

## SERVICETEAM – GROUNDS MAINTENANCE UPDATE

### 1 SUMMARY

- 1.1 The purpose of this report is for Members to receive the attached progress report from Serviceteam Limited on the progress of the Grounds Maintenance Contract (Appendix A). Mike Jarvis (Regional Manager) and Derek Lester (Operations Manager) for Serviceteam will be present at the meeting, to answer any questions that Members may have.

### 2 RECOMMENDATION

- 2.1 It is proposed that the Committee **RESOLVES**

To note the content of the progress report and answers provided by Serviceteam's Regional Manager and Operations Manager, in relation to the grounds maintenance contract.

Graham Woolhouse

Corporate Director (External Services)

---

### Background Papers:-

None

For further information please contact Jeremy Bourne on:-

Tel:- 01702 318163

E-Mail:- [jeremy.bourne@rochford.gov.uk](mailto:jeremy.bourne@rochford.gov.uk)

---

**APPENDIX (A)**

**SERVICETEAM GROUNDS MAINTENANCE  
BRIEF OPERATIONAL REPORT**

**January 2006 to October 2006**

**1. Introduction**

This year's growing season was again demanding with the late cold spring then a sudden warm period causing very rapid growth. Our improved supervisor structure has shown a more focused approach to the service thus providing quicker customer reaction and better results on our service delivery. David Hunter (senior grounds maintenance supervisor) and Paul Crabb (supervisor) are very focused on delivery and working with Geoff Dawson, the Council's Parks & Open Spaces Officer, the contract performance will show improvement year on year. I am confident that the challenges set them will be met with hard work and efficiency.

**2. Grass Cutting**

The grass-cutting season commenced with a very hot period, followed by a wet and windy spell in the latter part of the season that required making one or two changes to cutting crews. This we believe has benefited the performance although there are still areas that require improvement. The supervisors are tasked to reduce the complaints in relation to these items, which relate mainly to the growth spurt. I am confident that we will achieve the specified number of cuts and deliver Rochford residents with the service they have come to expect from us.

**3. Football Season**

The football questionnaire has again been sent to all the clubs that played with us last season and who had expressed an interest in playing at Rochford for the new season. The feedback last season was very positive and we hope for the same result this year – the questionnaire also offers clubs the opportunity to put forward suggestions on how we can improve our service delivery.

Pitch hire charges have been increased this year by the normal percentage. However, as identified previously, our telephone survey indicated that Rochford remains one of the cheapest areas to play football in comparison to Southend and Basildon. During the next few months we will gather a range of

---

prices from neighbouring authorities and carry out an analysis of these figures that can be incorporated into our suggestions for next year's price setting process.

**4. Green Waste**

Green waste tonnage has not increased from our last report in February 2006 with approximately two tonnes collected per month in summer months and one tonne in winter months.

**5. Winter Works**

The winter works are currently being organised and will be reported to the next committee meeting of Leisure & Tourism on 6<sup>th</sup> February 2007. However, it is likely that grass cutting will have to continue late into the autumn, as in previous years.

**6. Action Plan**

The action plan still requires precise maps for any future planning and implementation, and I am advised that the Council hope to have these available early next year. Appendix B attached sets out the annual programme of work for 2006/2007.

**7. Training**

Our training programme for NVQ was discussed at a Serviceteam meeting in January 2006 and I am awaiting confirmation from our Training Director to confirm whether NVQ can provide a course for Landscapes.

**8. Conclusion**

As always, the last year has proven demanding but rewarding. We are still confident that the structure will drive the changes needed forward, therefore endeavouring to improve year on year.

**9. Follow Ups**

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

**10. Questions**

**Derek Lester**  
**Contracts Manger**

**Mike Jarvis**  
**Regional Manager**

