

## **To Receive and note a report from the Service Delivery Department and consider any actions and associated expenditure**

Since our last meeting on Thursday 9<sup>th</sup> February, 2023, Spring has arrived, bringing the occasional dry sunny day, but mainly wind and rain. Once again it has been a busy 3 months.:

### **Service Delivery Team**

I am pleased to announce we have a new member joining our team next month on the 9<sup>th</sup> May, this will bring our Service delivery General Assistant head count back up to five, in readiness for what I am sure will be a busy grounds and site maintenance season..

### **Autumn/Winter Bedding**

The winter bedding that was planted back in November continue to bloom and give Fore Street borders throughout the Town some welcome Spring colour. The plants and borders have been regularly maintained throughout the last few months; works completed include removal of weeds and dead heading of all the plants to ensure prolonged life and colour. The winter bedding is due to be lifted in week commencing 24<sup>th</sup> April, the planters and borders will then be prepared for our spring/summer planting.

### **Spring/Summer Bedding.- Hanging Baskets, Planters and Borders**

The spring/summer bedding display will be commencing with the installation of our hanging baskets throughout Fore Street and Waterside; they will be installed at the end of week commencing 24<sup>th</sup> April.

Planters and borders will be planted in week commencing 1<sup>st</sup> May, prior to the Coronation and the Mayfair weekend of the 6<sup>th</sup> and 7<sup>th</sup> May; the planting colour scheme will be red, white and blue to coincide with the Coronation.

### **Trees and Tree Surgery works**

Our annual Tree Survey has now been completed, the survey identified a small number of trees that require attention. Quotes are now being sought to carry out the schedule of works that are required.

These works include the felling and removal of some Ash Trees that have been seriously effected by Ash die back disease in Ellwell Woods, Pilmere, St. Stephens Churchyard and Churchtown Allotments. The plan is to get these works completed within the next four to six weeks.

The Ash Tree in St, Stephens Churchyard, at the Farm Lane entrance that had created a trip hazard due to its root growth under and through the path was identified to be suffering from advanced Ash die back disease and presented a serious hazard due to its proximity to the internal path and Farm Lane pedestrian and vehicle thoroughfare. It was therefore agreed and authorised by the Joint Burial Committee to address this issue by cutting down and removing the tree; these works have now been completed.



**Broken tree outside the Brunel –** Cormac will be undertaking the works to remove the broken tree outside the Brunel in Fore Street, this will include the removal of the underground anchor for its roots. They will then be planting a light standard Ginkgo tree, gifted by Cornwall Council, this tree will once again be secured with an underground anchor and protected with a weldmesh cage; timings are yet to be confirmed.

### **Grass Cutting & Grounds Maintenance Works**

Our winter works on pathways, their edges and the removal of moss and overgrowth have been completed; reformative works have also been carried out completed on the shrub beds and borders at the following sites, Huntley Gardens, Silver Street, The Station, North Road, Brunel Statue and Brunel Bust, outside Merkur Slots and Bridge Slip Road, the schedule of works also included digging borders over and the removal of weeds.

Periods of heavy rain throughout the last few months have made it difficult at times to carry out grass cutting at our sites, despite this grass cutting operations have been carried out and completed at Churchtown Cemetery, St. Stephens Churchyard, the Memorial Peace Garden, North Road, the Cornish Cross, many sites around Pilmere, Trematon Pound, our three roundabouts at Liskeard Road, Pilmere and the A388 by Waitrose and our three park sites Ashton Way, Grassmere and Honeysuckle.

The weather in recent weeks has much improved with long sunny days promoting and encouraging vigorous Spring growth, which will require sites to be cut every two to three weeks.

### **Land Management Program and Grass Cutting Agreements.**

The agreements for the 2023/2024 season have now been received from Cornwall Council; the schedule of works is currently being reviewed and sites will be visited over coming weeks to assess the scope of works required and carry out site specific site risk assessments before any works are scheduled or commenced.

## **Statutory Site Inspections**

Weekly inspections continue on all premises including fire and security systems, emergency lighting and legionella checks. Vehicles and equipment are inspected weekly with daily pre-start checks. During the checks any issues arising are identified and included in the SDD work programs, prioritising emergency and Health and Safety issues first. Play area equipment is inspected weekly, we also have our annual ROSPA audit inspection in week commencing 24<sup>th</sup> April.

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

## **Vehicles**

All annual servicing and Ministry of Transport checks for all vehicles have been completed.

Work is progressing on the Fleet report requested at the last Services meeting, reference minute number 110/22/23. A full review and assessment is being carried out on the condition and life expectancy of our current three vehicles and associated maintenance, running and fuel costs. Departmental requirements will be reviewed and current vehicles assessed for suitability of demand and sustainability, to this end a review of hybrid/electric vehicle options will be included within the the report and a cost benefit analysis and comparison carried out.

