

**AGENDA ITEM 3  
REPORT NO. SR/4/18**

**HIGHLAND COUNCIL**

**Committee:** Skye & Raasay Committee

**Date:** 4 June 2018

**Report Title:** Grounds Maintenance Performance Monitoring Report for 2017/18 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 1 January to 31 March 2018.

**2. Recommendations**

- 2.1 Members are invited to scrutinise the information provided on performance for the period 01 January to 31 March 2018.

### 3. Introduction

- 3.1 A new inspection system for Grounds Maintenance and Public Conveniences has been developed to take advantage of mobile technology. Unfortunately delays in the implementation of this system mean that the performance results do not cover the full year. Inspections commenced August 2017. System development and technical issues were resolved over the 3<sup>rd</sup> quarter. The system is now fully operational and performance information will be available for all 4 quarters of Financial Year 2018/9.
- 3.2 The new inspection system aims to assess the quality of service being provided from customers' perspective and measures this against new specifications that have been developed for Grounds Maintenance and Public Conveniences.

### 4. Performance Monitoring

4.1

2017/18 January – 31 March 18		
Number of Inspections	Number Satisfactory	% Satisfactory
25	20	80.00

- 4.2 Grounds performance monitoring identified 5 minor tasks for remediation to be completed at next scheduled visit.
- 4.3 Inspections completed during 4th Quarter highlighted requirement for weed control within burial grounds, play areas and housing footpaths.
- 4.4 In order to reduce the amount of strimming which is a slow process and reduce the number of accidents caused by flying stones we are weedkilling fence lines/edge of pavements and around obstacles like lampposts. This allows a larger, quicker machine to cut closer to these edges. This is obviously labour saving as well as safer.
- 4.5 It is acknowledged that the Grounds Maintenance inspections took place between January to March 2018, during a particularly cold winter period. However they indicate a satisfactory level of service provision overall which we aim to continue into 2018/19.

### 5. Public Conveniences

- 5.1 The council operates 6 public conveniences on Skye and Raasay and monitors 7 Highland comfort scheme providers.

5.2

2017/18 January – 31 March 18		
Number of Inspections	Number Satisfactory	% Satisfactory
66	65	98.48

- 5.3 Insourcing service provision has improved service delivery and performance management. No issues were found with availability of these facilities and just one minor cleaning issue. Resolved at the next scheduled clean.

## **6. Priorities**

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

## **7. Implications**

- 7.1 Resource – No implications.
- 7.2 Legal – No implications.
- 7.3 Community (Equality, Poverty and Rural) - No Implications.
- 7.4 Climate Change / Carbon Clever – No implications.
- 7.5 Risk – No Implications.
- 7.6 Gaelic – No implications.

Designation: Director of Community Services

Date: 17 May 2018

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