

## GROUNDS MAINTENANCE ACTION PLAN 2014

No	Task	Actions	Purpose	Target Completion Date	Completion Date	Responsibility for Action	Comments
1	Review overall performance for 2013 and identify areas for improvements and successes	Arrange meeting between client and contractor	Assess Sodexo performance in 2013 and identify areas for improvement	Jan-14	Feb-14	Joint	Various meetings took place during the winter period
		Produce annual performance report for Scrutiny	To monitor Sodexo's overall performance for 2013	Feb-14	Jun-14	Council	Overall rated "good"
2	Produce comprehensive annual programme	Produce programme identifying all annual routine contract work	To monitor Sodexo's performance against an agreed programme of work	Mar-14	Mar-14	Joint	
		Provide weekly updates to the council	To monitor Sodexo's performance against an agreed programme of work	Dec-14	Dec-14	Sodexo	Weekly meetings
3	Continue with the apprenticeship scheme	Undertaken a selection process between January and March	To improve efficiency and standards of work	Apr-14	Apr-14	Sodexo	Ongoing - changes to staff. One person has completed the process
4	Monitor Contractors Performance and effective communications	Undertake monthly joint inspections	To monitor Sodexo's performance against measurable targets	Dec-14	Dec-14	Joint	
		Weekly meetings to discuss performance and work programme	To monitor Sodexo's performance against measurable targets	Dec-14	Dec-14	Joint	
		Monthly Minuted meetings	To monitor Sodexo's performance against measurable targets	Dec-14	Dec-14	Joint	
		Monitor use of monitoring technology introduced in 2013	To monitor Sodexo's performance	Dec-14	Dec-14	Joint	Council has direct access to self monitoring technology.
5	Manage Play areas	Weekly inspections and maintenance	To maintain safe play areas	Dec-14	Dec-14	Sodexo	
		Monthly inspections	To maintain safe play areas and monitor Sodexo's performance	Dec-14	Dec-14	Council	
		Annual independent inspection by RoSPA	To maintain safe play areas and ensure compliance with British Standards	Jun-14	Jul-14	Council	
6	Monitor agreed Key Performance Targets - Quality Inspections - Target 85% - Resolved notifications/complaints within timescale Target 90% - Customer satisfaction - Target 85% - Health & Safety audit actions resolved within timescale - Target 95% - Work orders completed within timescale - Target 80%	Regular joint inspections to measure quality. Collate data Undertake joint Health and Safety audits	To monitor Sodexo's overall performance for 2014 measured against agreed key performance targets.	Dec-14	Dec-14	Joint	
7	Review training needs	Produce training matrix	To improve efficiency and standards of work	Feb-14	Feb-14	Sodexo	
		Instigate training for those staff identified	To improve efficiency and standards of work	Dec-14	Dec-14	Sodexo	
8	Customer Satisfaction Survey	Carry out face to face customer satisfaction survey in parks and open spaces	To identify customer satisfaction ratings for Sodexo's overall performance	Sep-14	Nov-14	Sodexo	
9	Locate new satellite depots	Investigate potential depot sites within the South and Vale areas	To improve efficiency and increase overall productivity. Reduce travel times	Dec-14		Joint	This is ongoing without success to date

10	Agree a programme of additional winter works to contract sites	Draw up a schedule of works and obtain quotations from Sodexo for the works	To improve the appearance of the sites and aid the contractor in achieving the maintenance standard	Oct-14	Mar-15	Joint	
						<b>Progress Key</b>	
						Completed	
						On track	
						Delayed	
						Not started	