## **Plant and Equipment**

Planned maintenance and servicing has been carried out on all grounds maintenance equipment as required.

The final plant and equipment asset list has now been reviewed and checked by specialist trade suppliers, please see attached report.

## **Property Maintenance and Improvements**

Maintenance and repairs of the STC buildings is ongoing, with various light fittings, electrical switches and emergency iluminaires lights being replaced as required. The main external door locks at the Maurice Huggins room have been changed to thumb turn euro cylinders to meet Fire Regulation. The main external sliding doors at the library have been maintained and cleaned to resolve recent closing issues. Guildhall reception office storage refurbishment has been completed, with new storage wall units and a bespoke base unit for storage optimisation.

## **Isambard House**

A number of site improvements have been completed, the new notice board, as per minute 31/22/23 has now been installed.

The Railcam Webcams on the north east facing wall, as per minute 35/22/23 is also progressing, we now have a confirmed date for installation of Wednesday 26<sup>th</sup> April, this will allow the visit of the Duchy Royal Flying Scotsman to be viewed on Railcam.

Two new parking signs have been installed within the car park to address unauthorised parking .

Damage on some internal walls within the main hall and the kitchen have been repaired and painted.

The frame of the heritage “Saltash” station sign has been replaced in readiness for hanging within the main hall above the internal door entrance to the waiting room/café. The sign will be installed in week commencing 24<sup>th</sup> April.

New storage shelves have been built in the internal storeroom to facilitate and address work place organisation in the building..

Quotes are being sought for the car park surfacing and new barrier installation and a new kitchen unit with sink to be fitted in the agreed location within the main hall.

### **Allotments**

All allotments at Churchtown, Grenfell and Fairmead are in full occupation, all invoices for the 2023/2024 year have been issued and all allotment holders have been informed of the new charges for 2024/2025.

At Churchtown allotments the issue with the dividing hedge/area that was raised at the last Services meeting is yet to be resolved. The area that runs down the middle of the allotment site will be addressed within the next few weeks.

At the Grenfell site a scope of works is being drawn up, the external fencing around the allotment in some areas is in need of repair or replacement, these works will be costed up and presented accordingly.

Hedges and pathways at all sites have been cut back and cleared within the last month.

### **Pontoon**

The Pontoon is in good order, all berth holders have been issued their fees for this year, 2023/2024. We currently have one berth vacant, this has been offered to person at the top of the waiting list, we await confirmation that they wish to take up the offer of the berth, they are given 7 days to accept or decline the offer.

**Trusted Boater Scheme** – annual membership renewals and fee collections are well underway for this year, with close to twenty renewals already processed; I am sure this number will continue to increase over coming weeks.

### **Memorial Peace Garden**

STC have obtained permission from Cornwall Council to install a Hawthorn Tree in the garden as agreed at the Services meeting held on the 15<sup>th</sup> September, 2022. The installation will be to the left of the Pebble Memorial. Due to the lateness in season to plant a tree (October – April), it has been decided to hold off planting until Autumn; therefore these works will be added to the SDD Autumn schedule of works.

## **Churchtown Cemetery**

Grass cutting operations and maintenance of shrub borders and hedges is ongoing, we have already completed a number of cuts. The planted shrub borders at the entrance to the cemetery have been cleaned, weeded and the shrubs pruned back.

As agreed and authorized by the Burial Authority Committee, a granite stone sign identifying the Memorial Rose Garden has been procured and will be installed in week commencing 15<sup>th</sup> May.

## **St. Stephens Cemetery**

Grass cutting operations have commenced in the open areas of the Churchyard, we have scheduled our first cut of the closed area at the front of the Church for week commencing 24<sup>th</sup> April. Pathways have been cleared and re-edged, all shrubs have been cut back and pruned as required.

**Fallen Wall** – the schedule of works to re-install and repair the wall that had collapsed and fallen into a residents neighbouring garden has now been completed. The works to make good the residents garden that was damaged in the collapse is scheduled to be completed on Friday, 21<sup>st</sup> April.



**Pathway health and safety issue** – The tree at the Farm Lane entrance to the Churchyard, that had Ash die back and had caused the pathway to raise in areas causing a significant trip hazard, has now been removed.

The schedule of works to repair and make good the pathway was completed in week commencing 17<sup>th</sup> April.



### **Fore Street Border tops and edges**

The schedule of works to replace all the hardwood planter tops have now been completed. As advised Spring/Summer planting of bedding plants will take place in week commencing 1<sup>st</sup> May.



