

APPENDIX A – KPI Performance Summary

Annual Rectification Comparison 2020-2025

This appendix summarises key performance indicators for the grounds maintenance contract, focusing on validated complaints and rectifications between 2020 and 2025. These indicators demonstrate overall contract stability and support the recommendation to extend the contract.

Validated complaints remain relatively low compared with overall contract volumes and show a broadly stable trend over the period. Rectifications requested from the contractor fluctuate within an acceptable range and do not indicate any systemic decline in standards. Defaults issued by the contractor remain rare, further supporting the view that the contractor is delivering an acceptable level of performance under the existing specification.

Summary of Contract Specifics for the Service Areas

The grounds maintenance contract covers five core service areas which together support the safe, clean and attractive management of East Herts Council parks and open spaces.

1. Horticultural Maintenance

- Grass cutting, shrub and hedge maintenance, planting, weeding and maintenance of annual and perennial beds.

2. Tree and Shrub Management

- Formative pruning of young trees and shrubs, minor tree works within the contract scope and risk-based tree inspections feeding into programmed works.

3. Sports and Recreation Facilities

- Maintenance of baseball and football pitches, tennis courts and sports grounds including line marking and ancillary repairs.

4. Cleanlines and Waste Management

- Litter picking, dog-waste and litter bin emptying, sweeping of paths and car parks, and seasonal leaf clearance.

5. Play Areas and Site Infrastructure

- Painting and minor repairs to play equipment, fencing, seating and signage, together with routine safety inspections and associated minor works.

6. Defaults

- Defaults issued by the contractor are rare, with only 10 issued in 2020 and 12 in 2021. No defaults were issued in 2022, 2023, 2024 or 2025.

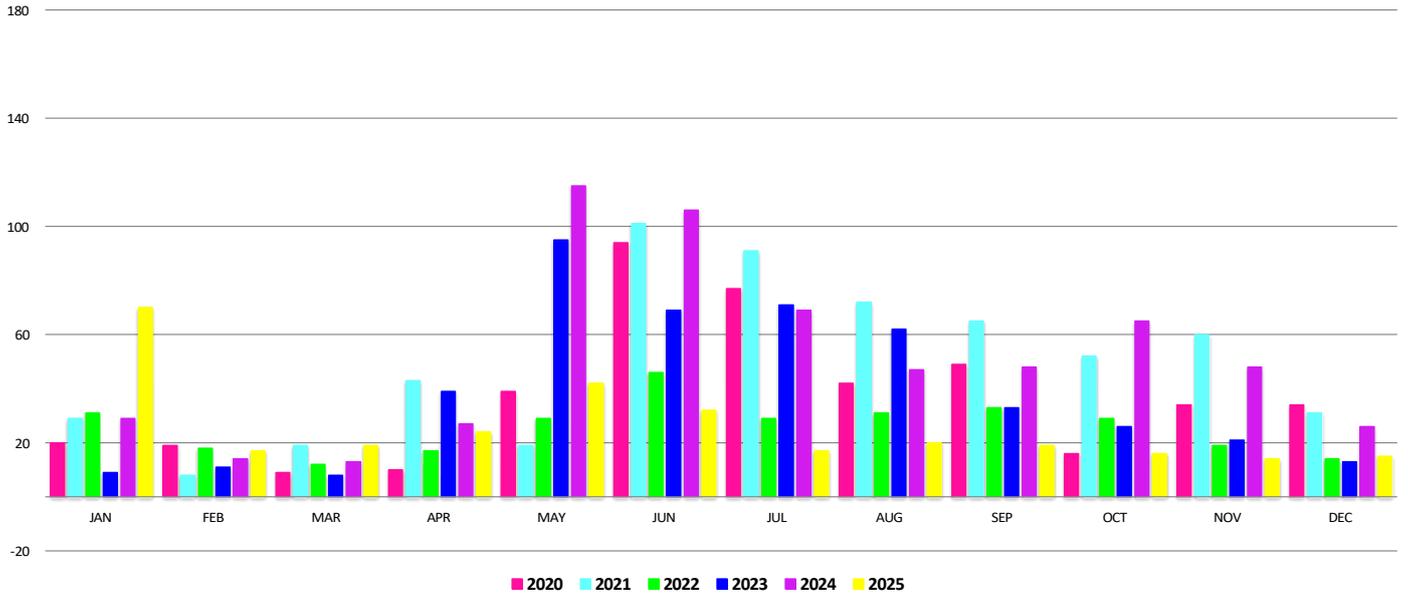
7. Complaints

- Complaints received from the public are low, with 10 received in 2020, 12 in 2021, 11 in 2022, 10 in 2023, 11 in 2024 and 10 in 2025.

8. Rectifications

- Rectifications requested from the contractor are low, with 10 in 2020, 12 in 2021, 11 in 2022, 10 in 2023, 11 in 2024 and 10 in 2025.

Annual Level of Complaints 2020-2025



Annual Number of Complaints

