

To: EDUCATION (RESOURCES) SUB COMMITTEE	Subject: GROUNDS MAINTENANCE PERFORMANCE REVIEW
From: DIRECTOR OF COMMUNITY SERVICES DIRECTOR OF EDUCATION	
Date: JULY 2004	Ref: MM/MM

Summary

This report covers the regular monitoring of the grounds maintenance contract for the period February 2004 to July 2004.

Recommendations

The Education (Resources) Sub-Committee is recommended to :-

- a) note the performance of the grounds maintenance contract for the period February 2004- July 2004.
- b) request the submission of regular performance review reports to future meetings of the committee.

Michael O'Neill

Members wishing further information about this paper should contact:

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North Lanarkshire Council: Department of Education

Grounds Maintenance Report: Performance Review

Joint Report by the Director of Education & Director of Community Services

1. Introduction

- 1.1 This report describes the performance of the grounds maintenance contract for the period February 2004 until July 2004.

2. Service Delivery Questionnaire

- 2.1 The Department of Community Services, Grounds Maintenance & Estates Section use a Service Delivery Questionnaire to gauge the quality of service provided to educational establishments.

The questionnaires are sent out to 160 Educational Establishments 3 times per year. A freepost envelope is included to encourage head teachers to complete and return the form.

The questionnaire includes 7 standard questions with a space for additional comments if applicable. The most recent questionnaire covered the period between December 2003 – March 2004.

- 2.2 Of the 160 questionnaires sent out 115 were returned, giving a response rate of 71.9%.

The returns were analysed and results are as follows.

- (1) Is the current standard of grounds maintenance meeting your requirements?

Response	Narrative
94 (81.7%)	Grounds maintenance requirements are being met.
11 (9.6%)	Grounds maintenance requirements not being met.
10 (8.7%)	No response.

- (2) Please rate the quality of grounds maintenance provision.

Response	Narrative
11 (9.6%)	Quality of grounds maintenance – Excellent.
72 (62.6%)	Quality of grounds maintenance – Good.
26 (22.6%)	Quality of grounds maintenance – Adequate.
6 (5.2%)	No response.

- (3) Do you feel the current standard of maintenance has improved?

Response	Narrative
7 (6.1%)	Grounds maintenance service has improved.
99 (86.1%)	Grounds maintenance service has remained the same.
3 (2.6%)	Grounds maintenance service has deteriorated.

6 (5.2%)	No response.
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- (4) Are grounds maintenance staff polite and helpful?

Response	Narrative
89 (77.4%)	Thought staff were polite and helpful.
3 (2.6%)	Did not think staff were polite and helpful.
23 (20%)	No response.

- (5) Have any additional grounds maintenance operations been requested in the last 3 months?

Response	Narrative
20 (17.4%)	Did request additional work.
90 (78.3%)	Did not request additional work.
5 (4.3%)	No response.

- (6) Were any additional works carried out to your satisfaction?

Response	Narrative
11 (55%)	Work carried out to satisfactory standard.
5 (25%)	Work not carried out to satisfactory standard.
4 (20%)	No response.

- (7) Have you met the grounds maintenance management during this period?

Response	Narrative
20 (17.4%)	Have met with the local ground's maintenance management.
90 (78.3%)	Have not met with the local ground's maintenance management.
5 (4.3%)	No response.

2. Initiatives

2.1 Clarkston Primary School, Airdrie

The re-developed ECO garden at Clarkston Primary School was officially opened by Mr Gilbert W Cox MBE JP, Lord Lieutenant of North Lanarkshire Council on Sunday, 6 June 2004.

This initiative was developed in partnership with the Department of Education and the Department of Community Services (Conservation and Greening and Grounds Maintenance and Estates Sections). One of the main objectives was to enhance the area and increase the aesthetic value of the surrounding environment.

The school was responsible for creating the design of the garden with input from officers from Community Services.

Hard landscaping, including preparatory work, slab laying and installation of seating was carried out by Estates Maintenance; planting of the garden was carried out by the different age groups of school children, assisted by officers from Conservation and Greening.

The garden will act as a valuable educational aid and it is hoped that it will encourage the school children to take a more active interest in the many grounds maintenance and conservation issues associated with the garden.

3 Activities

- 3.1 During the course of the year the local educational establishments in partnership with the Department of Community Services undertake various activities. Since the last report submitted to committee on 13 February 2004, 49 activities have been undertaken jointly between departments (Appendix 1).

4 Budget performance

- 4.1 Routine grounds maintenance for schools is carried out to an agreed programme over the year.

In addition to the programmed work, non-routine works are carried out based on work instructions raised by the Department of Education.

- 4.2 The charges up to period 3 are as follows.

	Phased Budget	Actual Charges	Variance
Programmed Work	£158,124	£158,124	0%
Non-Routine	£7,627	£7,627	0%
Total	£165,751	£165,751	0%

The out-turn position for the year is expected to be in accordance with the annual budget which is as below.

	Budget 2004/2005
Programmed Work	£632,497
Non-Routine	£30,507
Total	£663,003

5. Recommendations

The Education (Resources) Sub-Committee is recommended to :-

- a) note the performance of the grounds maintenance contract for the period February 2004-July 2004.
- b) request the submission of regular performance review reports to future meetings of the committee.