

## The Highland Council

Badenoch & Strathspey Area Committee - 6 September 2016

Agenda Item	12
Report No	BSAC/18/12

### Grounds Maintenance Performance Monitoring Interim Report

#### Report by Director of Community Services

##### Summary

This report details performance management information of the Grounds Maintenance Service covering the period of April to August 2016.

Members are invited to note the management actions taken to deliver contracted and SLA grounds maintenance operations.

## 1. Introduction

1.1 Members will recall that local Committees now have certain powers with respect to Grounds Maintenance within the context of the overall strategy and budget which are set by Community Services

1.2 In summary Grounds Maintenance includes:

- the maintenance of grass, flower and shrub beds;
- pruning vegetation and trees;
- weed-killing in public open spaces, sports areas, burial grounds and play areas.

1.3 This report (and future reports) will detail Service performance in these tasks.

## 2. Maintenance Arrangements

2.1 Grass cutting across Badenoch & Strathspey (Contract Lot 7) is wholly delivered by ISS.

2.2 The DLO are responsible for all maintenance of open space assets listed in 1.2 above. In addition Community Councils are also responsible for the summer maintenance of annual bedding at agreed locations throughout the ward.

2.3 Grass Cutting Amenity Standards are detailed in **Appendix A**

## 3. Contract & SLA Supervision

3.1 The basis for supervision of the activities whether contracted or not is against a specification which is contained either in the contract (with the private sector) or in a Service Level Agreement (SLA) which is essentially a contract with the In-house team.

3.2 Primary responsibility for monitoring the quality of works lies with the In-house team and/or contractors by way of self-assessment.

#### **4. Performance April to August 2016**

4.1 Performance should be measured against the baseline figures of :

- Maintained Area = 559,059 square metres;
- Annual Tasks = 13,205

4.2 For the grass cutting activities and other grounds maintenance work the number of inspections and resulting breached standard notices issued to the contractor and in-house DLO are shown below:

4.3 Overall 71.4% of all breached standards were rectified within the notice period. The level of performance differs across the two quarters and between service providers, as presented in **Appendix B**.

#### **5. Management Summary and Actions**

5.1 This report details performance management information of the Grounds Maintenance Service for April to August 2016.

5.2 The monitoring and arrangements for recording performance is migrating to the area teams who will work closely with the Community Service Contracts team over the growing season to ensure consistency.

5.3 Members will note limited formal contract monitoring data for retained DLO works. Unfortunately conflicting service priorities had resulted in a greater reliance on customer reports through the CRM system to alert the service to any quality concerns. However formal contract monitoring is still taking place and will be implemented to ensure a more comprehensive recording mechanism.

5.4 Members are invited to note the management actions taken to deliver contracted and SLA grounds maintenance operations.

## **Recommendations**

Members are invited to:

- (i) scrutinise the performance management and remedial action information provided on the grounds maintenance service set out in this report;
- (ii) note the management actions taken to address the performance issues identified; and
- (iii) agree to review required service standards at future Ward Business Meetings

Designation: Director of Community Services

Date: 26 August 2016

Author: Ricky McNab

## Appendix A - Grass Cutting Amenity Standards

<b>Grass Type</b>	<b>Minimum Height of Grass (after cutting)</b>	<b>Maximum Height of Grass (prior to cutting)</b>	<b>Evident Clippings Acceptable</b>	<b>Action if Excessive Clippings</b>
<b>Lawn</b>	<b>15mm</b>	<b>25mm</b>	<b>None</b>	<b>N/A - <i>Collected at Each Cut</i></b>
<b>High Amenity</b>	<b>25mm</b>	<b>60mm</b>	<b>Minimal</b>	<b>Remove</b>
<b>General Amenity</b>	<b>35mm</b>	<b>100mm</b>	<b>Some, Dispersed Evenly</b>	<b>Spread thinly or Remove</b>
<b>Low Amenity</b>	<b>75mm</b>	<b>150mm</b>	<b>Moderate, Dispersed</b>	<b>Spread</b>
<b>Rough Verge or</b>	<b>100mm</b>	<b>250mm</b>	<b>Significant, Scattered</b>	<b>N/A – <i>Not an Amenity Grade</i></b>

## Appendix B – Performance Analysis

Badenoch & Strathspey Ward 21 (Table 8)	Quarter 1								Quarter 2							
	Total Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial Notices	Default Notices	Notices within time	% Notices in time	Total Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial Notices	Default Notices	Notices within time	% Notices in time
Grounds - Contracted Grass Cutting (ISS)	85	22	63	26%	61	2	41	65%	47	17	30	36%	29	1	27	90%
Grounds - Retained Grass Cutting	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
Grounds - SLA Work	10	6	4	60%	1	3	1	25%	3	2	1	67%	1	0	1	100%