

SERVICE DELIVERY MANAGER (SDM) REPORT

Remembrance Day Preparations – Plans have been made in preparation of Remembrance Day. The war memorials will be cleaned and the surrounding areas tidied up at the beginning of November. The flag pole at Brunel Bust has been replaced so that full complement of Union Flags can be flown. The Flags in Fore Street will be changed for the Remembrance Flags, as per previous years.

Brunel Bust Flag Pole – the flag pole was replaced on the 6th October due to repairs being uneconomical.

Grounds Maintenance Sites – the grass cutting scheduling on all sites has now caught up after the problems experienced during the height of summer. Mowing will continue until the end of October, and revisit sites late November / early December for a final cut of the year. This late operation will keep the grass at an acceptable height throughout the winter period. Grass cutting will recommence in March 2022 subject to weather conditions.

The Memorial Peace Garden and St Nicholas & Faith War Memorial will continue to have weekly visits throughout the winter to ensure these two site maintain a high standard.

Our priority as we come into Autumn will be a hard pruning of the hedges and tree lines on the pathways throughout the Pillmere Estate. Over last winter the SDD cut back all the pathways to the path edge, clearing all the undergrowth that had grown over the paths at the same time. During the summer months the paths have again become overgrown with the plant growth. Our aim this year is to cut back to a minimum of 0.75m beyond the path edge and to a minimum of 3m height, this will help maintain clear access for the path users as the hedges & trees put on growth during the spring and summer 2022.

Over the winter period, we are planning to undertake reformative pruning to the shrubs at Huntley Gardens, sliver Street, the Station, Co-op car park, North Road, RAB statue & Brunel Bust, outside Merkur Slots, Bridge Slip road and the Celtic Cross. We shall be digging borders over, removing weeds and looking to apply a residual herbicide that will help maintain the borders weed free throughout the year.

The play areas at Ashton way, Grassmere Way and Honeysuckle way will have hedges and shrubs pruned, all grass edges to pathways and safety surfaces reformed, along with raising trees crown to ensure safe access underneath.

Hanging Baskets and Annual Summer Bedding. – In mid-October the hanging baskets, bedding plants form borders and planters will be removed. The borders and planters will be prepared for the winter bedding display, currently scheduled for early November.

Trees – A contractor has been instructed to undertake the tree survey which is undertaken annually. All STC sites will be included this year – Churchtown Cemetery, Churchtown Allotments, St Stephens Churchyard, Fairmead Rad Allotments, Elwell Woods, Pillmere Estate, North Road, co-op car park border, Huntley Gardens & Silver Street, Trematon Pound, Ashton Way Play Area and The Train Station.

Once the survey has been completed, quotes will be sourced to undertake the works highlighted within the Tree Survey.

Churchtown Cemetery Grounds maintenance – as per the Grounds Maintenance sites, the grass cutting continues at 10 to 14 day frequencies leading into the winter period.

The winter works programme will include hedge cutting, shrub bed maintenance and clearing debris and moss from hard surfaces

St Stephens Churchyard – as per the Grounds Maintenance sites, grass cutting frequencies are continuing at 3 weekly frequencies.

The winter works programme will include hedge cutting, shrub bed maintenance and clearing debris and moss from hard surfaces.

Public Rights of Way – The second scheduled maintenance visits were completed on the 6th October.

Station – The finishing building works to the interior of the extension building commenced on the 16th August. We are awaiting confirmation of a date for the contractor to return to site and complete the kitchenette area and to install luxury vinyl tile flooring.

Quotations are currently being sourced for the resurfacing of the car park, which will include redefining all levels and finishing with a permeable tarmac.

Heritage Museum Building – there is a water ingress from the roof. Currently we are contacting the owner/ occupiers of the adjacent building for access and scaffolding which will need to be erected over both properties for access for the repairs.

Pontoon – The access gate is finally repaired and working. Berth holders are being contacted to have their access fobs issued and the Trusted Boater Scheme will be rolled out with persons on the waiting list contacted and the scheme being advertised locally.

New solar lighting has been installed on the gantry. A contractor is being appointed to undertake the necessary repairs to the decking. At present the only works being undertaken are Health and Safety due to the unknown of the pontoon.

Public Toilets Opening times – at the previous Services Committee Meeting the toilet opening times were amended, extending the Summer opening times to the end of October and to include Longstone Park being open all year.

Opening times:

Longstone:

Open all year

Summer Opening times: 0830 hrs – 1900 hrs March to October

Winter Opening times: 0830 hrs – 1700 hrs November to February

Belle Vue:

Open all year

Summer Opening times: 0830 hrs – 1900 hrs March to October

Winter Opening times: 0830 hrs – 1700 hrs November to February

Alexandra Square:

Open all year

Summer Opening times: 0830 hrs – 1900 hrs March to October

Winter Opening times: 0830 hrs – 1700 hrs November to February

Waterside:

Open All Year

Summer Opening times: 0830 hrs – 1900 hrs March to October

Winter Opening times: 0830 hrs – 1630 hrs November to February

Longstone Park Public Toilets – repairs to the toilets after the vandalism on the 7th September have been completed now, apart from new cubicle locks which have been ordered, but not yet received. As soon as the locks arrive the installation will be prioritised so that the toilets can be re-opened.

Waterside Toilets – One cubicle in the ladies side is currently closed. The paneling that covers the system has rotted out and will be replaced before re-opening the cubicle.

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