

Central Swindon north Parish Council PQMS report

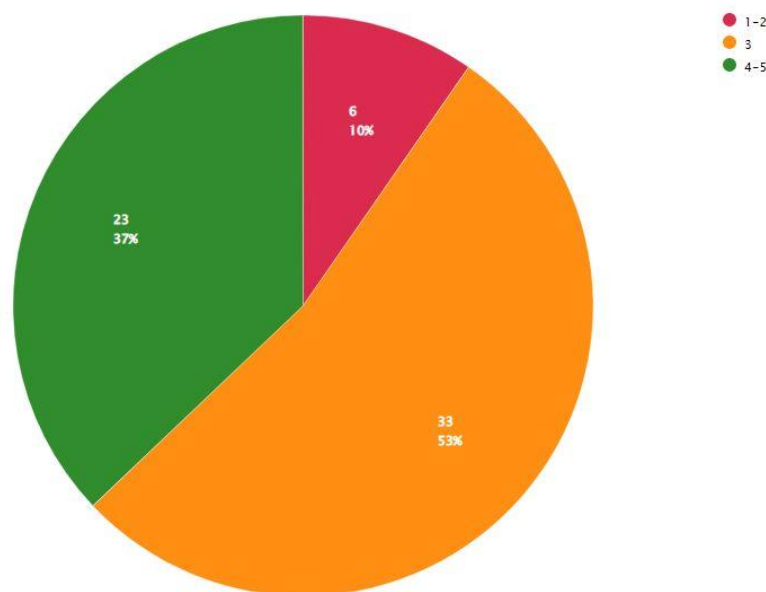
July and August 2023

We have carried out 62 inspections over this period, given the concerns with scoring especially on the grass it was agreed that the scores would be based on the following criteria,

- If the asset presented itself well within specification or above it would be score 5 +
- If the asset was maintained as per contract spec then it would be scored at 4
- If the asset was serviced recently and looked good but was not maintained within the frequency or some minor defects (missed strimming for example) then it would score at 3
- If the asset has not be visited recently and is obviously well out of spec then it would score at 2

By implementing this scoring system it gives a more reliable view of what is going on across the contract, and it is evident that this works as the PQMS data is more reflective. For the avoidance of doubt anything 3 or above would be classed as a pass and obviously below would be a failure, all assets scored at 3 are just scraping through as per the bullet points above.

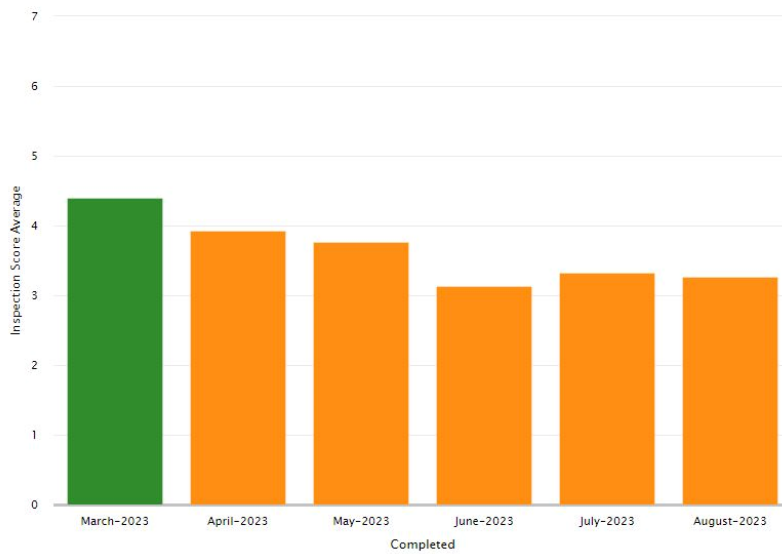
Slide 1 Inspection grades



This slide shows the number of inspections carried out and the percentage by grade,

- 23% between 4-5 these were predominately bins with a few grass sites
- 33% scored at 3 the main of these were grass inspections with a few hard surfaces
- 10% scored at 2 Most of these were for grass inspections

