

SERVICETEAM GROUNDS MAINTENANCE

BRIEF OPERATIONAL REPORT

July 2005 to December 2005

1. Introduction

The grass cutting season was again demanding with the wet weather at the start of the season. Our improved supervisor structure has resulted in a more customer-focused approach to the service thus providing residents of Rochford District with a more customer based delivery. We now have Dave Hunter as Senior Supervisor and Paul Crabb as Contract Supervisor and both are well established on the contract. We have included various photos of the operation undertaken over the last six months.



Clearing the ditches



Litter picking the reservoir



2. Grass Cutting

The grass cutting season again was very wet at the start but did settle down towards the latter part of the season. Following on from last season we have paid particular attention to the cutting crews and this has resulted in a much-improved performance. However, we still have areas of concern which will be our focus of attention this season, particularly grass cuttings being left on pavements and cut up litter. The supervisors are tasked to reduce the complaints in relation to these items. We anticipate grass cutting to start early March, weather permitting.

3. Football Season

Following on from the football questionnaire sent out at the end of last season we can now report that from the 32 sent out we have received 28 back. The feedback from the clubs is very favourable and we only had three clubs with queries, two are now resolved and the third relates to drainage of the pitches which we have passed to Rochford Officers. We need to increase the pitch hire charge, as the indices increase has not kept up with increasing labour and material cost. Conducting a recent phone survey (Appendix B) of neighbouring authorities showed Rochford to be one of the cheapest areas to play football. We will need to increase the cost of hire to the clubs if the standards are to be maintained at the current level.

4. Green Waste

Green waste in summer months produces a skip a week relating to approx two tonne. In the winter months we only get a skip a month. Most of the green waste produced over winter relates to leaving and pruning.



5. Winter Works

We are currently in the process of attending to the shrub beds, edging back the grass to hard edges as shown above and ditch clearing also shown above.

6. Action Plan

The plan we put forward earlier this year is currently on target. We need to further improve the grass cutting schedules but will require detailed maps from the Council to formulate this proposal. (Appendix C)

7. Training

Our training programme continues with Writtle College and the NVQ trainers, W.M.A.S and we are now in discussion with the NVQ training board to devise an on-site training scheme for the horticultural operatives. We have a meeting arranged in January 2006. We have agreed a training scheme with Writtle College for shrub and rose pruning and are in the process of finalising the details with our training manager Steve Mayne, a further update will be provided at the meeting.

8. Conclusion

As always the last year has proven demanding but rewarding. We still have much to do to continue with our continual improvement programme but we are confident that the structure will drive the changes needed forward.

9. Follow Ups

There were no items or issues to follow up from the last review meeting.

10. Questions

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Contracts Manger

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Regional Manager

20 January 2006