

Norwich City Council
SCRUTINY COMMITTEE

ITEM 8

REPORT for meeting to be held on 30 June 2016

Review of the Grounds Maintenance Contract 2013-22

- Summary:** The scrutiny committee meeting of 30 June will carry out a review of the council's Grounds Maintenance contract.
- The purpose of the session is to gain clarification on whether efficiencies can be found in the budget regarding the Grounds Maintenance Contract. The head of citywide services will present and outline the contract to members.
- Conclusions:** The report summarises the background to this topic and work currently being progressed to allow an initial discussion by the committee about areas they may wish to focus on in more detail and to come up with any initial suggestions or further committee work.
- Recommendation:** To agree areas for further review and any initial recommendations.
- Contact Officer** Adrian Akester – Head of citywide services **01603 212331**

Report

1. The council's Ground Maintenance Contract was requested by the members to be brought to scrutiny for review and comment. The outlines of the contract are presented by the head of citywide services.
2. The Grounds Maintenance Contract 2013 – 2022 forms part of a range of operations undertaken through one contract with Norwich Norse Environment, and it covers a large variety of operations throughout the local authority area.
3. This briefing provides an overview of the scope of services, grounds maintenance activities, and the budget set out for 2016 – 2017.

Grounds Maintenance over view

Scrutiny

30th Jun 2016

NorwichNorse Environment Ltd (NNE)

- There is no separate contract for grounds maintenance. It forms part of a range of operations undertaken through one contract with NNE
- The contract runs from 1st March 2013 to 31st January 2022
- The operations include: -

Grounds maintenance

Tree works

Street cleansing & related activities

Lifebuoy stations

Pest control

Stray dog service

Fly-tipping/Graffiti/fly-poster removal

Sheltered housing cleaning

Public toilet & changing room cleaning

Multi story car park cleaning

Out door sport facilities management

Play area maintenance & inspections

Municipal building cleaning

Grave digging

NB Our wildlife areas are looked after by the Norwich Fringe Project

Scope of the services

- Tree Management – We manage 130,000 trees across the City of which 17,500 are on the Highway. Our prime duty is to ensure the safety of all people who use our sites including highways, parks and open spaces and any land owned by the council to which the public has access.
- Street Cleansing – We clean just over 400 kilometres of adopted highways and deal with on average 3,600 occurrences of fly-tipping ranging from single black bags to household furniture and loads requiring heavy plant and machinery to remove.
- Horticulture and Grounds Maintenance – On average we cut over 3 million square metres of grass and maintain 23 formal parks, 61 natural areas (including woodland and marshland habitats), 83 play areas, 18 allotment sites (over 1900 plots) 15 football pitches, 4 bowling greens, 3 cricket wickets, 15 games courts, 10 grass tennis courts, 18 hard courts,, 2 operational cemeteries, 2 BMX tracks, 3 skate board facilities, 28 closed churchyards and 2 pitch & putt courses (including 1 foot golf). In all, we maintain over 1,200 open space locations across the City.
- Building Cleansing – we clean 12 toilet blocks and changing rooms, 24 sheltered housing complexes, 3 multi story car parks, the halls, city hall and several other offices

Grounds Maintenance Activities

- Grass maintenance
- Shrub maintenance
- Rose bed maintenance
- Hedge maintenance
- Spring & summer flower bedding
- Barrier/hanging baskets
- Herbaceous beds maintenance
- Pleached tree maintenance
- Sports pitch maintenance (Cricket/football/golf/tennis/foot golf)
- Hard court tennis and multiuse games areas
- Play area inspections and maintenance
- Paddling pool maintenance
- Locking and unlocking gates
- Irrigation unit maintenance
- Soft landscaping work
- Grounds maintenance hit squad

Grounds Maintenance Activities

- Each activity may include several sub-categories
- Eg Grass Maintenance includes: -
 - Fine grass
 - Standard grass
 - Vegetation cuts
 - Conservation cut 1
 - Conservation cut 2
 - Conservation cut 3
 - Conservation cut 4
 - Conservation cut 5
 - Fine sports turf (varies according to the type of sport pitch)

Budgets 2016/17

Grounds	£2,909,291
Grounds Hit Squad	£91,565
Streets & Ops	£1,677,792
Trees	£534,246
Dayworks	£109,990
Facilities cleaning	£214,565
Toilet Cleaning	£131,959
Sheltered Housing Cleaning	£94,395
Multi-storey Car Parks	£123,878
total core cost (incl dayworks)	£5,887,681

Budgets by service area

	Cemeteries	Highways Agency	HRA	Mousehold	public buildings	P&O Spaces	Stewardship	Streets & Other Cleansing
Grounds	295,387	251,961	462,154	72,992		1,764,941	61,856	
Grounds Hit Squad	9,157	3,663	54,939			23,807		
Streets & Ops		35,061					95,989	1,546,742
Trees	14,772	181,272	151,087	4,380		136,361	46,375	
Dayworks	12,810	29,308	37,507			30,365		
Facilities cleaning					214,565			
Toilet Cleaning				7,130	53,772	71,057		
Sheltered Housing Cleaning			94,395					
Multi storey car parks					123,878			
Totals	332,125	501,264	800,082	84,502	392,215	2,026,531	204,220	1,546,742

Specification

- Each element of the service has a specification laid out as follows: -
 - Key Aims
 - Method of operation
 - Specification to achieve the aims
 - Method of assessment

30 PARKS ENTRANCE SIGNS

30.1 Key Aims

- To ensure signs are kept to the required standards.
- That information on signs is correct.
- To provide relevant information to all site users

30.2 Method of Operation

The Company may use such methods appropriate to achieve the desired standard based upon good practice.

SPECIFICATION TO ACHIEVE AIMS

30.3 General Requirements

The Company will be required to inspect each sign daily Monday to Friday and cleaned as required.

The Company will be responsible for changing park opening and closing times and sport finishes times where applicable as directed by Council's Contract Liaison Officer

30.4 Inspect and Clean Signs

The Company will check that sign is securely fixed and not damaged in anyway.

Report to Council's Contract Liaison Officer within 2 hours of inspection any damage or misuse.

Signs should be kept clean and free of dirt, chewing gum, graffiti fly posting, smears and any other extraneous matter at all times.

30.5 Methods of Assessment

- Customer complaint levels
- Sustainability within the Operation
- Companys detailed maintenance schedule
- Agreed performance indicators