

Appendix B

Grounds Maintenance & Street Cleansing Action Plan			
Recommendation		Action Detail	Action Date
1	Performance Monitoring – staff productivity, communication and efficiency	Introduction of Whitespace, the new system will be able to support the maintaining the provisions of the Environmental Protection Act in street cleansing	Jan 2026
2	Street Cleanliness Standards	NI195 Yearly external assessment by Keep Britain Tidy or similar company. Regular internal NI 195 assessment through Whitespace system.	Jan 2026
3	APSE benchmarking	Benchmarking will provide overall arch of performance, in terms of cost and effectiveness of service.	Dec 2024 Completed
4	System for scheduling of work	The Whitespace system when introduced will require schedules to be created for all work streams. It will allow the signing off of completed tasks, costing work, raising random inspections and raising reactive jobs and link in with the council's Customer Relationship Management (CRM) system. Once created the performance of these work schedules can be regularly assessed and graded either in office or by mobile solution	Jan 2026
5	Housing land and County Council verges and weed spraying review and clarification	The introduction of Whitespace will require a review of all the work schedules. Housing work will need closer collaboration to establish the level of service and costs to operate. Operational Services will need to create a bill of quantities for these services and annually review.	Jan 2026
6	Redesign of GM and SC work rounds.	To be considered as part of the Whitespace work scheduling process. Existing Grounds maintenance and Street cleansing supervisors to be renamed.	Mar 2026
7.	Upskill staff to be able to carry out a wider range of tasks. There is currently no 'training needs' strategy based on a skills matrix of staff competencies.	Training Needs Analysis to be undertaken by the Operations Manager and Streetscene Supervisors and annually reviewed as part of the staff APR process.	Sep 2025
8.	Health and Safety review of policies and procedures	In conjunction with HR, the service is to consider it's existing support policies. The Operational Manager will conduct an annual review of risk assessments, in conjunction with local Union reps.	Jul 2025
9.	Improved links between the work of Parks & Green Spaces and Operational Services	Consideration of SLA between services, clearer public signposting with better website production.	Jan 2026
10.	No mow areas	A review of the public communications process needs to be carried out to ensure clarity of why areas are being left.	Mar 2026

11.	Gully emptying	This function is currently delivered by the District Council on behalf of the County Council. The option to return this function to the County Council is to be explored.	Apr 2025
12.	Permanent Sweeper Driver	Internal allocation of permanent HGV driver. Operations manager to agree protocol with team to ensure a permanent resource and sufficient cover is in operation.	Apr 2025