

Crawley Borough Council Neighbourhood Services – Business Improvement District

Baseline Service Document – Grounds Maintenance

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| Activity | Grounds Maintenance |
| Head of Service (document sign off) | Chris Harris |
| Contact | Christian Threader – Central Patch Leader |
| Other Contacts | Karen Rham - Neighbourhood Services Manager |
| Date | 27th September 2017 |
| Review | Yearly reviews - <u>More frequent as required</u> |
| Renewal Date | April 2023 |

Overview of Service

The service includes the organisation and provision of a comprehensive Grass Cutting Service.

Number of staff & equipment

The Manor Royal District is maintained by the Central Patch Team. There are currently 19 staff covering all aspects of Street Scene Services which includes Grounds Maintenance
Appropriate professional grass cutting and strimming equipment is employed

Specification

The Grass Cutting service consists of mowing and strimming of grassed areas (65,000 sqm) typically 5 times per annum between March and October. The operation is dependant on favourable ground and weather conditions.

N.B. all grass verges are owned by West Sussex County Council and cut by the Borough Council on an agency basis

Bunded grass areas are cut 4 times per annum (Manor Royal, Metcalf Way, County Oak Way and Crawters Brook)

Tree lifting and pruning is undertaken during the winter to allow efficient ride on cutting access for the following season.

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Grass issues, complaints and compliments are reported through the Councils Contact Centre or web-site 'report a problem' page. The service operates 7am to 3pm Monday to Friday. Any service requests are dealt with where possible within 2 working days.

The Council has an emergency out of hours Duty Officer who can instruct contractors to rectify any urgent service issue outside of operational hours.

Performance Measure

The Grass Cutting operation is monitored via a work schedule and quality assurance inspections are undertaken by the Patch Leader

Non Compliance Procedure

Complaints are passed to the Patch Leader who will investigate and respond within 10 working days.

The Grass Cutting staff are employed directly by Crawley Borough Council and therefore adhere to all Council policies relating to customer care.

Existing Value of Contract Service

Whilst detailed information is not collected for distinct areas, the existing budget is allocated over the Town proportionally. It is estimated that the proportion of budget allocated to Manor Royal is £11.5K

Budgetary Process

The level of service provided will be dependent upon the availability of funds through the Council's annual budgeting process. Should there be any reduction in service levels, these will not be shared disproportionately or unfairly to the BID area.

I, the undersigned, on behalf of Grounds Maintenance, agree that the contents above reflect the service which is provided to the Manor Royal BID area today.

Date

Signed

Name
(capital letters)