

To receive reports from the Service Delivery Department and consider any actions and associated expenditure - Departmental Report

Report to: Service Delivery Committee

Date of Report: 10 July 2025

Officer Writing the Report: Service Delivery Manager

Report Summary

The report provides an overview of works undertaken by the Service Delivery Department since the last meeting of the Services Committee.

Items requiring Members consideration have been highlighted in **blue** for ease of reference.

Officers Report

1. Public Toilet Update.

Over the last few months, the public toilets have been operating well including the contract with Minster Cleaning. The standard of cleaning is very good with regular checks being carried out by the SD team to ensure the operational hours are adhered to.

We have received reports of minor repair to Bell Vue and Alexander toilets, mostly maintenance related, such as, door locks, toilet roll holders or dripping taps.

No damage or vandalism has been reported at the Waterside toilets - we have also received positive feedback from the public regarding the refurbishment works carried out.

However, Longstone toilets continue to suffer incidents of vandalism and graffiti. Many of these incidents occurred during the additional opening hours for May Fair.

Damage and vandalism includes but is not limited to - broken handwash dispenser, toilet roll holders, disabled folding support rail, blocked toilets and the baby changing units (refer to images below).

All repairs came at a cost to STC. Indicative list as follows:

2x broken handwash £40

3 x toilet roll holders £50

1x disabled folding support rail and fixings £200

1 x babby changing unit and fixings £300

Blocked toilets with paper and drink cans £250.

Total Cost £840

A request has been submitted to Cornwall Council to cut back the shrubs and greenery located at the front of the public toilets, with the aim of improving visibility and discouraging loitering around the building.



It is recommended that the toilets be closed at 4pm during half term, summer holidays and town events.

Weekday early closures would be managed by the SDM or ASDM, with support from a SDGA at weekends. The existing contract with Minster Cleaning will remain unchanged, and cleaning will continue at the agreed times.

This arrangement would not impact our department.

2. No Mow May

At the Services Committee meeting of the 8 February 2024 Members discussed the impact on workloads and difficulties for the SDD when cutting the grass following the No Mow May initiative and agreed to leave small areas around trees, roundabouts or corners of green spaces to show the Town Council's participation and support for No Mow May.

By doing so, has created a positive impact on the SDD workload whilst keeping the areas neat and manageable. It also means less work to action through June and July. The SD team are to adopt this style of cutting going forward through the rest of the year whilst still fully cutting the areas such as the cemeteries and parks.

The grass cutting is an ongoing task especially when the weather has been warmer with intermittent rain and sun.

During April and May the SD team entered the cutting season to all the areas the Town Council is responsible for - hedges being cut and trimmed prior to the nesting season.

The Town Council's cutting equipment has required a service due to their constant use during the following year.

Below are some examples of the work carried out:

PILLMERE ESTATE:



ST STEPHENS CHURCHYARD



VARIOUS TOWN LOCATIONS



PLAY PARKS



CHURCHTOWN CEMETERY



Members are asked to note the update.

3. Selection of other work carried out around the Town

- The Burial Authority Committee resolved to paint the letters from Heaven post box from red to wedgewood blue.
- The Guildhall Flagpole brackets have been altered to support the new flagpole and the flagpole has arrived and now installed.
- The wayfinding pole located by Isambard House has been straightened.
- New Trackside café sign fitted to post on Albert Road to assist with the advertising of the café.



- War memorial cleaning.
- Kings Oak Tree plaque set and polished at Victoria Gardens.



Members are asked to note the update.

4. Fore street plants and watering

The Fore Street planters and flowerbeds have been weeded with the addition of new peat free compost. The flower planting and hanging baskets have also been completed providing a variety of colour down Fore Street and the waterside.

The new black planters and benches have added additional texture with a selection of evergreen and climbing plants. The SD Team now look after the maintenance and watering of these planters. The extra time taken to fill another tank of water and conduct the watering around the town is approximately one hour.

We are well into our watering program for this year. The team refer to the summer rota to assist with the operations of the Council at this time of year.



Members are asked to note the update

5. North Road Bus Shelter

We are now pleased to confirm the replacement shelter has been fitted. This shelter has a living roof in-keeping with Fore Street and other locations.



Members are asked to note the update

6. Work carried out for Cornwall Council

Cornwall Council requested our assistance to help clear some large tree logs that had drifted onto the slipway near the pontoon. The reason for the request is that we could respond faster as we are much closer to the site and able to clear what could be a dangerous hazard if the logs floated back onto the river

We quoted a price to Cornwall Council prior to carrying out the work. Once approved we carried out the cutting and clearing. This provided STC with an income for the work.

