................  Date: 30/6/04

**Remember - Think Safe, Wear Protective Clothing at all Times**

White to Contract Manager (Parks), Yellow retained by Contractor and Blue retained by Operator.
Parks and Leisure Service
Incident Report

City of Westminster

Note - This form to be used only for reporting incidents to Client Managers

Reference No: 21652

<table>
<thead>
<tr>
<th>Site:</th>
<th>St. John's Wood Church Ground</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor:</td>
<td></td>
</tr>
<tr>
<td>Attendant:</td>
<td></td>
</tr>
<tr>
<td>Location of incident on site:</td>
<td>Nursery Bed</td>
</tr>
<tr>
<td>Date of Incident:</td>
<td>25/5/06</td>
</tr>
<tr>
<td>Time of Incident:</td>
<td>11:30 am/ pm</td>
</tr>
<tr>
<td>Accident Report Completed:</td>
<td>Yes/ No</td>
</tr>
<tr>
<td>Accident Report No:</td>
<td>36853</td>
</tr>
</tbody>
</table>

Description of Actual Incident: (Do not include personal comments in the description of the Incident)

Presumed sprayer hit to right hand whilst weeding in the nursery bed.

Signature of person making entry: [Signature]

Witness Name and Address: (If more than one add a separate sheet)

Post Code:  
Tel No: (0)  

Emergency Services:

<table>
<thead>
<tr>
<th>Police Called: Yes / No</th>
<th>Called: am/</th>
<th>Arrived: am / pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Station:</td>
<td>Police Name &amp; No:</td>
<td>Crime No:</td>
</tr>
<tr>
<td>Action taken by Police:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fire Called: Yes / No</th>
<th>Called: am/</th>
<th>Arrived: am / pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action taken by Fire Brigade:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ambulance: Yes / No</th>
<th>Called: am/</th>
<th>Arrived: am / pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action taken by Ambulance:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

FOR CLIENT USE:

Incident Report Received: .......... / ........ / .......

Action Taken by client:

Top (Yellow) copy to Client Manager within 48 hours of incident. Contractor to retain green copy.
Note - If Incident is of a serious nature Fax top copy immediately to Client Managers.
Maintenance Request Form

To: Parks Contract Manager

Site: .................................................................

Date: / / 

The work detailed below is requested following an inspection as detailed (please tick appropriate box):

Client Site Inspection  Reported by Contractor  Health & Safety Inspection *

* If H&S Inspection attach H&S Insp. Rep. and fax immediately to Contract Manager (Maintenance)

Location and Description of Work Required:

Signed: .............................................................

Date: / / 

Print Name: ..............................................
Designation: ..............................................

Contractor: ........................................................................................................

For Client Office use only:

Date Received: ........ / ........ / ........

Sent to Consultant / Contractor: ........ / ........ / ........

Health and Safety related: YES / NO

Priority: 
Carillion No: 
Cost: £
Fee: £

Yellow Copy to Parks Contract Manager and White retained by Contractor
APPENDIX M

Vehicle Fleet Policy

The City Council has set targets for December 2004 to reduce levels of particulate emissions from its vehicle fleet by 75% and NOx emissions by 25% over 2000 levels. The strategy for meeting these targets is based on Euro emission standards. Where possible, vehicles must meet emission standards that are higher than the current Euro 4.

**Euro 4 is the minimum standard acceptable.**

To meet these targets, the City Council has set the following objectives:

- Replace vehicles that are due for renewal with vehicles that are as near to the top end of the Hierarchy of Fuels (below) as possible. Specifically:
  - Replace light goods vehicles with electric, electric hybrid, CNG (Compressed Natural Gas), LPG (Liquid Petroleum Gas) vehicles that meet Euro 4 standards at minimum. Where these are not an option exhaust after treatment is to be applied that will achieve Euro 4 particulate limits.
  - Replace petrol/diesel cars with electric or electric-hybrid vehicles that meet Euro 4 standards at minimum. Where this is not possible replace with LPG vehicles that meet Euro 4 standards at minimum.
  - Where possible all LPG replacements should be OEM (Original Equipment Manufacturer). All purchases and conversions must be from the PowerShift Register of approved suppliers.

