

RESPONSE TO CHALLENGE AND CHANGE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Grounds Maintenance on Council Estates				
Timescale of Review:	June 2024 - March 2025	Post-Monitoring Period:	12 months commencing 30.06.25. Interim report due Dec 25/Jan 26.		
Date agreed by Scrutiny:	16.06.25	Date agreed by Housing Stock:	20.05.25		
Total No. of Recommendations and Sub Recommendations	Achieved		On track		Extended
	Achieved (Behind target)		Overdue		Alert
14					
<u>Key Achievements:</u> <ul style="list-style-type: none"> 					
<u>Reasons for non-implementation of Recommendations:</u> <ul style="list-style-type: none"> 					

Code	Recommendation	Reason For Recommendation	Timescale	Responsible Officer/Team	Resources	Progress	Status
1.1	Streetscene to create a data base of trees on BDC Housing land and complete a tree survey.	Currently there is no database of trees. A database can be used to plan a survey of all trees in the district and draw up a maintenance schedule. This would change the approach of tree management from reactive to planned. Regular surveys will be required to keep the program up to date.	<p>January 26</p> <p>To commence obtaining spatial co-ordinates of 1500 known trees to commence plotting onto Mymaps.</p> <p>To provide costings for full tree survey.</p> <p>23.06.25 Tenants thought timescale should be 3- 4 months September/October 2025 so this can be budgeted for and commence from 01.04.26 but this is unachievable with the number of trees involved.</p>	Grounds Maintenance and Street Cleansing Manager	Existing My Maps GIS system could be updated to add Trees. This will require additional (qualified) staff resource.		
1.2	Consider contracting out tree	There is a backlog of tree work required and nesting	6 months January 26 to	Grounds Maintenance and	Will require additional		

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	<p>maintenance or a hybrid approach.</p> <p>Costings required to inform decision</p>	<p>birds limit the time available each year to complete the work. Contracting out some or all tree work would reduce the backlog of work. This could be considered on a larger scheme rather than individual trees. Clearing the back log of tree maintenance would allow a planned achievable program to be implemented.</p>	<p>obtain costing for outsourcing outstanding tree work to clear backlog.</p> <p>23.06.26 tenants thought timescale should be 3- 4 months</p> <p>September/October 2025 to get costings so this can be budgeted for and commence from 01.04.26 and start on backlog of tree work</p>	Street Cleansing Manager	<p>financial resources for internal staff</p> <p>or additional financial resources to outsource some work to contractor(s)</p>		
2.1	Streetscene to suggest planting schemes on new build council properties so that only self-maintaining, slow growing planting is provided.	<p>Additional new build properties add to Streetscene workload with no additional resources given. Site visits revealed new planting schemes have substantial weed growth and overgrown shrubs. Current resources do not allow for weeding/pruning. Streetscene need to be able to maintain all new planting, so this needs to</p>	Immediate	Planning/ Dragonfly (Development)/Housing/Streetscene	Existing staff resources		

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		be self-maintaining/slow growing to reduce workload and will improve visual appearance on estates.					
2.2	Prior to handover of new build properties Streetscene to agree areas for grass/hedges that are to be maintained. Streetscene are to ensure this is added to Mymaps and work schedules.	The group have established that certain new build sites have had lack of service due to lack of planning /agreeing areas that need maintaining. Attending the site visits with plans from Mymaps it has been proven that grounds maintenance required at certain new build sites has not been recorded or added to the schedule. This resulted in areas not being maintained.	Immediate	Dragonfly (Development)/Ho using/Streetscene	To use existing staff resources. An internal process is now in place for future schemes		
2.3	Repair Co-Ordinators to take photographs of garden at void inspection and send to Streetscene Co-Ordinators.	This would enable Streetscene Co-Ordinators plan work required, to ensure the team that attend have the correct equipment and sufficient staff.	2 months August 2025	Repairs and Voids Manager Dragonfly (Management)	Use existing system (Total Mobile and existing staff resources	June 25 Innovation Officer has started work on internal processes soon to be tested with Streetscene prior to implementing	
3.1	Implement 10% quality checks are completed by	The only quality checks are currently carried by the Team Leader who is	9-12 months	Grounds Maintenance and			

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	Streetscene Area Co-ordinator within 1 week of work being completed.	not impartial. The timescale is necessary to assess grass cutting standard before regrowth	March 26- June 2026	Street Cleansing Manager			
3.2	Spot checks by Tenancy Management Officer, Housing Assistant (Tenancy) without the team knowing when and where checks are to take place.	This would allow for an impartial check on the standard of work by the Housing Department. This would allow monitoring of the service and whether the service is delivered to a satisfactory standard.	immediate	Housing Management- all staff Tenant Engagement Officer	Existing staff resources. Need to set up an internal process to report and record any issues		
3.3	Set up a dedicated team within Streetscene to work solely on void properties/Assisted Gardening.	There are currently delays in maintaining void gardens due to other commitments, for example to cut graveyards. This results in overgrown, untidy gardens at void properties which can have a detrimental effect on the neighbourhood. A dedicated team would ensure void properties are given the required level of priority alongside wider service requirements.	6 month January 26 To obtain costings of an additional team	Grounds Maintenance and Street Cleansing Manager	Existing staff to monitor if poor garden condition is cause of delays to let voids/ assess the quality of service/ cost extra staff resources		
4.1	Streetscene to analyse complaints data.	At the meeting on 24.03.25 it was confirmed there is no analysis undertaken of complaints on the grounds	To commence within 1 month July 2025	Customer Standards and Complaints Officer with Grounds Maintenance and	Existing staff	Trend analysis is being undertaken on all complaints.	

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		maintenance service. Analysing complaints will establish trends which can lead to customer influenced improvements.		Street Cleansing Manager		Additionally, these are discussed at Service Review meetings held 6 monthly.	
4.2	Streetscene to publish via social media, contact centre/town centre boards & use email/text service to notify tenants on Assisted Gardening that they will be visiting within a date range.	On attending an Assisted Gardening, if there is dog faeces in the lawn, they will not cut the grass. On occasion Assisted Gardening tenants are not in when the team attend. These missed visits and dog faeces issues result in gardens being overgrown, impacting on the appearance of the local area. Prior notification may result in less missed visits due to no access and provide the tenant an opportunity to clear up dog faeces.	1- 3 months July - September 2025 to introduce using social media, contact centre boards to provide general information on seasonal changes to workload	Grounds Maintenance and Street Cleansing Manager and Communications, Marketing and Design Manager		Unable to notify specific properties in advance, due to changing work demands.	
4.3	Housing Assistants (Tenancy) to obtain feedback from new tenants at New Tenancy visits on standard of communal gardening/Assisted Gardening.	Officers are in contact with new tenants up to 4 times a year. Officers can use this opportunity to capture tenant feedback on standard of garden when property let and ongoing communal maintenance.	2 months August 2025	Housing Assistants (Tenancy) and Tenant Engagement Officer	Existing staff	June 25 Letting survey is being revised to include questions to capture this information	

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4.4	Streetscene to consider publishing when they are working in an area via of Bolsover District Council website, Contact Centre/town centre boards, text service/emails/social media posts.	There is limited information available for tenants to know what service is provided by Streetscene and how often. This can lead to additional complaints. For example, grass cuttings not collected, when are they attending? This could result in greater customer satisfaction, reduced calls to contact centres, less complaints.	3 months September 2025 to introduce using social media, contact centre boards etc to provide general updates start/end of mowing season, works suspended due to bad weather etc	Grounds Maintenance and Street Cleansing Manager and Communications, Marketing and Design Manager	Existing staff and social media		