

**NORTH LANARKSHIRE COUNCIL  
REPORT**

To: Education Resources Sub-Committee	Subject:  Education Grounds Maintenance Contracts: Performance Review
From: Director of Education & Director of Community Services	
Date: 1 May 2001	
Ref: MM/BB/NM	

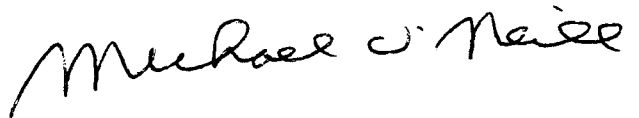
**Summary**

This report describes the performance of the grounds maintenance contract for the period March 2001 to the end of April 2001.

**Recommendations**

The education resources sub committee is recommended:

- (a) to note the performance of the grounds maintenance contract for March 2001 to the end of April 2001.
- (b) to request the submission of regular performance review reports to future meetings of the sub-committee.



Members wishing further information on this report should contact:  
Michael O'Neill, Director of Education on 01236 812337  
Murdo Maciver, Head of Service on 01236 812269, or  
Paul Jukes, Director of Community Services, on 0141 304 1931  
Ken Wilson, Head of Cleaning and Related Service on 0141 304 190

# **NORTH LANARKSHIRE COUNCIL : DEPARTMENT OF EDUCATION**

## **Joint report by the Director of Education & Director of Community Services**

### **Education Grounds Maintenance Contract : Performance Review**

#### **1. BACKGROUND**

The education resources sub-committee has called for regular reports on the performance of the education grounds maintenance contract. This performance review report is part of the process and covers the period March 2001 to the end of April 2001.

#### **2. QUALITY PERFORMANCE**

##### **2.1 Contract Monitoring**

173 Education properties are currently maintained by the Department of Community Services. The monitoring of work on a day to day basis is implemented by grounds maintenance operations in accordance with a system which is audited by service development and review. The properties have been divided into 9 groups and each allocated a local manager.

Over the 5 week period (calendar weeks 09-13 inclusive) each education property was inspected once every four weeks on average. ( Appendix 1 )

##### **2.2 Customer Satisfaction and Complaints**

**2.2.1** A number of enquires have been received this period in relation to drainage work and tree work. Each was passed to the education department to resolve.

**2.2.2** One complaint was received from the head teacher of Cambusnethan Primary regarding several failures to litter pick before grass cutting. Action has been taken to ensure this does not recur.

**2.2.3** The Service Delivery Questionnaire for the period 1 September 2000 to 31 March 2001 was issued and the analysis of returns will be reported to the next sub-committee meeting.

**2.2.4** The information pack for property keepers explaining the service has raised a response from the following schools.

- Abrohill Nursery wrote to advise they found the pack informative.
- Noble Primary School advised that their pitch no longer functions as a sports pitch and should be removed. This has been actioned.
- St. Stephen's and Sikeside Primary Schools will be split into two information packs and reissued since they had been treated as a single entity.

### 3. BUDGET PERFORMANCE

- 3.1 The estimated recharge for programmed work for 2000/2001 is £610,000 against a budget of £610,410
- £69,882 has been spent during the period March 2001 to the end of April 2001 on routine work.
- 3.2 A total of £22,217 has been spent on miscellaneous non-routine work during calendar weeks 09-13 inclusive. The majority of this sum has been spent on litter clearance work in preparation for the summer schedule.
- 3.3 The approved savings of £40,000 have been achieved for financial year 2000/2001 from the costs associated with routine contract work.

### 4. DEVELOPMENTS

- 4.1 A revised procedure for implementing the inspection of routine grounds maintenance activities will be introduced for the summer schedule. This will be based on a random sample of work being inspected and assessed by a Local Manager from another geographic area of North Lanarkshire. The current system is to rely on grounds maintenance operatives identifying problems when they undertake maintenance tasks.
- 4.2 This procedure, allied with the Service Delivery Questionnaire and the Service Information Pack, will improve the service by focussing more effectively on service failures or shortfalls in the specification.

### 5. RECOMMENDATIONS

The education (resources) sub-committee is recommended :

- (1) to note the performance of the grounds maintenance contract for the period March 2001 to the end of April 2001.
- (2) to request submission of regular performance review reports to future meetings of the sub committee.

*Michael J Neill*

MM/BB/NM  
3 May 2001

**EDUCATION PROPERTIES INSPECTION REPORT (calendar weeks 09 to 13 inclusive) {5 Weeks}**

<b>Contract Area</b>	<b>No.of Sites</b>	<b>No.of Inspections</b>	<b>No.of Features Available for Inspection</b>	<b>%Features Inspected</b>	<b>No.of Failures</b>	<b>%of Total Features Defaulted</b>
CUMBERNAULD ONE	30	37	236	15.64%	0	0
CUMBERNAULD TWO	9	12	70	17.60%	0	0
STRATHKELVIN	8	10	83	12.08%	0	0
MONKLANDS ONE	20	28	115	24.39%	0	0
MONKLANDS TWO	16	17	96	17.54%	0	0
MONKLANDS THREE	12	13	86	15.03%	0	0
MONKLANDS FOUR	7	10	44	22.78%	0	0
MOTHERWELL ONE	13	16	61	25.69%	0	0
MOTHERWELL TWO	20	18	148	12.12%	0	0
MOTHERWELL THREE	23	22	135	16.60%	0	0
MOTHERWELL FOUR	15	20	90	21.74%	0	0
<b>TOTALS</b>	<b>173</b>	<b>203</b>	<b>1164</b>	<b>17.41%</b>	<b>0</b>	<b>0.00</b>

4