

# **SERVICE DELIVERY MANAGER (SDM) REPORT**

## **Agenda Item 12**

**Recruitment** - 2 x SDGA's have commenced work with STC since the previous Services Committee meeting in February.

01.07.2002 – 1 x SDGA resigned to finish work 02/07/2021. 1 x SSDGA resigned to finish work 29/07/2021. 1 x new SDGA recruited to commence work 05/07/2021.

**Vehicles** - A new vehicle was added to the STC fleet in March. This is a Citroen Relay double cab tipper van with a fully caged back.

**Ride on Mower** – a new ride on mower was added to the STC tools and equipment. This is a Kubota F3890 power unit with a Trimax FX155 flail mower deck. The flail mower attachment is versatile enabling us to maintain regularly mown grass areas to a high standard along with grass that may only be cut once or twice a year. It is also useful for cutting through brambles and other undergrowth on occasion. The Kubota power unit provides us the option to use other suitable attachments as and when required, for example a powered brush or a snow plough.

**Hand Held Grounds Equipment** – the equipment identified by the SDM in Autumn 2020 to increase our abilities to maintain sites and respond to emergency situations was ordered in early March 2021 Unfortunately due to manufacturer shortages due to Covid-19, the delivery date was initially mid to late April. This date was subsequently postponed to late May and then into early June. The equipment has not yet been received, but is due imminently

25.06.21 – 2 items not yet received

**Grounds Contract** – On the 31<sup>st</sup> March the Contract for Grounds Maintenance sites was terminated, with the SDD taking over the maintenance of these sites. In the months leading up to the termination date the SDM held regular site meetings with the contractor to ensure that all Grounds Contract STC sites were in a reasonable condition by the March 31<sup>st</sup> 2021. Overall this was a successful strategy with only a small amount of minor remedial works being required in early April at some of the sites.

### **Grounds Maintenance Sites –**

the maintenance operations of the following sites have been set for weekly:

- Memorial Peace Garden
- St Nicholas & Faith War Memorial
- Ashton Way Play Area
- Honeysuckle Way Play Area
- Grassmere Way Play Area

Maintenance schedule for the play area was reduced to fortnightly frequencies during June to allow resources to be reallocated to the PRoW LMP.

Maintenance frequencies of the following sites has been set for Fortnightly

- Huntley Gardens
- Silver Street
- Lower Fore Street (behind pumping station)
- Brunel Bust
- North Road (behind bus shelter)
- Cornish Cross
- Maintenance of the following sites without grass areas will be as required dependant on plant growth and weed ingress:
- Lower Fore Street (by Slot Machine Company)

**Hanging Baskets and Annual Summer Bedding.** - the hanging baskets and the annual summer bedding are due in early June. After liaising with the supplier, the SDM took the decision to delay the installation of the hanging baskets and the planting of the annual bedding by a couple of weeks due to the unseasonable weather conditions we have experienced, with storms, high winds and a risk of overnight frosts during May. In preparation for the summer bedding, the winter bedding was removed and the borders prepared in mid-May.

The floral display will be attended to with irrigation, dead heading and weeding as required throughout the summer months

09 & 10.06.2021 – annual bedding planted

15.06.2021 – hanging baskets

Watering daily commenced after installation. A new irrigation system was ordered and delivered on the 28<sup>th</sup> June 2021

**Pillmere Estate** – The Grounds Maintenance in Pillmere estate has grown considerably from previous years. The SDM, having received plans from Cornwall Council in the Autumn and subsequently checking against the Land Registry Document, identified that STC was responsible for far more areas than he had been informed about in hand over from the Acting SDM. As many Members will be aware, during the winter months the SDD cleared the pathways in the estate, cutting back side growth of trees, hedges and undergrowth to the path edge. This was well received by residents at this time. Coming into the spring, with the grass cutting season commencing, the SDD has been maintaining the grass areas throughout the estate and the pathways to the south of the estate, in some places continuing remedial works to bring them up to an acceptable standard.

Mowing operations in Pillmere were reduced to 3 weekly frequencies during June to allow resources to be reallocated to the PRow LMP

SDM has recently liaised with a CC representative regarding the estate and various queries he has regarding the responsibility of maintenance of certain areas. There is a possibility of a face to face meeting in the future to discuss these queries, and agree a way forward.

