

# **Specification and Scope of Requirements**



**CLARION**  
HOUSING GROUP

**Clarion Housing Group**

**Japanese Knotweed and Invasive plant  
treatment and removal**

**2021/22**

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# **1 Overview**

## **1.1 Overview of Requirements**

Clarion Housing requires a Service Provider to undertake to its portfolio of Japanese Knotweed/ Invasive species removal.

We are proposing one national contract for Invasive Plant treatment for the whole of Clarion to be managed regionally.

Contractors must be a member of the INNSA and or Property Care Association.

Contractors must have an environmental permit or registered waste exemption.

## **2 General Requirements**

### **2.1 Health and Safety**

Health and Safety policy and risk assessment requirements to be met by all contractors.

Contractors will need to demonstrate appropriate health and safety competence in order to carry out works in line with current Health & Safety legislation and with particular attention to the requirements of:

- The Health & Safety at Work Act 1974
- Management of Health & Safety at Work Regulations 1999
- Control of Substances Hazardous to Health (COSHH) Regulations 2002

All Contractors will need to complete and pass the Clarion H & S appraisal prior to any contract award in addition to the above. Contractors are subject to H&S review at periods of no less than 18 months to ensure continued compliance with required standards.

### **2.2 Occupied Homes**

The contractor will work with estate teams and residents when operating in communal areas. Contractors to carry ID and have the appropriate PPE. Contractors must confirm access and provide residents with 1 week's notice before attending an appointment.

### **2.3 Equality and Diversity**

The contractor must have the ability to offer vulnerable residents, residents with language needs, or those with hearing/reading impairments the option of language services, larger print text, or audio services.

The contractor's staff must demonstrate good customer service skills and have an awareness of safeguarding and duty of care issues.

### **2.4 Clarion Policies**

The Contractor must comply with the following Clarion Policies:-

- Clarion Code of Conduct
- Clarion Japanese Knotweed Process/ Policy Clarion Data Protection Policy
- Clarion Environmental Policy

### **3 Locations**

#### **3.1 Locations**

The contract will cover the following areas: –

- North London
- North Region
- South London
- South Region
- East Region

### **4 Technical Requirements**

#### **4.1 Technical Requirement 1 – Basic Requirements**

The Contractor will be required to provide management and control to non-native invasive species to include but not restricted to Japanese knotweed, giant hogweed, Himalayan balsam, Rhododendron Ponticum, New Zealand Pigmyweed, Ragwort, bamboo and eradication services to sites owned by Clarion Housing Group.

The use of sub-contractors to be agreed with Clarion Housing Group and managed by the contractors.

#### **4.2 Technical Requirement 2 - Specifics**

This service must be provided in accordance with the Invasive Non-Native Specialists Association (INNSA) Japanese Knotweed and Invasive plant species. This will include the identification, production and implementation of a Japanese knotweed and Invasive Plant management plan and removal/control of outbreaks identified on Clarion land:

The Management Plan must include:-

- Description of Property with an accurate description of the Invasive species.
- Scheduled Plan and dimensions including supporting photographs. This should cover the whole property and not just the areas identified with Invasive species.
- The plan should include consideration of the options for control and an explanation as to how the recommended action was arrived at including eradication method.
- A follow up report of the Invasive species management plan and monitoring of ongoing treatment.
- A treatment schedule that is updated as treatment is carried out.
- A breakdown of costs.

The service provided should include:

- The Contractor will be required to provide a client portal to allow Clarion staff access live data and reports.
- Site assessments.
- Survey, identification and source of invasive plants.
- Clearing and fencing off as necessary identified land to allow access to infested areas, including signage of Invasive Plant in communal areas.
- Maintaining treatment by scheduled visits and keeping treatment site clear of general vegetation.
- Winter mulching of canes if deemed necessary.
- Removal of controlled waste from site as required, for disposal at a licensed waste facility with a waste transfer note (Completed and signed) as per regulation 35 of the Waste Regulations
- Monitoring of site under Warranty/Guarantee -
- All materials must be disposed of in accordance with the official Non-Native Specialists Association (INNSA) guidelines
- Contractors must have the appropriate warranty guarantee for the work that is proposed.
- Contractor to provide certificate, statements, work order when treatments and visits are completed. 'Insurance Backed Guarantee' as requested to be issued at commencement of contract
- Temporary fencing and signage to be removed at end of the treatment period.
- Contractor to pre-book appointments with Clarion Managers and residents, with at least one week's notice

#### **4.3 Technical Requirement 3 - Advice**

The Contractors proposal must include advice on effects of treatment on the environment for example, neighbouring trees, plants, watercourses and drains.

#### **4.4 Technical Requirement 4 - Training**

Contractors to provide training and CPD (Continuing Personal Development) for Invasive species to Clarion staff as and when required.

#### **4.5 Technical Requirement 5 – Data Protection Implications**

The Service Provider must be able to demonstrate compliance with all relevant data protection Legislation including the General Data Protection Regulation and Data Protection Act 2018. This will include:-

- The secure processing of personal data, secure storage of data, secure transfer of data, and secure deletion of data when this is no longer required and appropriate training for staff that have access to data.

#### **4.6 Technical Requirement 6 - Legislation**

Contractors must comply with the INNSA Code of Practice (April 2017) including but not limited to:-

- The Control of Pesticides Regulations 1986
- The Plant Protection Products (Sustainable Use) Regulations 2012
- Section 14(2) of the Wildlife and Countryside Act 1981 (WCA 1981)

- The Environmental Protection Act 1990 (EPA)
- Waste (England and Wales) Regulations 2011 (Waste Regulations).
- The Hazardous Waste Regulations 2005 (HWR 2005)
- List of Waste (England) Regulations 2005.
- The Environmental Permitting (England and Wales) Regulations 2010 (EPR)

#### **4.7 Technical Requirement 7 – Audits**

Clarion Housing Group will audit completed works.

The contractor will be expected to pass the audit requirements at 90% pass rate.

#### **4.8 Technical Requirement 8 – Portal**

The Contractor will be required to provide a client portal to allow Clarion staff access live data and reports.

The minimum requirements for the portal are:

- All datacentres must be ISO27001 accredited.
- Secure Software Development Lifecycle (SSDL) must be followed and evidenced
- The portal must have an annual penetration test carried out by an external CREST accredited supplier. There should also be evidence of any findings being mitigated in a timely manner.
- The company must hold at least Cyber Essentials or be able to demonstrate equivalent

## **5 Billing**

### **5.1 Billing**

Contractors must produce an invoice on receipt of a valid Purchase Order.

Invoices to include full treatment cost up front.

## **6 KPIs**

### **6.1 KPIs (as per the KPI's schedule)**

Please see attached Document

### **6.2 Monitoring**

The contract will be managed by the 5 regional contract managers. Performance review meetings will be held every six months.

Meetings will be held to discuss (as a minimum but not limited to) Reports which are to be sent 5 working days prior to meetings and to include:

- Expenditure
- Meeting of KPIs

Contractors must update and review legislation and ensure that their practices comply and ensures that Clarion is compliant

Regional managers will manage the day-to-day activities, including agreed servicing schedule, compliance with KPIs, complaints, remedial works as a result of servicing.

### **6.3 Continuous Improvement**

- Identify new practices and/or chemicals to limit the environmental damage

## **7 Social Value**

### **7.1 Social**

Contractors must be able to provide information and/or training for residents and Clarion staff to enable them to identify Invasive species.

We would also like contractors to work with Clarion futures to provide details of any job vacancies that they have. This will allow Clarion residents to have the opportunity to apply for any vacancies.