

Community Resources Trading Service
Fleet and Grounds Maintenance Trading Services Performance Review

1 Absence Management

- 1.1 The cumulative average from April 2009 for Fleet and Grounds Maintenance is provided in Table 1 together with a comparison with the previous years' annual figures.

Table 1: Analysis of Absence – by Service

	Fleet			Grounds		
	%	Lost Days	No of Absences	%	Lost Days	No of Absences
Average 05/06	6.55%	1,910	174	4.36%	5,187	536
Average 06/07	5.46%	1,380	124	3.33%	4,023	423
Average 07/08	3.87%	990	112	3.01%	3,869	724
Average 08/09	4.90%	1,450	137	3.84%	4,306	477
April 2009	2.50%			2.65%		
May 2009	3.84%			3.38%		
June 2009	7.58%			3.39%		
July 2009	3.92%			4.24%		
August 2009	3.58%			4.75%		
September 2009	5.22%			5.61%		
October 2009	3.82%			7.73%		
November 2009	3.28%			8.27%		
December 2009	3.23%			7.32%		
January 2010	3.08%			5.33%		
February 2010	3.61%			5.67%		
March 2010	4.38%			3.65%		
Cum. Average	3.92%	1,079	114	4.77%	5,893	519

Table 2: Analysis of Absence – by type

	Fleet	Grounds
Short Term	42%	36%
Long Term	58%	64%

- 1.2 Absence levels are reported to Operations management on a monthly basis where necessary action is taken consistent with the Council's policy on Maximising Attendance and to the services Joint Communications Committees on a quarterly basis.
- 1.3 The Executive Director's programme of meetings has continued with operational managers whose service had an attendance level below 96% to discuss ongoing issues and actions being taken to ensure an early return to work.

- 1.4 The following management interventions have been undertaken during the reporting period in line with the Council's policy on Maximising Attendance:

Table 3

	Counselling	Physio Referral	Early Intervention Referral	Medical Referral
Fleet	21	14	4	2
Grounds	112	46	25	9

2 Staff Development

- 2.1 The core training identified via the staff Performance Development Review (PDR) process continues to be implemented.

- 2.2 The following training events were provided during March.

Table 4

Course	No of Attendees Fleet	No of Attendees Grounds
Seasonal Induction & Machinery training	0	67
Cable Avoidance Training (CAT)	0	17
Manual Handling	0	4
L&F Services Induction	0	26
On-site training Land and Fleet Services – Loader	0	26
Managing Health & Safety/Risk Assessor	0	9
Asbestos Awareness – Flytipping	0	18
Manual Handling Assessors	0	9

Month	0	176
Year to date	66	507
YTD 2008/9	97	790

3 Health & Safety

- 3.1 New procedures have been developed and issued to management in relation to PPE, First Aid, PUWER and pressure systems.

Development work is on going enhancing current procedures (e.g Risk assessments, Safe systems of work).

- 3.2 The reported accidents for March are detailed in Table 5.

Table 5

	Slip/Trip	Struck by object	Lifting/Moving	Assault/Physical	Using Hand tools	Total
Fleet	0	1	0	0	0	1
Grounds	1	3	0	0	0	4

YTD 2009/10	YTD 2008/9
9	10
22	20

4 Operational Activity

- 4.1 A summary of the key initiatives undertaken by the services during the period is detailed in the following sections.

Fleet Services

- 4.2 A total of 133 vehicles have been commissioned during the year to date, arising from the ongoing review of the fleet replacement programme, the review of external hires and response to Resource requests for additional vehicles.
- 4.3 Fleet Services provides training to staff from other Resources on a range of driver and fleet competencies. A total of 236 personnel have been trained to date.
- 4.4 The service, on average, provides vehicles and drivers to facilitate over 1,350 passenger trips a month. The service also provides and monitors a number of arrangements for the transport of children to special needs schools including in-house bus service, parental assistance, bus passes and external taxi contracts.