Hierarchy of Fuels

The following list is a guide to the potential for different fuels and technologies to meet the lowest emissions possible. For example electric vehicles will yield zero emissions. The best CNG vehicles are likely to have the next lowest emissions. However the focus is on meeting Euro standards, which is not necessarily fuel specific, and aiming to achieve a higher Euro standard than the current Euro 3 standard.

1. Electric and hydrogen fuel cell
2. Compressed Natural Gas
3. Liquefied Petroleum Gas
4. Unleaded petrol with catalyst
5. Diesel with particulate filter

Policy for Contractor's vehicles

The City Council has incorporated the fleet policy into the Procurement Code. When external contractors are sought to carry out services for the Council which involve the use of vehicles, environmental information about the vehicles to be used on the contract must be provided. The lowest emission vehicles will receive the highest scores in the tender/quotation evaluation process. Contractors must express emission factors in terms of Euro standards and state which fuels will be used.

Minimum requirements for contractors are as follows:

- All vehicles must meet Euro 3 standards at minimum
- Contractors must put forward proposals for vehicles that meet Euro 4 standards or higher, unless there are grounds for not doing so and which must be clearly stated by the contractor. (Reference should be made to the Client Manager for Transport for approval in these circumstances).

Refer to the PowerShift register for approved vehicles for assistance [http://www.powershift.org.uk/](http://www.powershift.org.uk/)
APPENDIX N

CORPORATE IDENTITY GUIDELINES.

Vehicles: introduction

The council uses vehicles every day to carry out work across the city. Vehicles provide a highly visible opportunity to reinforce the council’s identity and draw attention to the work we do.

The Following gives guidance on the application of the corporate identity to vehicles. However, as vehicles come in many shapes and sizes, you should refer any vehicle-branding request to the communications department:

Tel: 020 7641 8733
Email: corporateid@westminster.gov.uk

Applying the logo

The background colour for vehicles is white. In the majority of cases, the logo should appear on the sides of the vehicle. It will not be necessary to apply it to the front or back. The logo must be proportioned so it is clearly visible from the roadside and should comply with the colour rules in chapter 6.5.

Notes to designers:

Depending on the vehicle size, apply a vinyl logo to a flat surface. If the surface area does not permit this, it is advised to apply the logo to a strong board and fasten it to the vehicle frame.

Adding information text

You may wish to display contact details on your service vehicle. Here are the rules for application:

• Information text should be centred below the logo

• The height of capital letters in the information text should be half the height of the ‘W’ in Westminster. Information text should, wherever possible, always conform to these font sizes (fig 1).

• The minimum space between the logo and the information text should be the height of the ‘W’ in Westminster. The maximum space depends on the size of the vehicle (figs 2 and 3).

• The logo and information text should be centred on the white area on the side of the vehicle. A clear area around this should be the height of the ‘W’ in Westminster (fig 4).
Example: lorry

The following pages give examples of different vehicles. The tables show the logo versions and types of material that should be used.

Example: small van

Any vehicle branding request should be referred to the communications department:
Uniforms:

The general guidelines for uniforms are that material should be corporate blue in colour with gold detail or high visibility with black detail. The council logo should feature in a prominent position.

As needs will vary you should refer all requests to the communications department.

**Polo shirt, T-shirt, sweatshirt**

Position and size of logo

Logos should be embroidered wherever possible. The logo should always feature on the upper left-hand side and at a minimum 90mm width.

Logo colour

Blue is the corporate colour for uniform and the single colour gold version of the logo should be used.

**Jacket, shirt, trousers, skirt, etc**

Position and size of logo

Logos should be embroidered wherever possible. The logo should always feature on the upper left-hand side and at a minimum 90mm width.

