

## GROUNDS MAINTENANCE ACTION PLAN 2012/2013

Priority Order	Task	Actions	Purpose	Target Completion Date	Completion Date	Responsibility for Action	Comments
1	Review overall performance for 2012 and identify areas for improvements and successes	Arrange meeting between client and contractor	Assess Sodexo performance in 2012 and identify areas for improvement	Dec-12	Dec-12	Joint	Various meetings took place during the winter period
2	Agree set of Key Performance Targets to monitor contractors performance	Sodexo and council officers to agree a set of 5 key performance targets to monitor contractor performance	To monitor Sodexo 's performance against measurable targets	Dec-12	Jan-12	Joint	
		Present targets to Scrutiny for approval	To monitor Sodexo 's performance against measurable targets	Mar-13	Mar-13	Vale	
3	Review staffing levels and amend team structure	Staffing levels reviewed	To improve efficiency and increase overall productivity	Dec-12	Dec-12	Sodexo	
4	Adopt seasonal working hours	Negotiate with Staff and unions and agree summer/winter working hours	To improve efficiency and increase overall productivity during peak workload period	Dec-13	Apr-13	Sodexo	Agreed to 45 hours summer and 32 hours winter
5	Produce comprehensive annual programme	Produce programme identifying all annual routine contract work	To monitor Sodexo 's performance against an agreed programme of work	Jan-13	Jan-13	Sodexo	
		Provide weekly updates to the council	To monitor Sodexo 's performance against an agreed programme of work	Dec-13	Dec-13	Sodexo	
6	Amend mowing routes	Review existing routes and identify improvements for the 2103 season	To improve efficiency and increase overall productivity	Feb-13	Mar-13	Sodexo	New routes identified, additional team created
7	Amend machinery inventory across contract	Decide on most appropriate machinery to use on new routes to improve efficiency	To improve efficiency and increase overall productivity	Feb-13	Feb-13	Joint	
8	Review travel arrangement for teams	Appropriate staff allowed to work from home and go home from site each day	To improve fuel use and efficiency and increase overall productivity	Feb-13	Feb-13	Sodexo	
9	Implement the apprenticeship scheme	Undertake a selection process between January and March	To improve efficiency and standards of work	Apr-13	Apr-13	Sodexo	Apprentices started on 1st April
10	Monitor Contractors Performance	Undertake monthly joint inspections	To monitor Sodexo 's performance against measurable targets	Dec-13	Dec-13	Joint	36 inspections took place of parks and open spaces and four Health and Safety audit inspections
		Weekly meetings to discuss performance and work programme	To monitor Sodexo 's performance against measurable targets	Dec-13	Dec-13	Joint	

		Monthly Minuted meetings	To monitor Sodexo 's performance against measuarable targets	Dec-13	Dec-13	Joint	
		Produce annual performance report for Scrutiny	To monitor Sodexo 's overall performance for 2013	Feb-14	Mar-14	Vale	
11	Review training needs	Review and identify any skills shortage	To improve efficiency and standards of work	Jan-13	Feb-13	Joint	
		Produce training matrix	To improve efficiency and standards of work	Feb-13	Feb-13	Sodexo	
		Instigate training for those staff identified	To improve efficiency and standards of work	Sep-13	Sep-13	Sodexo	Additional staff have been trained on Play area inspections and COTS training
12	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-13	Oct-13	Sodexo	
13	Use technology to assist in data collection	Issue relevant staff with suitable equipment to record works completed electronically	To improve efficiencies	Jun-13		Sodexo	This commenced in Sept and is being used by some teams. It will be rolled out to more crews in 2014
14	Waste recycling	Investigate and implement options to improve litter recycling	To improve efficiency and reduce costs	Jul-13	Aug-13	Joint	Additional recycling bins put into parks and recycling bulk bins installed in Sodexo's depot
15	Locate new satellite depots	Investigate potential depot sites within the South and Vale areas	To improve efficiency and increase overall productivity. Reduce travel times	Sep-13		Joint	a satellite depot is being used near Wallingford. Discussions are ongoing with the potential to move into Abingdon
						<b>Progress Key</b>	
						Completed	
						On track	
						Delayed	
						Not started	