Grounds Maintenance

- 4.5 A Grounds Maintenance Service was provided to parks, country parks and amenity open spaces, covering 2,856 hectares during the reporting period.
- 4.6 The Grounds Maintenance service undertakes self-assessment audits covering both summer and winter works. The scheme is the first in Scotland to monitor performance. Table 6 outlines the monthly 'scores', a score of 67 is deemed "satisfactory".

Table 6

Month	2009/10	2008/9
April	73	67
May	70	69
June	67	76
July	71	71
August	71	71
September	69	73
October	74	70
November	69	68
December	74	72
January	74	74
February	66	70
March	70	72

- 4.7 The service continues to respond to requests for specialist works, additional works and general enquiries. The following grounds maintenance enquiries were received:

Table 7

Ground Maintenance Enquiries 2009/10	Period 13	Cumulative
Total Resolved	275	3,908
Responded to within 5 days	451(86.9%)	3,373(86.3%)
Target	90%	90%

- 4.8 The service issues questionnaires on a regular basis to a sample of service users to monitor and review performance. The service has a target of 80% with above average satisfaction rating; to the end of March responses were 87%.
- 4.9 A "Care of Garden" service was provided to 11,861 households across South Lanarkshire.
- 4.10 The service has responded to 792 requests for services from the Community Wardens of which less than 1% related to grounds issues.

5 Financial Position

Fleet Services

- 5.1 The Fleet Trading Service is showing a surplus of £221,000 against a target surplus of £220,000 for the period.

Table 8

	<u>Annual Budget</u>	<u>Phased Budget</u>	<u>Actual</u>	<u>Variance</u>
Employee	3,372	3,255	3,417	(162)
Property	0	0	0	0
Supplies & Services	129	129	69	60
Transport & Plant	15,462	14,396	14,839	(443)
Administration	1,273	1,273	1,274	(1)
Pay – Other Bodies	3	3	3	0
Pay – Contractors	4	4	6	(2)
Financing Charges	89	65	67	(2)
Total Expenditure	20,332	19,125	19,675	(550)
Total Income	(20,585)	(19,345)	(19,896)	551
Net Surplus	(253)	(220)	(221)	1

- 5.2 Overspends in employee costs and transport and plant are offset by an over-recovery of income.

Grounds Maintenance

- 5.3 The Grounds Maintenance Trading Service is showing a surplus of £865,000, this compares against a target surplus of £864,000 for the period.

Table 9

	<u>Annual Budget</u>	<u>Phased Budget</u>	<u>Actual</u>	<u>Variance</u>
Employee	10,461	10,145	10,164	(19)
Property	0	0	0	0
Supplies & Services	502	501	870	(369)
Transport & Plant	2,293	2,195	2,362	(167)
Administration	1,209	1,209	1,212	(3)
Pay – Other Bodies	0	0	3	(3)
Pay – Contractors	235	235	233	2
Financing Charges	27	27	19	8
Total Expenditure	14,727	14,312	14,863	(551)
Total Income	(15,616)	(15,176)	(15,728)	552
Net Surplus	(889)	(864)	(865)	1

- 5.4 An overspend in supplies and services and transport and plant is offset by an over-recovery of income.

6 Business Plan Performance Reporting

- 6.1 In 2009/10 the service has contributed to achieving the aims of the Council Plan including:

- ◆ Develop a suite of customer satisfaction surveys.
- ◆ Implement the recommendations from the Best Value Review of Fleet Services.

- 6.2 Grounds Maintenance and Fleet Services have produced individual Business Plans that identify their objectives, and a range of key Performance Indicators. The main indicators have been included in the body of this report.

- 6.3 The performance of the services for the period from 1 April 2009 to 31 March 2010 is in line with annual targets.

7 Employee Implications

- 7.1 There are no employee implications.

8 Other Implications

- 8.1 None

9 Equality Impact Assessment and Consultation Arrangements

- 9.1 There was no requirement to undertake any consultation in terms of the information contained in this report.

- 9.2 Regular consultation with Trade Unions regarding employee related issues continues to take place through established forums.

Norrie Anderson
Executive Director (Community Resources)

26 April 2010

Link(s) to Council Objectives/Values

- ◆ Accountable, Effective and Efficient

Previous References

- ◆ Reports to Trading Services Scrutiny Forum

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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