

The Highland Council
Skye & Raasay Area Committee
June 2016

Agenda Item	8
Report No	SR/13/16

Grounds Maintenance Performance Monitoring Report – early season update

Report by Director of Community Services

Summary

This report details performance management information of the Grounds Maintenance Services for April to 8th June 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 Maintenance provision is carried out by in-house staff, and private sector contractor according to the details in *Appendix I*.

2.3 As well as non-contracted grass cutting the In-house team is responsible for the maintenance of open space assets listed in 1.2 above.

3. 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. Grass cutting amenity standards are attached as *Appendix II*.
- 3.3 Primary responsibility for monitoring the quality of works lies with the In-house team and/or contractors by way of self-assessment.
- 3.4 The management of performance, administration and validation of works are carried out by a small HQ based team comprising of three individuals (for all of Highland).
- 3.5 The team also manages recovery of calculated losses as a result of non-compliance and undertake planned, focused/reactionary and random inspections. Re-inspections are undertaken following the issue of a Breached Standard notice.
- 3.6 Where performance or inspection failure is recorded, a Failed Output Standards notice is issued to the service provider. For SLA works a remedial notice is issued.
- 3.7 After a Failed Output Standards notice is issued, the contractor has 4 calendar days to rectify. After a Remedial Notice has been issued, the in-house team has 7 calendar days to rectify. Failure to return the site to the required standard results in an escalation of the original notice.
- 3.8 To encourage prompt action, The Authority's Representative has the discretion to withdraw the Remedial Notice if the site is returned to standard within 48 hours of issue.
- 3.9 Failure to complete remedial action within the prescribed time results in loss of monthly payment for the specified location, incurs re-inspection cost and a Default notice being issued
- 3.10 For the 2016 season calculated losses will be agreed at the monthly contracts meeting and deducted directly from monthly contract value

1st Quarter Performance

Performance should be measured against the baseline figures of :

4.
 - Maintained Area = 350,208 square metres;
- 4.1
 - Annual Tasks = 8926
- 4.2 In summary:
 - No Failed Output Standards were issued;
 - No Customer complaints received;
 - Validation inspections shown as *Appendix III*.

5. Validation

- 5.1 Community Services actively prioritise resource allocation to sports areas, play areas and burial grounds maintenance.
- 5.2 To identify key issues and deploy resources in a cost efficient manner, the contracts team is focussed on and aiming to carry out validation checks at all burial grounds over the summer season.
- 5.3 This may result in a number of breached standards notices being issued; these will be prioritised and programmed for action.
- 5.4 Full details of the validation results for both Inverness and all Highland are attached as *Appendices III* and *IV* respectively.

6 Recommendations

Members are invited to note:

- 6.1 the performance management and remedial action information provided on the grounds maintenance service; and
- 6.2 the management action taken to address the performance issues identified.

Designation: Director of Community Services

Date: 8 June 2016

Author:

Appendix I

Maintenance Arrangements in Skye & Raasay (2016-17)

PROVIDER	Delivered By	SERVICE	Detail (m²)
THC CW Skye & Raasay	In-house staff	Retained grass cutting and all SLA work which includes: Burial grounds maintenance, Internments, play areas, weedkilling and shrub bed maintenance	Grass cutting undertaken by Dunvegan Village Officer and all SLA works completed by DLO operatives 60,093
	Golders (private sector)	Grass cutting to sports areas, play areas, bowling greens, schools and housing estates across Ward 11	All locations listed as sub-contracted grass cutting 290,115sqm

Appendix II

Grass Cutting Amenity Standards

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

Appendix III

1st Quarter Validation Inspections: Skye & Raasay

Skye & Raasay Ward 11	Grounds Maintenance		
	Contracted Grass	Retained Grass	SLA non Grass cutting
Asset Quantity (m²)	290,115	1270	58,893
Total No. of Inspections.	10	0	0
Pass Inspections.	10	0	0
Fail Inspections.	0	0	0
Pass Rate (%)	100	0	0
Remedial Notices issued	0	0	0
Default Notices issued	0	0	0
Notices addressed within time			
% Notices addressed within time			

Appendix IV

1st Quarter Validation Inspections: All Highland (Wards 1-22)

Operator	ACTION							
	Total No. of Inspections.	Pass	Fail	Pass Rate (%)	Remedial Notices	Default Notices	*Notices completed within time	*% within time
Grounds Contracted Grass Cutting (ISS)	312	174	138	56	130	8	107	78
Grounds Contracted Grass Cutting (Golders)	10	10	0	100	0	0	NA	NA
Grounds Contracted Grass Cutting (In-House Team)	4	0	4	0	1	3	1	25
Grounds Retained Grass Cutting (In-House Team)	15	13	2	87	1	1	0	0
Grounds SLA Work (In-House, and Community Co)	65	13	52	20	46	5	13	25

*Due to report being during the 1st quarter **Appendix IV** includes notices currently live and within 7 days of issue.

Skye & Lochalsh Wards 6 & 11	Quarter 1							
	Total No. of Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial or Fault Report Notices issued	Default Notices issued	Notices addressed within time	% Notices addressed in time
Grounds - Contracted Grass Cutting (Golders)	17	10	7	59%	7	0	7	100%
Grounds - SLA Work	3	0	3	0%	3	0	0	0%
PCs - Contracted Cleaning				-				-
PCs - Highland Comfort Schemes	1	1	0	100%	0	0	0	-

Contractor reported Fails

3 Remedials pending

Contractor Supplied Inspection Data				
Skye & Lochalsh Wards 6 & 11	Quarter 1			
	Total No. of Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)
Grounds - Contracted Grass Cutting (Golders) April	66	65	1	98%
Grounds - Contracted Grass Cutting (Golders) May	109	106	3	97%
Grounds - Contracted Grass Cutting (Golders) June	23	19	4	83%
	198	190	8	96%

Fail Inspection recorded as very minor fail - rectified at point of inspection

Up to 16th June