Logo colour

Blue is the corporate colour for uniform and the single colour versions of the logo should be used.

No branding should feature on trousers or woolly hats. On caps logos should be embroidered wherever possible, centred and of a minimum 70mm width.
High visibility vest and jacket

Position and size of logo

For the majority of outdoor uniforms, the logo should appear centred on the back and at a minimum width of 250mm.

Logo colour

On high visibility uniforms, the black version of the logo should be used.
APPENDIX O

PESTICIDE POLICY

Westminster City Council — Policy Document on Hazardous Chemicals: Pesticides and herbicides:

Pesticides (such as insecticides), herbicides, bactericides and fungicides are important in controlling pests, weeds and diseases. However, they can have an adverse effect on non-target plants and animals and the aquatic environment is particularly at risk. Once used, many pesticides take a considerable time to break down and become inactive. They may become concentrated as they pass up the food chain. Water abstracted for public supply can be contaminated. There are currently about 450 active ingredients approved for use as pesticides in the UK. Those detected most frequently in water are herbicides used for non-agricultural purposes such as atrazine and (which have not been approved for use since 1993) and diuron which is currently approved. In order to be effective, many herbicides are water soluble and relatively persistent. There is therefore a risk associated with applying herbicides to verges and hard surfaces such as roads and pavements where run-off can easily occur. Local Authorities are the biggest non-agricultural users of pesticides.

Pesticides can cause a range of health problems in humans and animals including eye, lung, throat and skin irritation, poisoning and long-term effects such as cancers and birth defects. Government policy is to encourage the minimisation of pesticide use by a strict approvals process, codes of practice on use and appropriate research and development. Pesticides

Effects: Damage to non-target species including humans. Potential for water and land pollution.

Minimise your use of pesticides. Use non-chemical methods of pest control where possible.

Make sure pesticides are stored, handled, used and disposed of correctly. Staff using pesticides require training and certification. Refer to COSHH data sheets for information on safe disposal. Do not dispose of pesticides down sinks, toilets and drains.

The Environment Agency has guidance notes on the prevention of water pollution by pesticides, contact their publications department on 01734 535 000. They also provide advice on safe disposal, call them on 0645 333 111.

Where the use of pesticides is unavoidable, follow health and safety guidelines. Contact the Health and Safety division on 020 7641 2803 for further information.

Make sure pesticides are stored according to statutory requirements and store only enough for your immediate use. In general, pesticides should be stored in bunded areas where spills or leakage could not pollute ground or surface waters. They should be clearly labelled and a contents record for the store should be kept at another location. The store should be fire resistant, locked and secure from unauthorised access. It should be checked by the Environment Agency and a Fire Prevention Officer. Metal containers should be stored off the ground to prevent rusting. If you only have small quantities of chemicals to store they should be kept in a secure, weather proof vault or container manufactured for the purpose.

If a spillage of pesticide occurs, first check it is safe to handle. Protect drains by containing the liquid with absorbent materials and never hose it away. Call The Environment Agency's hotline on 0800 80 70 60 for help and advice (this number is to be used for emergencies only). For general enquiries call 0645 333 111.

Do not use any pesticide containing chemicals on the UK_ 'Red List' or EU' Black List'
Appendix P

Perpetuity Maintenance Graves list and requirements for each Grave
## Perpetuity Maintenance Graves

<table>
<thead>
<tr>
<th></th>
<th>Bedding (x1)</th>
<th>Bedding (x2)</th>
<th>Shrubs</th>
<th>Bulbs</th>
<th>Clip Grass Grave space</th>
<th>Clip Grass Surrounds</th>
<th>Wash 4 times yearly</th>
<th>Rub down Kerb</th>
<th>Rub down Headstone</th>
<th>Maintain inscription</th>
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<td>Clip Grass Surrounds</td>
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<td>Rub down Kerb</td>
<td>Rub down Headstone</td>
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