

**Appendix A**

**SERVICETEAM GROUNDS MAINTENANCE**

**BRIEF OPERATIONAL REPORT**

**JULY TO DECEMBER 2004**

**1. Introduction**

Thankfully we have come to the end of a very difficult horticultural season with relation to grass cutting through 2004. The inclement weather through the growing season created operational problems for Serviceteam across the whole of the UK. This put unprecedented strain on our spare equipment pool and resource, which has resulted in the Rochford contract being allocated further resources. Further resources, mainly in the form of ride-one grass cutting machinery.

**2. Grass Cutting**

The additional mowers have assisted with the grass cutting schedules towards the end of the season. We are now working with Council Officers to re-schedule the grass cutting rounds and provide detailed maps for the workforce. This will allow Serviceteam to deploy additional resources if required in peak season and growth spurts.

**3. Football Season**

Unfortunately we did not complete a manual questionnaire for the football clubs to fill out prior to the current season. We have conducted a verbal survey when clubs have requested pitches for this season. Claire Blakesly, who undertakes the admin function for Serviceteam, has had favourable feedback. We will be sending a full questionnaire to all clubs once the format has been agreed with Rochford Council Officers

**4. Green Waste**

Recycling of green waste continues generated by the works on the grounds maintenance contract and is taken to a waste transfer station at Thurrock by Cleanaway. For the next six month report we will include tonnage figures on a month by month basis to identify current recycling trends.

## **5. Action Plan**

Following the difficult season, we have produced an action plan / revised work programme for the grounds maintenance contract. We have arranged to meet with Council Officers at the end of January 2005 to agree the implementation of this plan and arrange further meeting dates to ensure our targets are met.

The plan identifies such areas as the re-scheduling of grass routes, training requirements, correct resource levels, programme of works and green waste strategy. A full update will be given at the next review meeting.

## **6. Training**

Following the successful completion of the NVQ training with the refuse operatives, we are now in discussion with the NVQ training board to devise an on-site training scheme for the horticultural operatives that is specific to our needs in Rochford and have a meeting arranged in January 2005. We have also agreed a training scheme with Writtle College for shrub and rose pruning and are in the process of finalising the details.

## **7. Conclusion**

The action plan is now ready for implementation and the grass cutting schedules, which form part of this plan, are now in an advanced stage. This plan will further improve standards and will form part of this report. With the grass cutting season fast approaching, it is crucial we resolve the grass cutting round detail by the end of January 2005, so we can ease into the season without the completion of 2004.

## **8. Follow Ups**

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

## **9. Questions**

Garry Such  
Regional Manager  
05 January 2005