

Agenda item 11 – To receive and note a report from the Service Delivery Department and consider any associated expenditure

Pontoon – over the weekend of the 27th and 28th November Storm Arwen caused damage to the pontoon and to some of the berthed boats.

The boat in Berth 2 has sunk and is currently stuck (at the time of writing) under the main pontoon deck. Minor damage to the boats in berths 6, 8 and 9 occurred. The main deck by Berth 2 is damaged with the boat underneath, it looks like the framework is bent, with the boat stuck underneath. Once the boat has been salvaged a contractor will investigate the damage and quote accordingly for the repairs. Repair costs will be through STC insurance policy. Damage to the 'sacrificial boards' on berths 2, 6, 7, and 9 occurred where the boards will need to be replaced.

SDM has been in contact with the berth holders regarding the damage and to a specialist contractor who will quote for the repairs to the pontoon

Isambard House event – The event for Isambard House was held on the 9th November. The SDD team worked efficiently to complete the necessary tasks so that Isambard House was presented in a good way to all the attendees. This including the completion of some maintenance tasks, along with deep cleaning the internal and external spaces. Liaising with contractors for completion of the extension internal works and external window cleaning prior to the event.

Remembrance Day – preparations for Remembrance Day were completed in a timely manner. The war memorials were cleaned and the surrounding areas tidied during the first week of November. The flags on the flag poles and in Fore Street were changed for Remembrance flags on the 1st November, with the flag pole flags then changed for Union flags for the 11th November.

Christmas and Festive Lights – The River of Lights was turned on on the 4th November after a maintenance visit earlier in the week to replace bulbs that are not working. It was noted by the contractor that some of the bulb holders require replacing, but unfortunately were not in stock and the delivery to the contractor is delayed due to the pandemic shipping crisis.

The festive lights through Fore Street were installed during the evenings of the 15th, 16th, and 17th of November prior to the Mayor turning the lights on on the 18th November. Once the Festive Lights were installed in the days prior to the Official Lights Turn On Event, the festive lights and the festoon lights were on through Fore Street. It is not possible to isolate the River of lights from the Festive lights with the current electrical supply infrastructure. In past years all the lights were turned on at the same time, so this was not an issue.

SDM asks Members to consider future years: should the river of lights be switched on prior to the festive lights, when the festive lights are installed, all the lights will be turned off in the days leading up to the turning on event.

Since the lights have been turned on there have been several issues with the lights tripping out. This started at the bottom section of the River of Lights in Lower Fore street. The contractor, having been asked to investigate, identified the supply box switches as the cause. This work was completed at the very end of November.

Over the weekend of the 27th and 28th of November and into the following week further problems with the lights tripping out occurred. This was the weekend of Storm Arwen and effected all the lights through Fore Street. SDM liaised with the contractor to investigate during the scheduled maintenance visit on the 1st December.

There are fortnightly maintenance visits scheduled throughout the festive season with the contractor replacing any broken bulbs and making any required repairs.

The SDD inspect the lights daily in the late afternoon to fulfil Health and Safety requirements and also to note any bulbs missing or any other defects, with the findings being reported to the contractor prior to the scheduled maintenance visits.

Internal Christmas decorations were installed at the Library and the Guildhall on the 1st December. Window Wonderland was also installed at the Guild Hall on the 1st December

Introduction of Wild Flower Meadows – SDM asks Members to consider two additional Wild Flower Meadow areas within Saltash.

- 1. Celtic Cross: the strip of grass adjacent to the railing fence to the east bound bridge slip road, an area of approx.130m².**
- 2. Primrose Walk, Pillmere: an area of approximately 175m².**

Both areas would be introduced culturally with herbicide, by sowing Yellow Rattle seed at 0.5gms./m² in the first instance that will take over from the dominant grasses. In future years, once the yellow rattle has established, further indigenous wild flower species seeds can be sown. The areas would then be managed by the SDD as the other wild flower areas are, which is an Autumn mow and then clearing of the arising's after approximately 10 days, to allow the flower seeds to work into the soil surface.

The cost to purchase yellow rattle seed to filfil the above work is £72.00 (this will cover up to 500m²)

Budget: 6506 Grounds Maintenance and Watering

Available Budget: £5,230.00

Grounds Maintenance Sites – the grass cutting operations have now concluded for the year. The sites will be monitored and should there be a need and the conditions are favourable, mowing may be undertaken at certain sites through the winter period.

We have now commenced the winter programme of works with the first task being the reforming of the path edges and removal of moss from the pathways at various sites. This will shortly be followed by an application of a moss control treatment.

