

Agenda item	12
Report no	RC/027/18

THE HIGHLAND COUNCIL

Committee: Ross and Cromarty

Date: 15 August 2018

Report Title: **Grounds Maintenance Performance Monitoring Report for 2018 and Priorities for 2018 – Q1**

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 April 2018 to 30 June 2018.

2 Recommendations

- 2.1 Members are invited to scrutinise the information provided on performance for the period 1 April 2018 to 30 June 2018.

3 Introduction

- 3.1 A new inspection system for Grounds Maintenance and Public Conveniences has been developed to take advantage of mobile technology now available to the Council. Officers have been using this technology since March 2018, and have been using the period since then to test the system.
- 3.2 This new inspection system aims to assess the quality of Grounds Maintenance and Public Conveniences service from a customers' perspective and measures this against new specifications that are being developed for these services, as approved at the Community Services Committee meeting on 3 November 2016, and the Council meeting on 16 February 2017.

4 Grass Cutting

4.1

2018/19 01 April – 30 June 18		
Number of Inspections	Number Satisfactory	% Satisfactory
182	167	92

- 4.2 Grounds Maintenance inspections took place between 01 April to 30 June 2018. We had a slow start to growth in April followed by a very high growth May and the start of June. However they indicate a satisfactory level of service provision overall which we aim to continue for the rest of the 2018/19 season.
- 4.3 Implementation of lessons learned from summer 2017, the extended period of cold weather at the end of the winter and the low rainfall experienced since May have contributed to the high levels of performance for the grass cutting service in Ross and Cromarty.
- 4.4 Examples of reasons for areas being found to be unsatisfactory include the presence of litter, slight weed growth, strimming and excessive grass arisings.
- 4.5 Members may have noticed an increase in the amount of weed control taking place along the edges of grassed areas, along fence lines and around obstacles such as signs and benches. This was agreed as an efficiency measure at the Council meeting of 16 February 2017, and has been introduced to:-
- i. Improve efficiency and productivity; and
 - ii. Reduce the number of accidents caused by flying stones

5 Public Conveniences

5.1 The council operates 32 public conveniences in Ross and Cromarty and monitors 9 Highland comfort scheme providers.

5.2

2018/19 01 April – 30 June 18		
Number of Inspections	Number Satisfactory	% Satisfactory
29	26	90

5.3 Insourcing service provision has improved service delivery and performance management. No issues were found with availability of these facilities.

5.4 There were a couple of minor cleaning issues and some sites where consumables needed replenished. All resolved at time of inspection or the next scheduled clean.

6 Implications

6.1 Resource – No Resource implications.

6.2 Legal – No know Legal implications at this time

6.3 Community (Equality, Poverty and Rural) - No know Equality, Poverty or Rural Implications at this time.

6.4 Climate Change / Carbon Clever – No known Climate Change / Carbon Clever implications at this time.

6.5 Risk – No known Risk implications at this time.

6.6 Gaelic – No Gaelic implications.

Designation: Director of Community Services

Date: 30 July 2018

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