Grounds Maintenance Contract Performance Report

Since the commencement of the contract on 1 April 2026, the Council's grounds maintenance contractor has not consistently completed the full schedule of required tasks in accordance with the service levels set out in the contract. In particular, Applegarth Meadow has missed several scheduled grass cuts, and the Village Green has not been cut for almost four weeks.

The contractor's office has acknowledged that insufficient time was allocated for operatives to complete the assigned work. In addition, internal miscommunication resulted in Applegarth Meadow being omitted from the work schedule until last week.

Communication with the contractor has also proved challenging, and invoices received to date have not provided sufficient detail to support the usual level of financial verification. As a result, additional officer time has been required to confirm which tasks have been completed.

One potential option is to remove the Applegarth Meadow element from the current contract and award this work to a more local contractor with previous experience of working with the Council. Based on prices submitted during the February 2026 tender process, this would represent an additional cost of approximately £1,000. Separating this element of the work may enable both contractors to give greater attention to their respective areas and improve service delivery. Should the current contractor's performance fail to improve, the Council could consider removing further areas from the contract. The contractual notice period is one month.

The recommendation is to provide the Clerk, Chair and Vice-Chair with delegated authority to make this decision, if the current contractor shows no sign of improvement.