

Operations news

This period has been one of operational consolidation with the implementation of CONFIRM management systems, the streamlining of the management structure and the recruitment of agency staff to full time status.

The cumulative result of these steps has been more efficient and effective operation and communication, and further improved morale and team ethos.

During August, our score for works completed reached 97.4%, the highest score achieved in the span of the contract. A new monitoring system has also been introduced in order to consider the public perception of sites. 95% of our sites sampled achieved 'green' status against a target of 90% following visual inspection based on criteria used as part of the Green Flag judging process.

The operation is currently in a strong position: leaf collection started three weeks ahead of schedule, machinery winter servicing is being progressed and a programme agreed for the Bishop's Park rollout is in place.



Local school children planting bulbs at Brook Green earlier this year

The forthcoming months see a focus on Bishop's Park with Quadron supporting and working with the HLF funded team to offer a seamless service and maximise opportunities for volunteering and apprenticeships.

With performance at the current level, high staff cohesion and the effective revised structure, the next quarter is poised to be a successful one.

Achievements and awards

The Borough was awarded six Green Flags this year, including new wins at St Peters Square and Little Wormwood Scrubs.

In 2012 further sites across the borough will be entered for the award and Quadron will play a crucial part in the preparation and submission of all management plans, site preparation and presentation to judging parties.

The Borough also enjoyed success in London in Bloom, with 16 honours being awarded. Ravenscourt Park retained its Gold status and the borough overall was awarded a Silver Gilt.



The Novotel, a high profile site on the London in Bloom route

Training update

The already rigorous Quadron training programme has been enhanced by the introduction of E-learning to the contract.

This has enabled training in environmental issues for all staff, with a 100% success and completion rate across the contract.

Enhanced driver training has also been delivered to staff via the E-learning system, with further training in all Health and Safety aspects planned.

Lantra in-house machinery training is also planned for the coming months and it is also proposed that both in-house trainers receive specialist training to further their potential.

Sports facilities

The establishment of a team focused on the borough's sport facilities concluded in a superb summer programme with the benefits of the intensive winter and spring renovations programmes paying dividends.

Increased capacity has allowed flexibility in the team's ability to meet sports booking requirements and facilitated the sports department's ability to respond to added and varied demand. LBHF's Sports Operations Manager stated that it had been a successful season and he was pleased with QSL's continued commitment.



Football pitches at Wormwood Scrubs

Community projects

This period has seen wide and varied interaction between Quadron and various parks and open spaces friends and user groups.

Events of particular interest were tree and bulb planting initiatives with school children at Hurlingham Park and Brook Green, whip planting at Wormwood Scrubs, a volunteer day with a Friends society at Hammersmith Park and the 100th year birthday celebration with the Friends group at Wormholt Park.



Volunteers at Hammersmith Park Pond

Work experience initiatives

Quadron's relationship with Groundwork continues to strengthen. Groundwork teams have been invaluable in bolstering pruning drives at major housing sites such as White City and Wormholt estates,

The current Groundwork resource has been deployed at Bishop's Park assisting the static team to prepare the park for its December opening.

There has also been a drive to streamline and structure the relationship with the Probation Service. The intended deployment of offenders is now planned with specific initiatives being targeted.

The current focus is for offenders, once trained, to be deployed to North Sheen and Mortlake Cemetery for strimming and leaf blowing duties.

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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