

Agenda Item	4
Report No	LA-14-19

HIGHLAND COUNCIL

Committee: Lochaber Area Committee

Date: 29 August 2019

Report Title: Grounds Maintenance Performance Monitoring Report

Report By: Interim Chief Officer Resources (Community Services)

1. Purpose/Executive Summary

- 1.1 This report details performance management information of the Grounds Maintenance Service from April 2018 to June 2019.

2. Recommendations

2.1 Members are invited to:-

- (i) scrutinise the performance management information; and
- (ii) agree to review required service standards at future Ward Business Meetings.

3. Implications

3.1 Resource – No implications.

3.2 Legal - No implications.

3.3 Community (Equality, Poverty and Rural) – No implications.

3.4 Climate Change / Carbon Clever – No implications.

3.5 Risk – No implications.

3.6 Gaelic - No implications.

4. Maintenance Arrangements

- 4.1 Community Services are responsible for a wide range of horticultural related activities, including the maintenance of grass, flower and shrub beds, pruning vegetation and trees, weedkilling in public open spaces, sports areas, burial grounds and play areas.
- 4.2 This report details the recorded performance from April 2018 to June 2019 and provides feedback of actions taken to manage the service during the period.
- 4.3 The services are responsible for all grass cutting and maintenance of open space assets. Due to recruitment issues, 17.61% (138,573m²) of the maintained grass area is sub-contracted. The performance report includes sub-contracted works.

5. Resources

- 5.1 The main base for operations is Carrs Corner, Fort William. The area based Amenities Officer manages day-to-day activities for six permanent operatives, four seasonals and one contractor. Table one details deployment of plant and equipment.

Table One

Plant & Equipment	Grounds Maintenance
Pick-ups	3 permanent 2 additional during the season
Vans	0
Combi van	2
Tractors with attached mower	0
Ride-on mower	1 x triple 1 x out front 2 x zero turns
Walk behind mowers	5
Mini tractors	0
Strimmers	5
Blowers	4
Chainsaws	0

- 5.2 The first point of contact for all operational issues, customer or Member enquiries/complaints and service requests is the Area Amenities Officer. Service requests are prioritised and actioned within available resources. For any additional works requested compensatory savings are agreed or additional funding provided.

6. Performance Monitoring

- 6.1 The inspection system assesses the quality of grounds maintenance from a customers' perspective, and measures this against the standard of works completed across all types of amenity spaces. For grounds maintenance assessments include excessive grass clippings and litter.

6.2 Inspectors assess the standard of service achieved at each site inspected, recording standards as noted below:

- A** – Completed to Specification
- B** – Predominantly completed
- C** – Remediation work required
- D** – Very poor/unacceptable

A/B inspection results are classed as a pass and C/D inspection results inform planned maintenance and any remediation work required.

Minor remediation takes place at the next scheduled visit. This allows operatives to keep on programme and maintain most locations to the required specification.

6.3 Table 2 records the results of inspections undertaken in relation to the quality of service delivery against the above specification within areas which are currently maintained. This does not include areas which are not maintained such as slopes over 30 degrees or areas not cut in order to promote biodiversity.

There is no report for quarter 3 of 2018/19 due to the inspection devices being transferred from 'total mobile' to the Council's own system.

Table Two

Service Activity	2019/20	2018/19			
	Qtr 1	Qtr 4	Qtr 3	Qtr 2	Qtr 1
Grounds	98%	90%	No report available	100%	97%

Designation: Interim Chief Officer Resources (Community Services)

Date: 15 August 2019

Author: Debbie Sutton, Amenities Manager (South)