

**Service Level Agreement (SLA) – Between Alice Park Trust and Parks & Greenspaces Team
Summary Covering Ground Maintenance; Trees; and Play**

09th January 2024

1. Grounds Maintenance SLA

General Work Category	Area of Work	Description	SLA Budget/ Price On Application
Grounds maintenance	Main grassed areas – Trimax tractor	Tractor mower with Operator weekly between March and October = £943 [2 visits per month for 8 months x 2hr = 32hrs x Hourly Rate]	Included in SLA Budget
Grounds maintenance	Main grassed areas – Ride on rotary mower	Ride-on mower with Operative every two weeks between March and October = £1,425 [2 visits per month for 8 months x 3.5hrs = 56hrs x Hourly Rate]	Included in SLA Budget
Mowing and Collect	Fine lawn areas – Iseki mower	Iseki mower with Operative every two weeks between March and October = £5,009 [2 visits per month for 8 months x 1.5hrs = 24hrs x Hourly Rate]	Included in SLA Budget
Mowing and Collecting	Wildflower Area by Pond	Iseki mower with Operative in Autumn = £92 [1 annual visit x 4hrs = 24hrs x Hourly Rate]	Included in SLA Budget
Mowing, Strimming, Blowing, General Weeding and Litter Pick	Outside verges; Play area; Grass bank; tennis courts edge; Other areas	4x person Operative crew, with appropriate equipment, every two weeks between March and October = £1,135 [60hrs per month for 8 month x Hourly Rate]	Included in SLA Budget
Hedge Cutting	Hedge-cutting: London Road/ West Lodge	3x Operatives x 1 day, scheduled in February = £481 [24hrs in Sept x Hourly Rate]	Included in SLA Budget
Hedge Cutting	Hedge-cutting: Yew Hedge	4x Operatives x 4 days, scheduled in September = £2,579 [120hrs in Sept x Hourly Rate]	Included in SLA Budget

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Hedge Cutting	Hedge-cutting: Pyracantha in car park and by house; privet by house	3x Operatives x 1 day, scheduled in September = £481 [24hrs in Sept x Hourly Rate]	Included in SLA Budget
Hedge Cutting	Hedge-cutting: top of tennis court hedge	2x Operatives x 2hrs, scheduled in September = £84 [4hrs in Sept x Hourly Rate]	Included in SLA Budget
General maintenance tasks	Cutting off epicormic growth	3x Operatives x 1.5hrs, scheduled in March = £96 [4.5hrs in March x Hourly Rate]	Included in SLA Budget
General maintenance tasks	Leaf collection	8x Operatives x 22.5hrs, scheduled in March = £4,700 [180hrs in Autumn/ Early Winter x Hourly Rate]	Included in SLA Budget
General maintenance tasks	Misc gardening tasks – tending of shrub beds on large yew hedge lawn; taking bind weed off yew tree hedge; blow paths down after every visit; litter picking; cutting cornus	4x Operatives x 2 days, during Spring & Summer = £1,252 [60hrs x Hourly Rate]	Included in SLA Budget
General maintenance tasks	Misc gardening tasks - cutting and dead heading daffodils	1x Operative x 4hrs, scheduled in September = £92 [4hrs x Hourly Rate]	Included in SLA Budget
General maintenance tasks	Weeding & trimming shrubbery around wildlife pond	Volunteers	Volunteer time
Survey	Inspection	Surveys for Improvement Works	POA

2024/25 SLA Fee for Grounds Maintenance: £18,369

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2. Tree Maintenance SLA

General Work Category	Area of Work	Description	SLA Budget/ Price On Application
Survey	Inspection	Inspecting trees and prioritising works, based on 19 hours Inspector time per annum (currently 156 trees in Alice Park)	Included in SLA Budget £871
Works	Tree surgery & clearance	Emergency Response following call-out (storm or incident based). Based on average 2 callouts per year that require tree surgery/ clearance at average £237 per callout	Included in SLA Budget £474
Admin	Tree management admin	Dealing with tree related enquiries from the public & council officers/ members/ initial insurance claim responses. Based on 20 hrs per annum of Tree Manager time.	Included in SLA Budget £1124
Admin	Tree Works	Work specification, instruction and actual work (internal or external contract)	POA
Admin	Insurance/ Public Liability	Preparing a case for Insurance Claims	POA
Survey	Specialist Inspection	Specialist surveys (disease & decay)	POA
Works	Tree Works	Tree surgery for planned routine maintenance work	POA
Works	Tree Planting	Sourcing funding, tree selection and technical advice/ design, tree orders, tree storage and care in yard, tree planting in soft ground or in hard surface pits, tree establishment (weeding/ watering/ replacement)	POA (some works might be eligible for external funding)
Exclusions	Specific Exclusions to SLA Budget	<p>Organizing and carrying out works to trees and vegetation emanating from private land (dealt with via letter to landowner/ householder to action works). Arranging and carrying out works to vegetation other than trees ('a tree' is defined as a perennial plant with a single, woody, self supporting stem, usually un-branched for some distance above the ground).</p> <p>Installation of tree planting pits in hard surfaces in new locations.</p> <p>The design and implementation of new landscaping schemes for grounds will be at additional cost, for which quotations can be provided.</p> <p>The responsibility for works undertaken to trees at Alice Park by other parties without prior agreement with the Parks Tree Manager.</p>	POA

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		Internal investigations of trees using specialist equipment (as per Specialist Inspection)	
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2024/25 SLA Fee for Tree Inspection & Emergency Works: £2,469

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3. Play Area and Equipment Maintenance SLA

General Work Category	Area of Work	Description	SLA Budget/ POA
Survey	Inspection	Weekly inspections of play equipment will take place by the Council's Play Inspectors [52 weeks of the year, 1 hour average per week for routine / operational inspections, depending on leaf fall, repairs etc. = £2,385]	Included in SLA Budget
Maintenance	Repair & Maintenance	<i>Materials – small parts and replacements annually</i> Routine repairs and maintenance - actual work required depends on wear and tear Swing seats x2 plus carriage = £101 Bushes, shackles, cap covers and quick links = £105	Included in SLA Budget
Maintenance	Repair & Maintenance	<i>Materials – play sand</i> Sand is renewed every three years [20 tonnes of play sand delivered to Alice Park costs £2,500; Tractor plus driver five hours £420; and Labour 16 hours £734 = £3,654	Included in SLA Budget every 3rd Year
Maintenance	Litter collection	Litter picking and general tidying of play areas	Cleansing Dept/ Volunteers
Improvements	Capital replacement	Annual/ in year replacement programme of play equipment	POA – capital budget request
Exclusions	Specific Exclusions to SLA Budget	Design of play areas; specification of new equipment or layouts; consultations and surveys relating to new designs; procurement of play equipment & contractors; contract/ project management; implementation of play schemes.	POA – capital budget request

2024/25 SLA Fee for Play Inspection & Remedial Works: £2,591 + £3654 for play sand replacement (needs replacing from April 2024)

Every 3 years the play sand will need replacing, so current estimate of the cost every 3rd year would be the additional £3654 (subject to price increase). This will begin from 2024/25 with the next replacement of sand happening 2027/28.

TOTAL Ground Maintenance; Trees; and Play SLA:

2024/25 Budget Cost: £27,083

POA costs may vary [+ or -] depending on pay awards; structural/ re-organisational changes within the Council; or excessive inflationary pressures. Annual SLA inflationary increases will be communicated to the Trust in advance and will be influenced by the factors influencing the cost of service delivery mentioned above.