

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

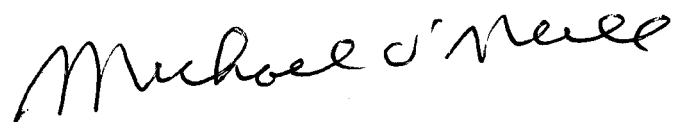
Summary

This report covers the regular monitoring of the grounds maintenance contract for the period April 2004 to August 2004.

Recommendations

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

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



Members wishing further information about this paper should contact:

Michael O'Neill, Director of Education, on 01236 812336 or
Murdo Maciver, Head of Educational Provision, on 01236 812269
Paul Jukes, Director of Community Services, on 0141-304-1875
Kenneth Wilson, Head of Land Services, on 0141-304-1909

NORTH LANARKSHIRE COUNCIL: EDUCATION DEPARTMENT

Joint report by Director of Education and Director of Community Services

1.0 INTRODUCTION

This report describes the performance of the grounds maintenance contract for period April 2004 to August 2004

2.0 FINANCE

2.1 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 and Grounds Maintenance and Estates managers. A list of these is provided in the table below.

NON ROUTINE WORKS – EDUCATION PROPERTIES
Sports pitch renovation work
Excessive litter removal
Supply and erection of goalposts
Removal of rugby posts
Top dressing of hard porous football and hockey pitches

2.3 The financial position up to period 7 is as follows.

	Budget	Actual Charge	Variance
Programmed Work	£316,248	£316,248	0%
Non-Routine	£15,254	£15,254	0%
Total	£331,502	£331,502	0%

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

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

3.0 Performance Review (April 2004 - August 2004)

- 3.1 The Department of Community Services, Grounds Maintenance & Estates Section issue a Service Delivery Questionnaire to gauge the quality of service provided to Educational Establishments.

The questionnaire is sent out to 160 Educational Establishments 3 times per year. A freepost envelope is included to encourage the completion and return of the form.

The most recent questionnaire covered the period between April 2004 – August 2004 and included 7 standard questions with an area for additional comments if applicable.

- 3.2 Of the 160 questionnaires sent out 126 were returned, giving a response rate of 78.75%.

- 3.3 The returned questionnaires were analysed and results are as follows.

- 3.3.1 Is the current standard of grounds maintenance meeting your requirements?

Response	Narrative
89 (70.63%)	Grounds maintenance requirements are being met.
21 (16.66%)	Grounds maintenance requirements not being met.
16 (12.71%)	No response.

- 3.3.2 Please rate the quality of grounds maintenance provision.

Response	Narrative
10 (7.94%)	Quality of grounds maintenance - Excellent.
75 (59.52%)	Quality of grounds maintenance - Good.
29 (23.01%)	Quality of grounds maintenance - Adequate.
6 (4.76%)	Poor.
6 (4.76%)	No response.

- 3.3.3 Do you feel the current standard of maintenance has improved?

Response	Narrative
11 (8.73%)	Grounds maintenance service has improved.
96 (76.19%)	Grounds maintenance service has remained the same.
11 (8.73%)	Grounds maintenance service has deteriorated.
8 (6.35%)	No response.

3.3.4 Are grounds maintenance staff polite and helpful?

Response	Narrative
107 (84.92%)	Yes
Nil	No
19 (15.08%)	No response.

3.3.5 Have any additional grounds maintenance operations been requested in the last 3 months?

Response	Narrative
28 (22.22%)	Yes
92 (73.01%)	No
6 (4.77%)	No response.

3.3.6 Were any additional works carried out to your satisfaction?

Response	Narrative
15 (53.58%)	Yes
11 (39.28%)	No
2 (7.14%)	No response.

3.3.7 Have you met the grounds maintenance management during this period?

Response	Narrative
20 (15.87%)	Yes
94 (74.60%)	No
12 (9.53%)	No response.

I trust the above information assists in the compilation of your forthcoming report.