

Hello, and welcome to the second edition of the Green Warden Newsletter.

It is now a full three months since Fylde Borough Council (FBC) Grounds Maintenance Team took over maintaining BCH grounds. With the help of our Green Wardens returning their score sheets, it has helped us monitor satisfaction on the service both on a monthly basis and over a period of months.

This helps us to set a standard which is:

- **Measurable** - Done through Green Wardens returning score sheets
- **Achievable** - Within the problems of providing the service against the unpredictable British weather.

You are no doubt aware how FBC perform in your areas on Grounds Maintenance and the newsletter gives us an opportunity to keep you informed on how they are performing across Blackpool and how your fellow Green Wardens rate the service.



Quarter 2 Performance Information - How are we doing?

BCH has set the contractor a target of 80% of Wardens who rate the service OK and above.

July 2011	August 2011	September 2011
% of returned forms 85%	% of returned forms 83%	% of returned forms 70%
% satisfied with grass cutting (Score 3 or above) 100% 😊	% satisfied with grass cutting (Score 3 or above) 90% 😐	% satisfied with grass cutting (Score 3 or above) 89% 😐
% satisfied with shrubs & bushes (Score 3 or above) 79% 😊	% satisfied with shrubs & bushes (Score 3 or above) 86% 😊	% satisfied with shrubs & bushes (Score 3 or above) 86% 😊
% of Overall Satisfaction (Score 3 or above) 93% 😊	% of Overall Satisfaction (Score 3 or above) 93% 😊	% of Overall Satisfaction (Score 3 or above) 82% 😐

Key:

- 😊 Currently meeting or exceeding target.
- 😐 Not meeting target but performance has improved OR meeting target but performance has declined.
- 😞 Currently not meeting target.

Farewell Summer, Hello Winter!

Yes another British summer ends and in what seems ever increasing speed it will soon be Christmas ! British summer time ends on Sunday 30th October when the clocks go back an hour at 02:00 hours and with the rotation of the earth to the sun creating shorter and colder days. The grass stops growing and we revert to our winter maintenance programme.

From October you will no longer receive a score sheet on a monthly basis. In February 2012 you will receive a score sheet which covers the whole winter maintenance period, then in March 2012 the monthly score sheets will return ready for spring, summer & autumn.



BCH are currently working with FBC to look at developing a policy in relation to gritting of roads and pavements in the cold weather. An update will be provided when more information is available.



Environmental Core Group & Workshop Meetings



Blackpool Coastal Housing have been developing a new involvement structure and formal approval for the agreement has recently been granted by the Cabinet Member for Housing.

As a result of the new agreement, Service Improvement Panels will have the primary role to monitor, scrutinise and challenge performance of individual service areas.

To ensure that the role of Service Improvement Panels is clear and responsibilities are not duplicated, customer representatives will no longer need to attend Core Group or Workshop Meetings.

If you are not currently involved in our Service Improvement Panels or other involvement methods or if you have any queries please contact Suzanne Tomlinson on 477911.

Thank you to everyone who volunteered to attend the Environmental Core Group and Workshop Meetings, your involvement is much appreciated.

GREEN WARDEN SOS (Save our Shrubs!) Update

Thank you for your returns to our SOS appeal in our last newsletter. We had a great response and all those nominations are with FBC to design planting schemes for completion before the cutting season next year, for some wonderful displays the following year and years to come. We are hoping for a big impact to those shrub bed areas which will be a practical display of the works done in your areas between the Green Wardens, BCH and FBC.

If you wish to nominate more shrub beds or have suggestions on the display you can still contact BCH on 477587 or email ian.herbert@bch.co.uk



Update from Fylde Borough Council (FBC)

The annual grounds maintenance carried out on the spaces managed by BCH falls into two distinct categories; summer operations and winter operations, although there are overlaps which can make it a little confusing! The table here illustrates this:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Shrub Bed Maintenance												
Hedge Maintenance												
Grass Cutting												

	Shrubs - Winter Prune
	Shrubs - Visibility/ access maintenance

	Hedges - Winter Prune
	Hedges - Visibility/ access maintenance

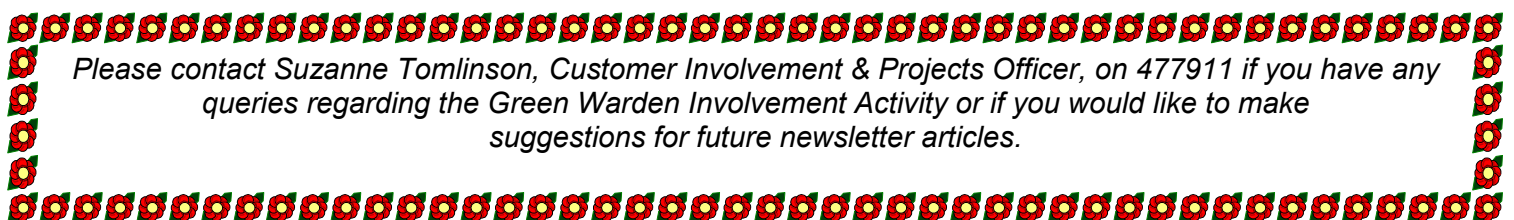
	Grass - Main cutting period
--	------------------------------------

During the summer, FBC's teams of gardeners routinely visit BCH's open spaces to ensure that the grass is kept to an acceptable length, litter is picked, shrub beds are pruned when necessary and weeds kept to a minimum. This work begins in March (depending on how cold the Spring is!) and continues with fortnightly visits until the grass stops growing, usually in October.

Unfortunately, due to wet weather, grass cutting can be difficult during the autumn months and the use of FBC's 'ride on' mowers needs to be suspended from time to time to ensure that damage isn't caused to our green spaces. When this happens the teams continue to mow with pedestrian mowers, but this is considerably slower.

Once the routine Summer maintenance has slowed down FBC begin to carryout their Winter works. The work carried out over the winter months is vitally important as, if it is done correctly, it makes the following Summer's maintenance easier and ensures that the teams can focus their resources where they are needed. FBC will be aiming to visit each shrub bed so they can receive a thorough reshaping and be mulched. This will be done between October and March as long as we don't get too much snow!

BCH are also considering the suitability and quality of the shrub beds throughout the areas. They are planning a slight reduction in the number and size of some of the shrubs beds but a vast improvement in the beds that are left.. They are in discussion with Green Wardens and FBC to decide which beds should be removed and whether there are any that need replanting. These improvements will take place over a number of winters and your comments and thoughts would be welcomed.



 Please contact Suzanne Tomlinson, Customer Involvement & Projects Officer, on 477911 if you have any queries regarding the Green Warden Involvement Activity or if you would like to make suggestions for future newsletter articles.