

Repairs Service Review Group
Thursday 4th September 2008
10am – 1pm
Minutes

Present:

Howard Bailey
Doug Green
Dick James
Esther Gurney
Terry Gurney
Carol Bird
Lorna Wooding
Stacey Ashfield
June Phillips

Stephen Sheehan
Cyril Davies

Trevor Bow

Martin McCallin
Matthew Edwards
Helen Greenway

Property Services Manager
Grounds Maintenance Team

Grounds Maintenance Team

Grounds Maintenance Team

Contracts Manager

Customer Involvement Officer

1. Welcome

Helen welcomed everyone to the meeting and gave a brief overview of what the meeting would be about.

Actions

2. Voids Challenge Day & Grounds Maintenance Volunteers

Helen asked for volunteers for the next Voids Challenge Day, which was to be held on 10th September 2008.

Esther, Howard, Doug and Lorna volunteered for this.

HG to arrange

Helen then said that a similar Challenge group would be set up to monitor Grounds Maintenance, once the standards had been set and asked people if they would be interested in volunteering for this.

Stacey, Lorna, Doug, June and Terry volunteered for this. This

SS to oversee development of

group would not start until later in the year.

**this Challenge
Group**

3. Grounds Maintenance Outing – a reminder

Before carrying out a team challenge to help set the Standards for Grounds Maintenance, Stephen carried out an exercise with members of the Service Review Group to refresh their memories of the Grounds Maintenance Outing that was held on 26th June 2008.

Each SRG member was given a copy of the notes from the day and, within their team that they were with on the day, were asked to go through them, refresh their memories and give their opinions and thoughts.

Stephen had already used these notes to help develop a set of draft standards. However, he wanted to give the group another opportunity to make comments on these.

All comments were fed back to Stephen. (See **Appendix 1**).

4. Grounds Maintenance Service Standards Leaflet

Members of the Service Review Group were split into three teams. There were each appointed a team leader, who were: Cyril, Trevor and Martin.

Everyone was given a draft copy of the Service Standards that Stephen had produced after the Grounds Maintenance Outing and in accordance with their feedback from the day.

Each team was then provided with flipchart paper and pens, and then asked to go through the draft standards. They were asked:

- Is the information correct?
- Do these standards reflect what we should be doing?
- What is the difference between what we are doing now and what we should be doing?
- Is there anything missing?

The team leader went through the standards with each of their teams, writing down their comments and marking their copies of the standards.

Stephen then asked the teams to feedback their main points from this. He told the group that he would work with the team leaders to incorporate their comments and notes within the draft standards.

(See **Appendix 2** for notes and comments)

**SS to develop
service
standards
document in line
with SRG
comments &
feedback**

5. **Challenge Stephen**

The next part of the meeting was for each team to give Stephen new ideas of what we should be doing. The following is what members of the group came up with:

Things to do differently

- Encourage communities to take care of their land / gardens in their area. (landscaping at Fownhope is an example, done by the elderly people at the Sheltered Scheme)
- Have before and after photos
- Develop incentives to collect rubbish / recycling schemes. Educate school children.
- Explore recycling bins to be more accessible.
- HHL to offer residents reasonable charged service and ring fence monies raised back to resource Grounds Maintenance. This would be for elderly, disabled, vulnerable people.
- When Grounds Maintenance Teams are out and about, they should note and report back any repairs they see that are needed. Broken fencing, brick work etc.
- Pick up charges for Fly Tipping. Surveillance on problem areas.
- Have a definitive strategy for dealing with play areas.
- Negotiation between HHL and Council to swap land that causes nuisance for each to maintain. Un mix the land. Go back to basics and start again with this.
- Anyone caught throwing litter – on the spot fines. Have signs and notices up in areas about this.
- Service charge communal blocks for removing fly tipping.
- Skips in local areas where fly tipping is a problem.

SS to investigate suggestions to incorporate into shaping service

6. **Date of next meeting**

The meeting then ended with lunch and an informal chat between SRG members and HHL colleagues.

The date of the next meeting is:
Thursday 4th December 2008.

HG to co-ordinate next meeting