Enquiries that are yet to be investigated / resolved:

Resident Tree queries –

- Tree on Meadow Drive / Harebell Close leaning
- Tree overhanging parking space adjacent to 44 Grassmere way that could be dangerous and it drops leaves on the cars

Fence queries –

- boundary behind Dartmoor View / highways A3. The fence is in need of repair / replacement. SDM is investigating whether this is STC of Highways responsibility
- 25.06.2021 - this is on STC land. Do Cllrs want to replace / repair. Depending on the decision, quotations will be sought
- Fence behind 103 Grassmere Way, and adjacent social housing – fly tipped garden waste from the houses over many years (?) now pushing the fence over. SDM is investigating and needs to discuss with the Housing Association.
- Pillmere Drive play area queries – SDM has investigated this area after a resident enquired when the removed swings would be replaced. The swings were not removed by STC as this play area is adopted by Cornwall Council, despite the play area being on STC land as identified in the Land Registry Document. SDM has discussed this with a Cornwall Council representative and will be discussing further when we meet face to face regarding this and various other queries.
- 11/06/2021 – SDM met with CC. CC are undertaking further internal investigations and will revert once concluded. At this time, it is proposed for a meeting with CC and STC Councilors to agree the way forward
- Two residents have raised concerns regarding the safety of trees on Grassmere Way. SDM has met with both residents and subsequently received proposal form two contractors.

#### **Contractor A**

*To fell group of Ash trees, to pollard group of Sycamore trees at 4m*

*Quotation price is £2922.67 + VAT*

#### **Contractor B**

*Fell one semi mature ash tree to ground level adjacent to no 23 Grassmere Way, this tree is encroaching on the property and given the difficult access into the site and the significant presence of ash die back I believe it would be proactive to remove this tree whilst climbing is still a viable option. Fell one ash tree behind the tree above which projecting over the industrial estate. Monitor the health of the trees along Grassmere Way and assess the trees vitality during the summer months before making an informed decision on the best approach going forward.*

*Quotation price is £750 + VAT*

SDM recommends that Contractor B is appointed

Available Services 6571 Saltash Recreational Areas EMF for Tree Maintenance is £30,809.

**Churchtown Cemetery Grounds Maintenance** – The grounds maintenance at Churchtown Cemetery has been set at a 7 to 10-day frequency for mowing, we have completed 10 cuts since the beginning of March. Shrub borders and hedges will be attended to as required throughout the season with pruning and removal of weeds.

Borders and formal hedge maintenance undertaken 7<sup>th</sup> & 8<sup>th</sup> June 2021

25/06/2021 – 12 cuts completed with the 13<sup>th</sup> cut due W/C 05/07/2021

**St Stephens Churchyard Grounds Maintenance** – mowing frequencies have been set at 2 to 3 weeks. We have completed 5 cuts since mid-March and are currently undertaking the 6<sup>th</sup> cut 25/06/2021 – 6<sup>th</sup> cut completed 22/06/2021 with the 7<sup>th</sup> cut commencing 05/07/2021

Mowing operation in St Stephens were reduced to 3 weekly frequencies during June to allow resources to be reallocated to the PRoW LMP

**Guildhall** – during the period towards the end of April the SDD team worked hard to prepare the Guild Hall for the Election Polling Station on the 6<sup>th</sup> May, reopening to the public on the 17<sup>th</sup> May, face to face council meetings recommencing on the 20<sup>th</sup> May and the ground works being laid for the STC officers returning on the 21<sup>st</sup> June. This has included some general building maintenance, installation of new hand sanitising stations, rehanging the Saltash Tapestry, relocating Officers work stations and installing protective screens to the work stations.

During the winter a small drip was identified coming from the condenser on the boiler flue. A contractor was appointed who investigated and made a temporary repair. On Further investigation with the contractor it was stated that the flue needs replacing and that will include altering the outlet from its current position on the roof, which may require a planning application due to the Guild Hall being a Grade II listed building. We are awaiting the proposal from the contractor

**Public Rights of Way LMP** – the maintenance of footpaths and bridleways in the PRoW LMP have been completed during June. There is one footpath that is severely overgrown and does not appear to have been maintained to the specification in recent years, SDM will be inspecting this path in the near future. Path ref: 636/26/2. SDM has contacted the contractor that has undertaken these over the past few years regarding remedial works. This is not resolved at the time of writing.

**Station Car Park Wall to Albert Road** – removal of ivy on the wall (roadside) is still to be completed. The Application for the road closure resolved at the Services Committee meeting 09/12/2021, minute number has not been submitted due to the logistical problem of operating a Mobile Elevated Work Platform (MEWP) on the steep gradient of Albert Road. The gradients of Albert Road also dictate that the use of a ladder or platform

tower is unsafe. SDD does not currently have a qualified MEWP operator. Due to these problems SDM has met with 3 contractors on site to discuss the options.

SDM has received quotations from two of the contractors (the third declined to provide a price / solution) to undertake the works:

**Contractor A**

*To remove Ivy from wall at Saltash Train Station and remove all arising's*

*Quotation price is £767.67 + VAT*

**Contractor B**

*Remove all vegetation from the north facing wall on station hill from the station junction down to the railway bridge. Rope's access will be required as it is the most suitable method to complete the task.*

*Quotation price is £1250 + VAT*

After numerous attempts to contact Contractor A over the past weeks without success, SDM recommends that Contractor B is appointed.