The maintenance of the pathways throughout Pillmere has commenced. The hedges / trees will be cut back to approximately 1m beyond the path edge where possible and overhanging branches raised to a minimum of 3.5m in height. This will allow room for the growth of the hedges and trees during the 2022 growing season, maintaining clear access for residents.

We then plan to undertake reformative pruning to the shrubs at Huntley Gardens, Silver Street, The Station, CO Op car park, North Road, Brunel statue & Brunel Bust, outside Merkur Slots, Bridge Slip road and the Celtic Cross. We shall be digging borders over, removing weeds and applying 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.

Winter Bedding – On the 21st October the hanging baskets and the summer bedding plants were removed from the borders, planters and troughs in the Town Centre. The soil/ compost was then prepared for the winter bedding by removing weeds and cultivation. This preparation was repeated on the 9th November to ensure a good clean growing medium for the winter bedding.

The winter bedding was planted over the 22nd, 23rd and 24th November. A plant fertiliser was used to aid the establishment of the plants, and the composts was replaced in the troughs as the existing compost was no longer fit for purpose. All the plants were irrigated after planting.

Going forward, the SDD will monitor the bedding, removing weeds, dead heading and irrigating as required.

Trees – The tree survey report is yet to be received from the contractor. Once received quotations for the recommended works will be sourced from 2 or 3 contractors to ensure best value purchasing is achieved.

Ashton way Play Area – a resident from Homer park has raised concerns about the height of the hedge row to Homer Park access Road. It was stated that the hedge row used to be maintained as a hedge at approximately 6 to 8ft in height. This hedgerow is now a tree line and is approximately 20ft in height. SDM has sourced a quote for the reduction of the now treeline to a height of 8ft, so that it can be maintained as a hedge. The cost being inhibitive at £2,012.30 plus VAT.

SDM asks Members to consider the works to be undertaken by the SDD, with a small height reduction to approximately 15ft in height and to not accept the contractors quote.

Allotments – four allotments have been tidied up at Churchtown allotments week commencing 22/11/2021 prior to new tenants.

Churchtown Cemetery Grounds maintenance – grass cutting operations have concluded for the year. The sites will be monitored and should there be a need and the conditions are favourable, we may undertake mowing at certain sites through the winter period.

Maintenance of the shrub borders and hedges will be completed over the winter period.

St Stephens Churchyard – grass cutting operations have concluded for the year. However, we will monitor the sites, and should there be a need and the conditions are favourable, mowing may be undertaken at certain sites through the winter period.

The pathways have had all the grass edges reformed and moss has been swept from the surface. A moss treatment will be applied shortly to remove/kill the moss.

During the winter period the hedges and shrubs will be pruned and self-set elders will be removed from the Yew tree bases in the churchyard

Isambard House– The external extension building works were completed on the 8th November.

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

Pontoon – The access gate is finally repaired and working. berth holders are being contacted to have their access fobs issued. As of the 1st November the Trusted Boater Scheme has been implemented with persons on the waiting list contacted and the scheme being advertised locally.

The appointed contractor is currently undertaking the necessary repairs to the decking. The only repairs undertaken at present are Health and Safety issues.

Longstone Park Public Toilets – the emergency lighting units were replaced on the 24th November.

Waterside Toilets – works to repair the cubicle in the ladies side is currently on going.

Sharp's Incidents – over the past couple of months there has been a noticeable increase in incidents with sharp's and other drug paraphernalia. The locations of these are mainly the 4 public toilet blocks, with occasional incidents recorded at North Road and the Brunel Bust. All members of the SDD have all attended a sharp's handling tool box talk written by SDM and presented by ASDM. All team members received copies of the TBT.

Sharp's handling kits are being increased throughout the SDD with kits available in each STC vehicle and centrally to store at the Guildhall and at Longstone Depot.

Reports of each incident are being made to Devon and Cornwall Police, so that a history is built up and D&C Police may increase patrols to the problem areas.

'We Are with You', an organisation that works within the community providing a counselling service for mental health, drug and alcohol addiction, is offering a free needle exchange facility that can be operated on a Tuesday and a Wednesday each week, there is a possibility of increased days. They can also offer a 'drop off' service for needle exchange if required. If acceptable by the Committee, the organisation are requesting to display posters offering the needle exchange service in the public toilets.

During the week commencing 22/11/2021 SDM spoke with a PCSO from Liskeard who was on duty in Saltash. SDM was informed there are sharp's bins in the public toilets in Liskeard. If sharp's bins were placed in the public toilets would the Council be deemed as condoning the use of the toilet for drug use?

SDM asks Members to consider accepting the offer from 'We Are with You' and display posters in the public toilets.

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 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 – 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 – the SDD continue following the Covid-19 Risk Assessments, with team members working in 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, are 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