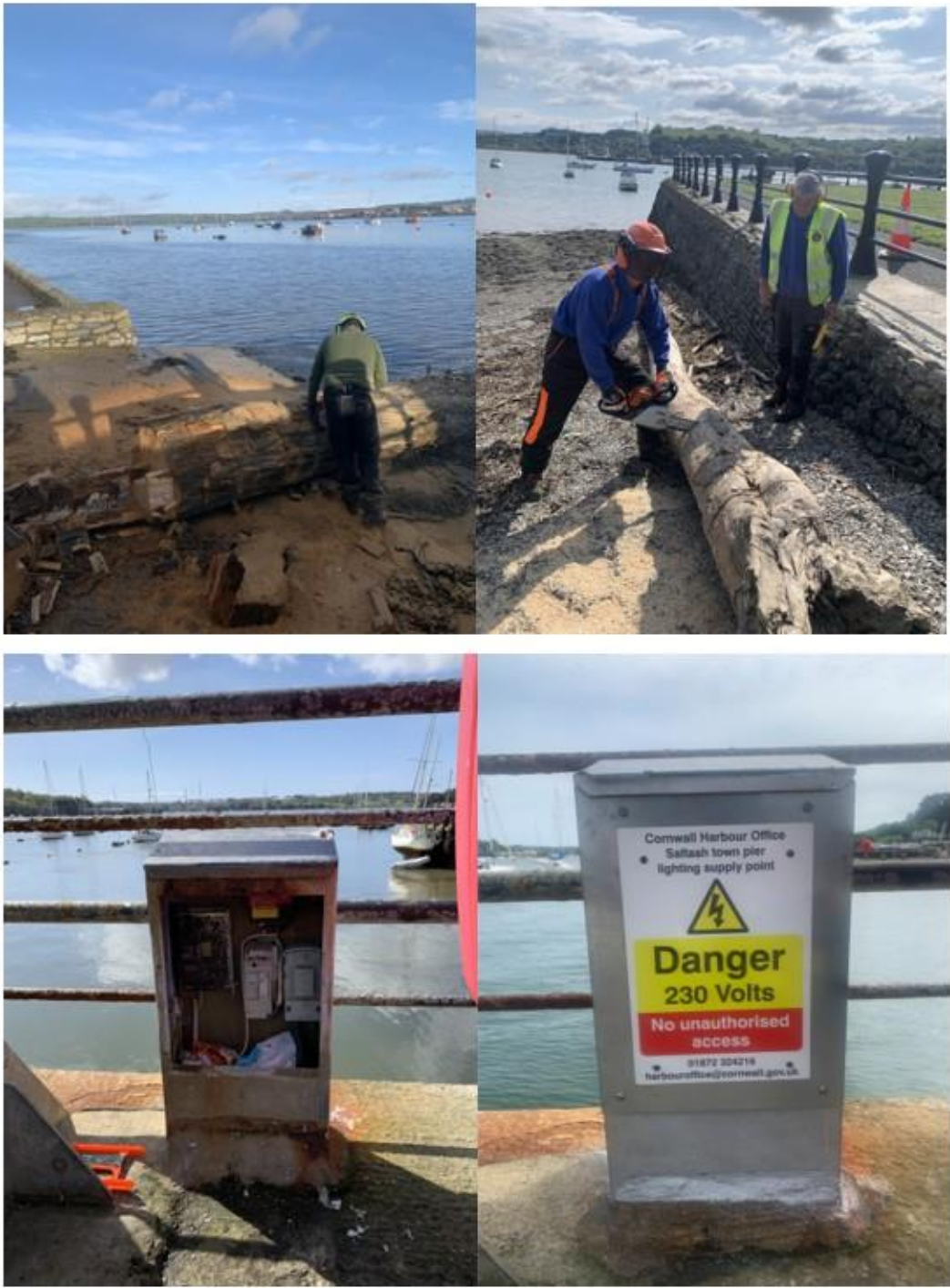
We also carried out a small repair to an electrical box that had rusted becoming a hazard. Again we quoted for the work which was approved by CC with another income.

Please see the following itemised list of works subcontracted to the Town Council to action on CC's behalf:

08/05/2025 Cut up and remove old tree trunk that's washed up on the beach	£450
17/04/2025 Install New Galvanised Metal Front Access Cover To Front Of Existing box	£350
03/02/2025 Saltash - removal of a tree from Saltash slipway	£80

Total NET income

£880



Members are asked to note the update

End Of Report
Signature of Officer:
Service Delivery Manager