Subsequent to writing the original report, communication has been received from Contractor A and issues resolved. Therefore, Contractor A was appointed on the 29/06/2021 to undertake this work.

**Station** – the external walls of the station extension were decorated in March. SDGA's installed GWR toilet roll holders, a baby changing table, key safe and door stops at the end of April. A Covid-19 sign in station was also installed at the station in late April.

A Legionella Risk Assessment was undertaken by the contractor in March 2021. Subsequently Station Building was added to the contract for the monthly Legionella Checks

The Fire and Security systems of the station have been modified to create a separate zone for the extension building. A new contractor was appointed to take over the monitoring of the building and to undertake the modification works on the 20<sup>th</sup> May 2021.

Quotations have been sourced for the finishing building works to the interior of the extension building. SDM has provided this information, with recommendations to the previous councils Chair of the Station Sub Committee and Chair of Services.

**Morris Huggins Room** – a new hand soap dispenser was installed in the kitchen on the 20/04/2021.

It is noted that the external plastic cladding on the North wall is damaged and in need to of replacement, and that the emergency light test switch needs replacing.

**Library** – it is planned to decorate the interior North Wall of the Library on the 9<sup>th</sup> June and to install a large display clock on the 16<sup>th</sup> June (supplied by the CHL) prior to the scheduled full reopening on the 21<sup>st</sup> June. The two planters at the front of the Library will be planted with summer bedding when the town centre summer bedding is planted. CHL has said that the library staff will irrigate the plants after installation.

Decoration of the North internal Wall of the Library was postponed and due to be undertaken on the 7<sup>th</sup> July 2021

**Churchtown Allotments** – A query was received regarding the removal of trees from the boundary hedge. SDD is investigating, cross referencing the Tree Preservation Order directory. This is not yet resolved.

**Grenfell Avenue Allotments** – it is noted that the chain-link fence to North East boundary of the site needs replacing.

**Fairmead Road Allotments** – The water tap post was replaced on the 29/04/2021

It is noted that the fence to the North of the access gate requires replacing.

A Fairmead Road Allotment tenant has request that the large trees to the North Boundary be pruned as they are overhanging the allotments. SDM has met with two contractors and has proposal from both.

**Contractor A**

*To reduce height of Conifer trees to the rear of the allotments and reduce overhang. Approximate length of hedge 15m*

*Quotation price is £397.20 + VAT*

**Contractor B**

*Option one: Reduce three leylandiis over Fairmead Allotments. Taking additional care not to damage the allotments below. Reduce cypress branches back to the boundary fence line to prevent problems arising in the future.*

*Quotation price is £1525.00 + VAT*

*Option two: Fell leylandiis to ground level using climbing and dismantling techniques. Taking additional care not to damage the allotments below. Reduce cypress branches back to the boundary fence line to prevent problems arising in the future.*

*Quotation Price is £2175.00 + VAT*

After numerous attempts to contact Contractor A over the past weeks without success. SDM recommends that Contractor B is appointed for option one.

Subsequent to communication being re-established with contractor A, the recommendation is for Contractor A to be appointed.

Available Services Budget 6571 EMF Saltash Recreational Area is £30,809.

**Belle Vue Public Toilets** – a Radar Lock System was installed in March. The Toilets have been closed on two occasions recently with blocked drains. On 2<sup>nd</sup> of these occasions SWW had to attend to clear a blockage in the main drain. It was noted by the SWW technician that there may possibly be damage to the drains that requires repairing. A soap dispenser was replaced 10/05/2021 and an emergency pull cord was replaced 05/05/2021.

25.06.2021 - SDM is looking at the possibility of installing anti-drug use UV bulbs in the toilet blocks to prevent drug use

**Alexandra Square Public Toilet** – The toilets were closed for a while at the end of April. The SDGA's were unable to clear the blockage as recessed manhole cover need to be lifted that was stuck in place. A contractor was appointed who had to break out a recessed manhole cover in the adjacent store room to clear the blockage; this now needs replacing. The manhole is of an unusual size and is therefore expensive to replace.

A quotation has been received from the Contractor to replace the man hole at a cost of £404.17 + VAT

17.06.2021 – works completed by the contractor

It is noted that the hand dryer needs relocating.