Slide 2 Average score by month

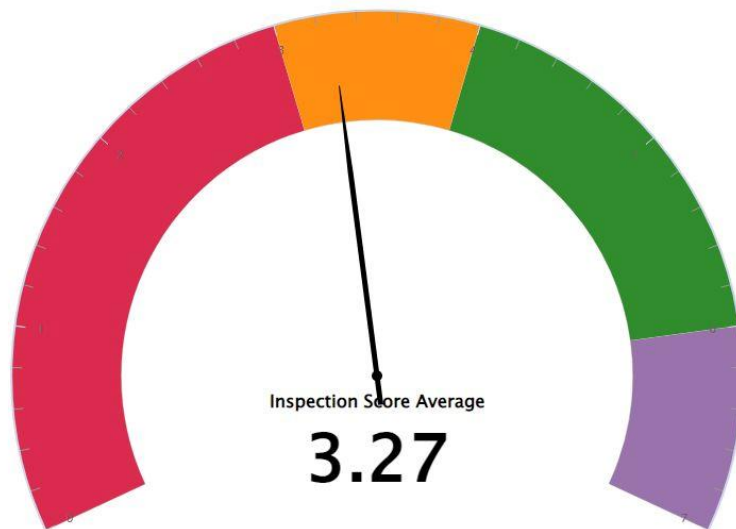


This slide shows the average score by month, I thought this would be a good slide to display as it shows the trend for the past 6 months. We adopted the new method of scoring in June and as you can see the results are more reflective of what's happening on the ground. Scores for each month displayed below

March	4.39
April	3.92
May	3.77
June	3.13
July	3.33
August	3.27

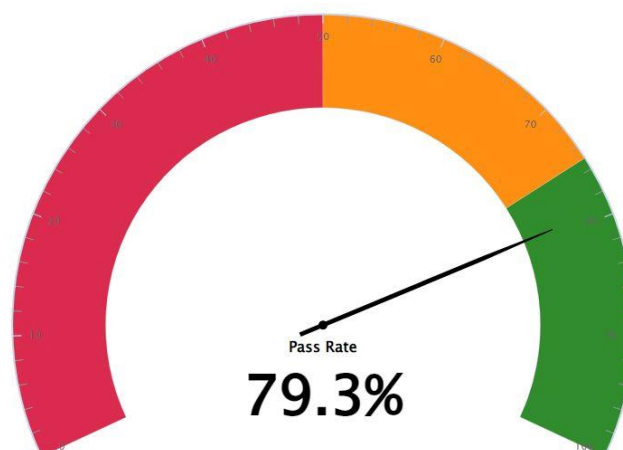
We have had a downward turn on scores from May onwards the key reason for this is grass cutting issues which I will go in to more detail later.

Slide 3 Average scores combined



This slide shows the average score for all inspections combined; we sit in the lower end of the pass grade the main reason for this was low scores on grass.

Slide 4 PQMS pass rate



This slide shows the pass rate for July and August combined, as you can see, we have come in with a 79.3% pass rate. Bins and hard surface inspections have contributed to what might be perceived as a high pass rate.

Issues that have affected progress on the grass round

We have had a tough time keeping up with the grass cutting this season, the start was made hard due to the wet weather through March to early May, while we managed to keep the round going for the most part we couldn't go as fast as required to keep with the 3-week turnaround. We also struggled to get staff in during March and early April so was down to a 4-person crew through the 1st cut (should be 5) The weather has played its part this cutting season, we are coming to the end (I hope) of one of the most prolific growing seasons that I and others have experienced in many years. It has been warm and wet for most of the summer with no respite, in previous years we have had a dry period for a few weeks to a month which has held the grass back and enabled us to catch up and also work on other reported defects (shrubs/hedges) this opportunity has not presented this year with the exception of a few days here and there where we (with permission from the Estates Manager) pulled off the grass to hit out a few safety issues, but the opportunities have been few and far between. From a quick look through my diary, we have had 5-6 days from June to date.

Staffing issues

Staffing on grounds has been an issue throughout the season and to date we have lost approx. 15-operative days. We have had staff leave after a few days and unreliable persons who we have had to let go, when interviewing I always explain the job and how physically demanding it can be at times but I think the reality comes as a bit of a shock for some people. Each time a person leaves this creates more down time where the round is not at full capacity, at times I have been able to use my commercial staff to assist with Parish work for example setting out the football pitches recently, but the same issues with growth rate has reduced the amount of time I can spare them compared to previous years. Issues with staff is nothing new except the number of times this has happened this year seems more than previous years. We are now engaged with a local agency who are providing staff, in the most part this has worked well but still have the odd issue.

Machinery breakdowns

Machinery breakdowns are another factor that leads to down time, fortunately we have had a reasonable run with the machines for most of the season. The most common issue has been punctures, we generally keep on spare wheel in stock and replace as needed we have had a few days where we have had more than one puncture in a day which has meant that one machine was off the road for a few days while we waited for a replacement to come in. We have had issues which are currently ongoing with one of the small out front rotary ride ons, the 1st issue was damage to the front deck after hitting a piece of dumped concrete somewhere on the Pinehurst estate. This caused significant damage to the cutting blades and the deck frame resulting in a £1,300 bill to put right. The machine was out of action for close to 2 weeks while we waited for the parts and them to be fitted. Annoyingly once the machine was brought back to us it went out on the round and after a few days it developed an oil leak (hydraulic oil which assists the steering and cutting unit) again it had to go to the fitters for inspection and repair, at the time of writing this report the machine is back on contract and cutting grass. In total this machine was out of action for close to 4 weeks.