

**GROUNDS MAINTENANCE (Grass cutting) ACTION PLAN**

<b>Project managers – Pete Tonge (TBC), Head of Operations - Ubico (Ubico)</b>				
<b>Action</b>	<b>Target Date</b>	<b>Responsible Officer</b>	<b>Status</b>	<b>Comments</b>
Introduction of a case management system for reporting of work and the management of staff and communication to the public.	December 2017	Asset Manager - Tewkesbury Borough Council/ Landscape Operations Supervisor - Ubico	✓	Complete
<p>Introduction of clear and accountable KPI's including confirmation of completion of work timescales as outlined below:</p> <ul style="list-style-type: none"> <li>✓ Urgent' to be actioned within 24 hours as there is either risk to people or property or a reputational risk to Ubico or TBC</li> <li>✓ 'High risk' to be actioned within 2 weeks of being reported</li> </ul>	March 2018	Asset Manager - Tewkesbury Borough Council/ Landscape Operations Supervisor - Ubico	✓	These KPIs have been agreed with Ubico and set standards for how Ubico will respond to requests from TBC.

<ul style="list-style-type: none"> <li>✓ 'Medium risk' to be actioned within 3 months of being reported</li> <li>✓ 'Low risk' to be actioned within 6 months of being reported</li> </ul>				
A further round of new maps to be issued to ensure that all crews have all relevant and up to date information.	04 June 2018	Asset Manager – Tewkesbury Borough Council	😊	This is to address inconsistencies in the mapping sets, discovered by carrying out checks
Actively seek out third parties of land historically maintained by TBC and negotiate a speedy solution to the maintenance of that land.	July 2018	Asset Manager – Tewkesbury Borough Council	😊	A number of 3 <sup>rd</sup> parties of land have already been identified and arrangements made to maintain the land. By the end of July all registered land that TBC have traditionally cut will have been identified and a resolution agreed.
Weekly client meetings to update TBC of Ubico's progress and TBC to discuss issues with the grass cutting implemented March 2018	June 2018 & ongoing.	Asset Manager - Tewkesbury Borough Council/ Landscape Operations Supervisor - Ubico	😊	Weekly client / contract monitoring meetings allow issues of nature and quality of work to be discussed.

Regular monitoring checks by TBC officer	June 2018 & ongoing	Asset Manager – Tewkesbury Borough Council	😊	To ensure that the crews are carrying out the cutting according to the maps. Once crews have completed the back logs these check will be extended to quality checks.
Weekly member updates with schedule for the following week of areas being cut.	June 2018	Asset Manager - Tewkesbury Borough Council/ Head of Community Services - Tewkesbury Borough Council	TBC	Members will be informed about where the crews should be on a weekly basis. This may be subject to change because of weather,
Develop quality KPIs to monitor quality of cuts.	July 2018	Head of Community Services – Tewkesbury Borough Council	TBC	
Tracking devices fitted to all vehicles.	June 2018	Landscape Operations Supervisor - Ubico	✓	Tracking data allows officers to query historic information in the case of complaints.
Introduction of an electronic mapping system for all crews to access.	June 2018	Asset Manager – Tewkesbury Borough Council	TBC	Currently maps are in paper copies which is cumbersome and can lead to mistakes if not updated regularly. Electronic data can be downloaded directly to each crew via their electronic devices.

Ubico to introduce grass cutting round sheets for crews to sign work off on a weekly basis for contracted monitoring.	August 2018	Landscape Operations Supervisor - Ubico	TBC	Introducing sign off sheets will place more accountability on crews to sign off the fact that allocated work has been carried out.
Ubico to review the rounds to ensure they are efficient for the movement of staff and equipment	August 2018	Landscape Operations Supervisor - Ubico / Head of Operations - Ubico	TBC	Currently the crews work in an ad-hoc manner across the borough, Better route mapping will allow Ubico to maximise the use of resources.
Ubico to establish any resource or equipment requirements along with a business case to ensure the future efficient operation of the service for TBC to consider.	March 2019	Head of Community Services - Tewkesbury Borough Council / Asset Manager - Tewkesbury Borough Council/ Head of Operations - Ubico / Landscape Operations Supervisor - Ubico.	TBC	A full review of resources allocated to grounds maintenance across the TBC area needs to be carried out to ensure that Ubico have the correct level of resources both in terms of manpower and equipment.