

The Highland Council

**Nairnshire Committee
21 September 2016**

Agenda Item	10
Report No	N/20/16

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 1 April to 9 September 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, War Memorials and play areas.

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

2. Maintenance Arrangements

2.1 Nairn grass cutting is predominantly delivered by ISS (Contract lot 8) with the putting green maintained by the area DLO.

2.2 The DLO is 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 = 667,013 square metres;
 - Annual Tasks = 8,522
- 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 74% 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 the available performance management information of the Grounds Maintenance Service for April to August 2016.
- 5.2 Conflicting service priorities have resulted in a greater reliance on customer reports through the CRM system to alert the service to any quality concerns. Whilst this has been a relatively successful approach, it has resulted in the majority of inspections taking place at locations where we are aware that work has been unsatisfactory. This has resulted in a relatively low number of satisfactory inspections overall (33 for the first 2 quarters). However, this should be considered in the context of the 8,522 activities undertaken over the year
- 5.3 Members are invited to note the management actions taken to deliver contracted and SLA grounds maintenance operations.

Recommendations

Members are invited to:

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

Designation: Director of Community Services

Date: 09/09/2016

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Appendix A - 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 - Collected at Each Cut
High Amenity	25mm	60mm	Minimal	Remove
General Amenity	35mm	100mm	Some, Evenly Dispersed	Spread thinly or Remove
Low Amenity	75mm	150mm	Moderate, Dispersed	Spread
Rough or Verge	100mm	250mm	Significant, Scattered	N/A – Not an Amenity Grade

APPENDIX B

Nairnshire Ward 19 (Table 7)	Quarter 1								Quarter 2							
	Total Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial Notices issued	Default Notices issued	Notices addressed within time	% Notices addressed in time	Total No. of Insp.	Pass Insp.	Fail Insp.	Pass Rate (%)	Remedial Notices issued	Default Notices issued	Notices addressed within time	% Notices addressed in time
Grounds - Contracted Grass Cutting (ISS)	33	10	23	30%	22	1	18	78%	8	0	8	0%	7	1	5	63%
Grounds - Retained Grass Cutting	0	0	0	-	0	0	0	-	0	0	0	-	0	0	0	-
Grounds - SLA Work	7	5	2	71%	0	2	0	0%	0	0	0	-	0	0	0	-