## **Town Clock**

A specialist clock contractor has inspected the town clock and recommended the internal workings and mechanism of the clock need to be replaced at a considerable cost.

Due to the significant cost of replacing and updating the internal mechanisms, two other contractors have been approached and quotes requested for servicing and repairing the clock. These visits are due to take place this month. I will review and circulate all schedules of work and costings when all surveys have been completed and quotations have been received.

## **Town Speakers**

As per minute number 117/22/23 from our last Services Meeting, the inconsistency of sound levels are due to be investigated along Fore Street. Each individual loudspeaker will be set up and aligned to produce the optimum level of sound and the sound system adjusted to ensure sound levels throughout Fore Street are suitable and meet health and safety regulations.

These works are scheduled to be carried out and completed this month on the 26<sup>th</sup> April, when we have a cherry picker on site to put up the towns bunting.

## **Risk Assessments**

All Risk Assessments are in place and signed off by our appointed Health & Safety contractor.

## **Fire Risk Assessments**

All Fire Risk Assessments are in place and signed off by our appointed Health & Safety contractor

## **Lone Working Devices**

Lone working devices continue to be used in conjunction with mobile phone devices that all Service Delivery Team members are equipped with.

## **Key Holding Services**

Our out of hours call out management contractor has been in place now for all of this year, since the 1<sup>st</sup> January, we have only had one call incident, this was a false alarm caused by a power cut at the Guildhall.

## **Storage**

The Work place organisation project to address site storage solutions on all sites is progressing, the works to build storage shelves in the internal store room at Isambard House has delivered additional storage capacity and is now being utilised.

Further review of the Town Council listed items not in constant use is ongoing and will be complete by the end of May.

**Pursuant to Services held on 09.02.2023 minute nr. 112/22/23**, I enclose below the response received from Cornwall Council Parking Operations Manager

*Thank you for your email and I am sorry for the delay in replying. Any change to the use of a car park or part of a car park for more than 28 days will require planning permission. We would also need to be compensated for the loss of income from the spaces used, and any reduction of spaces should not significantly impact the availability of parking in the town.*

*To work out the loss of income, we would look at the total income for the car park in previous years for the dates concerned, and then work out the proportion of this based on the number of spaces used. For example if you were using 10% of the spaces, the charge would be 10% of the income for the relevant dates. For information, the income year to date (April 2022 to Feb 2023) is just over £24k, and there are 64 spaces in the car park.*

*Please note however that the way we charge is currently being reviewed so this may change in future.*

*It is the change in use rather than the amount of space used that is considered for planning so even 1 space would still need planning permission.*

### **Signage**

The schedule of works to review, update and replace as required all STC signage throughout all buildings and sites is ongoing, new signs have already been installed at the Pontoon and Isambard house Car Park, all of our public toilets will be fitted with new site signs in week commencing 24<sup>th</sup> April.

It is planned that the signage review schedule of works required at all buildings and sites will be completed by the middle of June.

SDD completed the task of installing all the Dog Fouling Prevention signs throughout the town in the last month.

### **Access Control – Fire Alarm Interface**

The access control system at the Guildhall has now been fully intergrated with the fire alarm system in accordance with Fire Regulations.

### **Bunting and Flags.**

New bunting has been procured for this year, it will be put up on the 26<sup>th</sup> April, when we have a cherry picker on site.

The Fore Street flag pole holders will also be inspected and maintained as required on this day and flags installed for the Coronation and May Fair Festivities.



## **Public Toilets**

The opening times of our public toilets at Longstone Park, Belle Vue Car Park, Alexandra Square Car Park and the Waterside changed on the 1<sup>st</sup> April, to spring /summer opening times, which are 08:30 to 19:00.

## **Sharps Incidents**

The good news continues with reference to Sharps Incidents we have had to deal with, there have been no incidents in the last 6 months, the last incident was at the end of September 2022.

## **Vandalism / Anti Social Behaviour Incidents**

Previous minutes - Services Minutes held 9<sup>th</sup> February 2023

### **11/0/22/23 TO RECEIVE A REPORT FROM THE SERVICE DELIVERY DEPARTMENT AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE**

#### Vandalism

Due to the recent incident of theft at Isambard House Members expressed concern for Town Council Properties.

Members asked the SDM to look into appropriate localised CCTV, that records Town Council assets, to protect against theft incidents such as the recent incident at Isambard House. Reporting to a future services meeting.

It was **RESOLVED** to note.

In recent months we have unfortunately seen a significant increase in incidents of vandalism and anti-social behavior in and around our toilet sites.

Please see the attached incident log.

**End of report**

**Service Delivery Manager**