

groundbreakers

Raising the standard



QUADRON ENVIRONMENT

Providing horticultural services for the upkeep of Medway Council's parks and open spaces

Issue 4:
Winter 2011

Performance latest...

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It gives me great pleasure to report that current year to date April-October has shown a great improvement in contract compliance, with a 23% reduction in rectifications compared with the same period last year.

All concerned need to feel they have played a part in this success and feel proud of their contribution to this achievement, so thanks to all operational staff and Team Leaders, and keep up the great work!”

Damon Lee

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Green Flag Awards



In Medway we have taken great pride in achieving four Green Flag sites in past years.

This year it was an honour to not only retain these at The Vines, Hillyfields, Riverside Country Park and Capstone Country Park, but to achieve a fifth Green Flag Award at Broomhill Park in Strood.

This represents a joint effort from Quadron, Medway Council and local Friends of Groups and shows great partnership working. Well done to all concerned.



Broomhill Park, Strood – new win for 2011

Steve Day – Good Samaritan

A special thank you must be given to tractor driver, Steve Day.

Steve came to the aid of a young girl when her au pair was hurt within the local park.

Seeing their distress, Steve stopped his tractor and lent his mobile phone to the child to call her mother, while he ensured the au pair remained conscious until further help arrived.

The child's mother later contacted Quadron to request Steve be nominated for Employee of the Month for his caring actions.

Steve received a personal letter of thanks from Medway Council and was presented with Quadron's Employee of the Month award for July.

Presenting Steve with his Award, Damon Lee said “Well done, Steve. Your actions show that Quadron is a caring organisation, not only for the immediate work we manage but for all within that working area.”



Steve is presented with the Employee of the Month Award

Maximus update

The last issue of Groundbreakers featured a report on the project we ran with Maximus last year to engage local unemployed people in a work programme with training, which led to several participants being employed on a seasonal basis.

Four members of that programme have now had their contracts extended to assist in our winter works programme and another has found permanent employment with another employer.

This year we have embarked upon another scheme with Employ Medway which is run via our client, so we hope to have the same success this year.

Well done to the people who have shown that initiatives like this do have a successful conclusion.

For all Quadron's latest news and information, and for the company intranet site, visit www.quadronenvironment.co.uk

Focus on Training

Many staff in Medway have undertaken training during the last few months and all successfully passed. Well done to all of you!

Preparing to Teach in the Lifelong Learning Sector (PTTLS)

Congratulations to Nicky Pattison for the effort she put into passing her PTTLS teaching course. It is great to know Nicky can now help to induct the 25 new seasonal staff each year to internal standards and relieve some of the pressure during February.

Tractor, including Implements

Patrick Wynn, Patrick Phillips, Dean Johnson and Anthony Codling

Lantra Ride-on Mowers

Patrick Wynn, Patrick Phillips, Leon Ambler, Brian Young, Terry F Smith, Kieron Lee, Alan Baldwin and Kenneth Howard



Congratulations to all for your great results

Lantra Pedestrian Mowers

Emma Woodman, Patrick Phillips, Paul Doubleday, Terry F Smith, Patrick Wynn, Kenneth Howard, Bernard Adams and Paul Brown

CIEH Award in Principles of COSHH

Abraham Draper, Darren Michael Toms, Anthony Codling and Nicky Pattison

CIEH Conflict Resolution & Personal Safety

Anthony Codling, Abraham Draper, Emma Woodman, David Gabriel, Robert Woodman, Joseph S Hammell, Darren Michael Toms.

Chatham Grass demonstrate "can do" attitude

Chatham Grass Team 1 delivered results above the contract specification in response to a special request in May.

Esmonde House, a sheltered housing scheme, were celebrating their 30th Anniversary on May 27th with an event attended by local dignitaries including the Mayor and Councillors and wanted to make sure the area looked especially spic-and-span for their big day.

Normally we cut and drop the grass within the development but, at the request of the Complex Manager, Quadron's team attended site armed with pedestrian mowers to cut and then collect the grass in time for the festivities.

The Complex Manager was extremely pleased with Quadron's response, saying "very good job done, looks great for our special day."

Damon Lee added his thanks to the team of Rob Brixey, Steve Furnell and Rob Latham for accommodating a customer's special request and showing the company in such a good light.

Customers come first...

As part of our standard customer care policy we like to give our customers the opportunity to let us know what they think of our service delivery standards.

This feedback is used to amend the future service so we can make sure that we meet your needs. If you have an enquiry or comment, please contact us using the contact details below or by filling out and returning the enquiry form, alternatively feedback can be given via the website, www.quadronenvironment.co.uk

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Service delivery comment / enquiry request

DETAILS OF ENQUIRY

Location: _____
Date / Time (if applicable): _____
Specific details of comment / enquiry: _____

Reply required YES / NO (please delete as applicable)

CONTACT DETAILS FOR REPLY

Name: _____
Address: _____

Daytime Tel No.: _____
Email address: _____

THANK YOU FOR YOUR COMMENT / ENQUIRY