Grounds Maintenance Service Standards Plan



Overview

Table of Contents

1. Introduction
2. Purpose and Scope
3. Service Areas
4. Detailed Service Standards
5. Environmental & Biodiversity Standards
6. Seasonal Work Programmes
7. Key Performance Indicators (KPIs)
8. Review & Sign-Off

Sandwell
Metropolitan Borough Council

1. Introduction

This Service Standards Plan outlines the operational expectations, maintenance specifications, and quality standards for the Grounds Maintenance Department. It applies to all parks, open spaces, sports facilities, verges, and associated green infrastructure maintained by Sandwell councils' grounds maintenance department.

2. Purpose & Scope

The purpose of this document is to ensure consistent, high-quality maintenance across the council's public green spaces, housing sites and highway verges. It defines required outcomes, frequencies, equipment use, safety expectations, and seasonal variations in workloads.

3. Service Areas

- Amenity mowing and prestige mowing
- Weed control (Chemical & Manual)
- Sports pitch maintenance
- Annual hedge cutting route
- Parks & Open space maintenance
- Shrub beds & horticulture



Sandwell
Metropolitan Borough Council



4. Detailed Service Standards

4.1 Amenity Mowing and prestige Mowing

- Frequency amenity: 20 - 25 days during growing season (March–October).
- Frequency Prestige: 10 - 15 days during growing season (March – October)
- Mowing cut height target: 50mm – 75mm depending on class of area and rate of growth
- Edges trimmed at least twice a year.
- Clippings dispersed or collected only in designated high-prestige areas.
- Grass will be double cut (2 passes with a mower) when required in peak growing season, to ensure quality finishes

4.2 Weed Control



- Hard surfaces and obstacles on housing and parks sites treated twice per year
- Main weed spraying season is March – October annually

4.3 Sports Pitch Maintenance

Football

- Weekly cuts during season
- Line marking before each match.
- Mowing cut height target: 30mm – 50mm, depending on weather conditions.
- Pitch renovations completed between June-August, to include soil, seeding, Verti draining as required

Bowling

- Two cuts per week in playing season (April – September)
- Mowing cut height target: 5mm – 6.5mm, depending on weather conditions.
- Pitch renovations completed between late September – late October, to include top dressing, seeding, scarifying as required.



Sandwell
Metropolitan Borough Council

4.4 Annual Hedge Cutting Route

- Side arm flailing carried out between 1st September – 28th February
- No established shrub or hedgerows are to be cut in bird nesting season (March – August) unless there is a genuine health and safety risk to the public
- Nesting bird checks are mandatory
- All arisings will be removed from highways and pathways.

4.5 Parks & Open Space Maintenance

- Frequency amenity mowing: 20 - 25 days during growing season (March–October).
- Frequency Prestige mowing: 10 - 15 days during growing season (March – October)
- Hedgecutting : once per year, unless stated by Grounds maintenance Management
- Tree inspections: conditional survey on a 3 yearly cycle
- Weed spraying: Twice per year

4.6 Shrub beds & horticulture

- Shrub beds will be clipped a minimum of once per year on land directly maintained by the ground's maintenance department
- Shrub beds to be clipped to ensure they do not obstruct footpaths, sightlines and road signs
- Nesting bird checks are mandatory



5. Environmental & Biodiversity Standards



- Reduction of chemical use where possible and protection of watercourses.
- Support pollinator habitats through selective mowing regimes and rewilding projects
- Green waste disposed in an environmentally friendly manner.

6. Seasonal Work Programs

Spring

- ·Mowing begins (late February/early March)
- Weed control cycle 1
- Football pitches cut weekly
- Bowling greens cut twice weekly

Summer

- Peak mowing season
- Weed control cycle 2 (mid-summer)
- Football season ends
- Peak bowling season
- Peak weed spraying

Autumn

- Leaf clearance and mulching begins
- Hedge cutting season begins
- Football season begins
- Bowling season ends

Sandwell
Metropolitan Borough Council

7. Key Performance Indicators (KPIs)

- % of mowing rounds completed on schedule
- Weed control success rating (post-spray inspections)
- % of annual hedgecutting route completed on schedule

Reviewed: June 2026



Sandwell
Metropolitan Borough Council