25.06.2021 - SDM is looking at the possibility of installing anti-drug use UV bulbs in the toilet blocks to prevent drug use

**Longstone Park Public Toilets** - the toilets had to be closed due to blocked drains twice. The SDGA's were able to clear the blockage once and then they blocked again shortly afterwards meaning they had to be closed once more. A contractor was instructed who cleared the drains, but was unable to resolve the issue due to recessed manhole not being able to be lifted. ASDM treated the steel frame with penetrating oil over a number of days and was then able to lift the manhole using hydraulic jacks. Two new hand sanitiser dispensers have been installed on the 06/05/2021 and the Emergency pull cords were replaced on the 05/05/2021.

Anti-Climb paint was applied to the top 'soldier' course of the brick walls on the entrance on the 19/04/2021 to prevent person climbing on to the combined roof of the toilets and the bowling club clubhouse. Signs were installed at the same time.

25.06.2021 - SDM is looking at the possibility of installing anti-drug use UV bulbs in the toilet blocks to prevent drug use

**Waterside Toilets** – a hand dryer was replaced on 21/05/2021.

It is noted that the toilets need redecorating completely, cubicle door locks need replacing and two flush mechanism need replacing.

25.06.2021 - SDM is looking at the possibility of installing anti-drug use UV bulbs in the toilet blocks to prevent drug use

**Churchtown Cemetery including Hut & Compound** – replacement security PIR lighting was installed in April 2021 along with a smoke alarm.

It is noted that the cemetery gates require painting and the compound fence needs treating and two posts repaired /replaced

Compound fence treatment was commenced 7<sup>th</sup> June 2021. The completion was delayed due to PRow maintenance completed during June

**Ashton Way Play Area** – during April a double gate was damaged, subsequently fixed by SDGA's on the 06/05/2021. There is some timber framework construction in the play area which had a broken capping plank, this was replaced on the 29/04/2021.

It is noted that the timber framework with cladding is not actually retaining the soil bank behind and requires replacing with a retaining wall or having the soil landscaped into a gradient to replace the need for a retaining wall.

**Grassmere Way Play Area** – it is noted that the entrance gate opens outwards instead of inwards and requires replacing.

**Churchtown Cemetery Memorial Rose Garden Project**– project to install 2 benches, a tree and a shrub border in Churchtown Cemetery has been undertaken. The benches have been installed, border created and the soil conditioned with manure to provide a suitable growing medium for Roses. We plan to plant a low 'buxes sempivirens' hedge around the sides of the border when the plants are available from the nursery.

**Fore Street Benches** – All benches in Fore Street, including the 2 by the RAB statue and the 2 by the Slot Machin Company have been renovated with the final bench being replaced by the RAB statue on the 25/05/2021.

**Town Clock** – a contractor was finally appointed in late May for the maintenance of the Town Clock with a 3-year contract. The appointment was delayed from December 2020 until the end of May due to the contractor not undertaking site visits during Covid-19 lockdowns. A date has not yet been agreed for the initial maintenance visit when the clock will (hopefully) be repaired so that both sides are working again.

18.06.2021 – maintenance visit booked for 3<sup>rd</sup> August 2021

**Grit Bins** – 3 new grit bins have been sourced and installed at the following locations: 1). Junction at Longlands Lane / Meadowsweet 2) junction at Ashton Way / Rogers Drive and 3). Junction at Deer Park / Hillside Road.

**Statutory Inspections** – weekly inspections continue to all premises including Fire and Security systems, emergency lighting and legionella tap running. Vehicles and equipment are inspected weekly with daily pre start checks. Play Area equipment is inspected weekly for any faults by a ROSPA qualified team member. During the checks any issues arising are identified, and are then included in the SDD work programs, prioritising emergency and Health and Safety issues first.

The SDD management team monitor and ensure that Statutory checks requiring a contractor are undertaken at the required frequencies

**Covid-19 Town Centre and Water Front** – at the time of writing the public toilet cleaning round continues at a frequency of 3 per day. Covid-19 Protocols continue. All the benches, bins and other touch points are being spray sanitised 3 times per day.



**Covid-19 Play Areas** – at the time of writing the play equipment, benches, bins, gates and other touch points in the 3 play areas (Grassmere Way, Honeysuckle Way and Ashton Way) are being spray sanitised once per day.

**Covid-19 SDD logistics** – at the time of writing the we continue following the Covid-19 Risk Assessments, with team members working in set team bubbles with staggered start/finish times and dedicated vehicles to each team. Vehicle use is limited to one person, unless it is possible to install a screen to separate the driver from one passenger (this has been possible with one vehicle, the new double cab tipper, with a screen between the front and rear seats). Vehicles and equipment are sanitised at the end of shift. All premises in use, including the public toilets, and sanitised with a fogging machine at the end of the day (The Guild Hall is fogged early mornings). Other premises not in use daily are cleaned and fogged after use – Station and MHR.

**End of Report**  
**Service Delivery Manager**