

Appendix 3: Grounds Maintenance Summary Report

Contract Name:	Grounds Maintenance Services		
Scope of services:	To provide grounds maintenance services for all parks and open spaces, all allotments sites, all highways verges and shrub beds and all open grass and shrub areas surrounding Brent Housing Management (BHM) estates.		
No. of suppliers:	1		
Supplier names:	Krinkels UK		
Start Date:	1 st August 2023	End Date (+ extns)	31 st July 2031 (2039)
Value of contract(s):	Approx £16.8m (£33.6m)	Annual spend – Actual	£2.5m
Directorate:	Public Realm	Service:	Public Realm
Contract Manager	Raj Chavda		
Performance of contract (overview)	The contract is generally working well for our parks, open spaces and highways verges. The contractor has achieved the most London in Bloom awards for our parks in the last two years and the first Green Flag awards in the last 13 years. There are now four parks with a Green Flag, one Community Green Flag and 11 Gold or Silver Gilt London in Bloom awards received in 2025. Verges are cut every 5 weeks from March to October, and a schedule is published online for residents. However, concerns persist in relation to maintaining this verge cutting schedule, and also in emptying the full borough-wide network of litter bins in parks as per the expected schedule. In addition, contract performance in our BHM Estates does require improvement. Work is now ongoing between the Council and the contractor to look at areas where further work is needed and at how both parties can work together to bring in service improvements particularly on our estates.		
Top 3 KPIs & score:	% Grass cut on schedule Target:90% Score for 2025-2026:71.2%	No Litterbin is full or overflows Target: 100% Score for 2025-26: 65.5%	Total number of repairs carried out on sports pitches. This measure is contextual and based on the number of reports received from residents Score: March 2026- 26 reports received and completed
Social Value – top priorities	The creation of a community space in Roundwood Park Bowling Green, local recruitment, apprenticeships and a social value lead who works with community groups.		
Segmentation score	43	Segmentation outcome	Silver-operational
Reason contract is silver	Long term, non-statutory, part of council's commitment to the Borough and administration plan e.g. Green Neighbourhoods. Very challenging and costly to replace the contractor or insource the service if the supplier fails at short notice. Perceived to be very important to local residents. H&S considerations are an essential part of the contract.		

Key contract risks		Risk mitigations	
1. Service Failure / Underperformance Health and safety hazards, quality standards		Robust KPIs, clear escalation processes, Regular communications through contract governance meetings, quick resolution through closer working with the contractor and all council officers.	
2. Workforce & Industrial Recruitment issues		Hire more permanent staff (Less reliance on agencies), Have a robust Business Continuity Plan in place.	
3. Housing growth, weather conditions, seasonal fluctuations leading to increased demands during summer period		Closer working relationships, planning ahead, well-designed change control, equipment and staff readiness to adapt to weather conditions project review points, break clauses if required for under performance	
Issues for escalation or for noting			
Grounds maintenance standards in our Brent Housing Estates requires review and improvement. Service delivery quality, scheduling of tasks and resources is currently being reviewed with the Contractors. A performance plan is in place for the next 12 weeks.			
Opportunities for improvement, change or savings			
• We are constantly improving performance with better monitoring and reporting and the creation of a monitoring dashboard has happened this year. • Krinkels are keen to work with the Council in rectifying performance issues in our estates and have properly engaged with the improvement programme we have put in place. • In addition, further litter picking resource has been agreed for this summer period in our parks, and also additional staff have been applied to our housing estates.			
Retain as Silver?		Yes	
Date of report:		14 August 2026	Report author: Rashmi Agarwal/Kelly Eaton