

## Six month performance update report

### Open spaces and facilities services 2016/2017

Work in partnership with Parish Councils and other stakeholders to ensure our parks and open spaces are attractive and accessible to our communities	Baseline from 2015/2016	Target	6 month update report
Undertake 5 quality assurance checks on parks and open spaces per month owned by Sanctuary Housing to ensure that the standards meet with the requirements within our Service Level Agreement. (measure on-going)	5 per month	5 per month	50% completed
Develop an outward facing, commercially focussed set of web pages to promote the services of the team to parish and town councils and other potential customers. Develop by Sept 2016	Brought over from last year	Web pages completed By Sept 2016	The Service has updated some of the website and will review the other pages once a new software package has been agreed.
Review the suitability of using a new software package to manage Council Assets. By December 2016	Brought over from last year	Review completed By Dec 2016	On going, discussions are still happening.

Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	Baseline from 2015/2016	Target	6 month update report
Promote service to Parish Council's to provide safety checks on playgrounds throughout the district. Target is to generate additional 10% on baseline figure from 15/16	£2860	10% increase from baseline	£680 received to date (ongoing)
To scope opportunities to contract out our Arboricultural Services, requiring skills audit and 3 <sup>rd</sup> party discussion		By August 2016	Ongoing, 3 contracts carried out so far
To scope potential for growth within Parks, Open Spaces and Facilities Service to support Free Schools, Public Houses and Developers with regards to landscaping and further Play Area Checks.- Scoping exercise to be undertaken by Sept 2016		By September 2016	Ongoing- 5 contracts have been secured and the service is currently in the process of tendering for 3 more school contracts.

Retain Green Flag status for Jubilee Gardens and Pocket Park	Baseline from 2015/2016	Target	6 month update report
Ensure that Green flag standards are used across all parks and open spaces in the district	Ongoing	Ongoing	The service continues to ensure that Green Flag standards are used

			across all parks and open spaces
Retain Green flag accreditation for Country park and Jubilee garden	July 2016	Ongoing	Completed for this year- Award secured

<b>Trained staff to enable officers to carry out all operational works</b>	<b>Baseline from 2015/2016</b>	<b>Target</b>	<b>6 month update report</b>
Identify training requirements to enable the service to run effectively and efficiently	June 2016	Ongoing	Ongoing
100% appraisals completed on time	June 2016	Ongoing	100% completed on time
Service awareness briefings for Service Delivery Champion	Quarterly	Quarterly	50% completed

Service Delivery Champion to review six month performance report and write down their comments in the box below:

Name of Service Delivery Champion- Councillor Neil Hitchin
<p>Comments</p> <p>I have been consistently impressed by the good spirit, professionalism and enthusiasm of the Parks and Open Spaces team and I had no reason to change my view of the service on the back of our conversation. If anything ,I am more convinced.</p>