

**AGENDA ITEM 8
REPORT NO. LA/29/18**

HIGHLAND COUNCIL

Committee: Lochaber Committee

Date: 7 November 2018

Report Title: Grounds Maintenance Performance Monitoring Report for 2018 and Priorities for 2018/19

Report By: Director of Community Services

1 Purpose/Executive Summary

- 1.1 This report provides information on how Community Services performed in relation to performance indicators for the period 01 April to 30 September 2018.

2 Recommendations

- 2.1 Members are invited to scrutinise the information provided on performance for the period 01 April to 30 September 2018.

3 Introduction

- 3.1 A new inspection system was introduced for Grounds Maintenance has been developed to take advantage of mobile technology. Connection issues with this system have been problematic from day 1. These issues are being addressed presently.
- 3.2 The new inspection system when running smoothly will be able to assess the quality of service provided from a customer's point of view and we will be able to measure effectively the works of Grounds Maintenance and Public Conveniences.

4

2018/19 01 April – 30 September 18			
Ward	Number of Inspections	Number Satisfactory	% Satisfactory
11	47	47	100
21	67	67	100

- 4.1 Grounds maintenance inspections took place from 01 April to 30 September 2018. We had medium growth towards the start of the season quickly followed by heavy growth from May onwards and this continued throughout the rest of the 2018 season.
- 4.2 Lessons learned from the 2017 season were implemented this season and were of benefit during the season.
- 4.3 Members may have noticed that we increased the use of weed killing this season. This was used along grass edging, street furniture and fence lines. This approach was previously agreed at Council meeting of 16 February 2017 and was introduced to:-
- (i) To improve efficiency and productivity; and
 - (ii) To reduce the number of accident caused by flying stones from strimmers

Priorities

Continue to explore how grounds maintenance, play parks and burial ground maintenance, can be best delivered to meet the needs of the Wards.

5. Public Conveniences

- 5.1 The council operates 8 public conveniences all year round + 1 seasonal facility in Lochaber and also monitors 7 Highland Comfort Scheme providers.

5.2

2018/19 01 April – 30 September 18			
Ward	Number of Inspections	Number Satisfactory	% Satisfactory
12	47	47	100
22	67	67	100

5.2 There have been a few minor cleaning issues and all have been resolved locally.

6. Implications

6.1 Resource – No Implications.

6.2 Legal – No Implications.

6.3 Community (Equality, Poverty and Rural) – No Implications.

6.4 Climate Change / Carbon Clever – No Implications.

6.5 Risk – No Implications.

6.6 Gaelic – No Implications.

Designation: Director of Community Services

Date: 17 October 2018

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