

SERVICE DELIVERY MANAGER (SDM) REPORT

Saltash Regatta (4th & 5th September) – the Service Delivery Department provided additional resources for the regatta, and the use of the hand sanitiser stations formerly situated in Fore Street for the event. Additional staff were on duty to ensure the waterside public toilets were clean and stocked throughout each day due to the large number of members of the public at the event using the facilities.

Prior to the event the berth holders were notified to relocate their boats for the duration of the event so that the competitors could use the berths.

Recruitment - 2 x SDGA's commenced work with STC on the 6th September 2021. This now brings the Departments back to full strength after weeks of being under resourced since the resignation of the SSDGA .

Hand Held Grounds Equipment – The equipment ordered in February and delayed has now finally arrived.

Grounds Maintenance Sites – the maintenance operations of the following sites have been set for weekly:

- Memorial Peace Garden
- St Nicholas & Faith War Memorial

Maintenance frequencies of the following sites has been set for Fortnightly

- Ashton Way Play Area
- Honeysuckle Way Play Area
- Grassmere Way Play Area
- Huntley Gardens
- Silver Street
- Lower Fore Street (behind pumping station)
- Brunel Bust
- North Road (behind bus shelter)
- Cornish Cross
- Liskeard Road Roundabout
- Callington Road / Pillmere Drive Roundabout
- A388 / Waitrose roundabout
- Pillmere Green

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)
- Bridge slip way (west bound traffic) shrub border
- Station

Maintenance frequencies of the following sites has been set for 3 weekly:

- Pillmere Estate (apart from Pillmere Green)

On occasion the grass cutting frequencies have been extended on some sites by a week due to the departments heavy workload. The team have applied themselves well during this period and have also managed to undertake some good works to the shrubs and borders on some of the sites, that we are continuing to bring up to standard following the Grounds Maintenance Contract site being bought back in house from the contractor in April.

Churchtown Cemetery Grounds maintenance – grass cutting continues at 10 to 14 day frequencies.

St Stephens Churchyard – grass cutting frequencies are continuing at 3 weekly frequencies.

Health and safety inspections have been carried out to all memorial headstones within the Churchyard with those assessed as dangerous headstones made safe by either being laid down or isolated with tape and stakes.

The Church have been informed.

Hanging Baskets and Annual Summer Bedding. - the hanging baskets and the annual summer bedding installed in June were warmly received by the residents with many complimentary comments.

The floral display continues to be attended to with irrigation, fertilisation, dead heading and weed removal as required.

For Information, the Winter bedding is provisionally scheduled for installation in early November, however this timing may change depending on the seasonal weather conditions at the time.

Herbicide Application / weed removal – weed removal has been undertaken at several Councils premises. We have not had the opportunity to undertake the herbicide application to the wider Saltash area due to the resources available.

Public Rights of Way – the first schedule maintenance of the Public Rights of way was completed in June. The second scheduled maintenance visits are due to be undertaken by the end of September under the Land Management Partnership Agreement.

Station – The finishing building works to the interior of the extension building commenced on the 16th August. The work is yet to be completed due to the contractor waiting for the plaster to be cured for painting, and the flooring to be finalised.

Network Rail have completed the hertiage fencing around the station building.

Library – ASDM assisted the Community Hub Leader set up for the NHS Tea Party on the 25th August.

Public Toilets Opening times – the opening times were extended to 7.00pm for the summer period. The times will be amended as follows for the winter months.

Opening times:

Longstone:

Seasonal Opening

Closed October to March

Open April to September

Opening times: 0800 hrs – 1900 hrs.

Belle Vue:

Open all year

Opening times: 0800 hrs – 1700 hrs.

Waterside:

Winter

Opening Times: 0800 hrs – 1700 hrs.

Summer

Opening Times: 0800 hrs – 1900 hrs.

Belle Vue Public Toilets – the drains for these toilets have blocked several times over the last few months. The problem has finally been identified by South West Water on the last visits to clear the blockage on the 6th September. It is in the drains under Belle Vue Road where the drain pipe is damaged, as had been mentioned as a possibility on previous visits by South West Water. The repair works have been passed to the appropriate team within South West Water. No timeframe for the works to be complete.

Longstone Park Public Toilets - the toilets were serverly vandalised on the 7th September and were closed immediately by SDM. The damage was assessed and the decision was made to close the toilets early for the winter period to allow the repairs to be undertaken in a timely manner.

Waterside Toilets – The toilets were closed due to minor vandalism on the 7th September but were reopened the next day after a deep clean.

Churchtown Cemetery including Hut & Compound – the cemetery gates have been repainted and the treatment of the external aspects of the compound fence has also been completed.

Blitz Memorial Benches – Two Blitz Memorial Benches were installed in Fore street and in situ prior to the Memorial Parade taking place on the 8th August.

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, 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 –the public toilet cleaning round continues at a frequency of twice per day. Covid-19 Protocols continue. All the benches, bins and other touch points are being spray sanitised once each day (weather dependant).

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 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 no longer limited to one person, with team members following the controls in place whilst in the vehicles. These are the wearing of face coverings and good ventilation. Vehicles and equipment are sanitised at the end of a shift. All premises in use, including the public toilets, and sanitised with a fogging machine at the end of the day (The Guildhall 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