

Head of Service: Cultural & Neighbourhoods - Report to Neighbourhoods Services Committee Tuesday 28th May 2019

The Neighbourhood Services Committee is delegated to exercise and perform on behalf of the Council, all powers and duties of the Council in relation to the following.

- Management of the Town Park
- Management of the council's support to street cleansing and coordination with the Parish Steward Scheme.
- Management of the Community Services provided in partnership with the Probation Service.
- Management of the Grounds Maintenance Contracts.
- Support for Trowbridge in Bloom, Trowbridge Park volunteers, Friends of Biss Meadows, Friends of the Down Cemetery and other organisations seeking to deliver environmental improvement for the town.
- Maintenance of all of the Town Council's neighbourhood assets, including play areas, bus shelters, benches, litter bins and allotments etc.
- Develop projects and approve schemes including street furniture, signage and minor highway improvements in partnership with Wiltshire Council.
- Issues relating to the provision of public transport services, development of transport and other environmental matters including liaison with Wiltshire Council's Community Area Transport Group (CATG) and with reports made through the MyWiltshire app.
- In relation to all activities performed by the Committee, that issues relating to Health & Safety are risk assessed and appropriately prioritised
- To bring forward proposals for the ongoing development of these services on behalf of the Town Council and to oversee the management of any such developments as are undertaken.
- To deliver specific aims of the Council Strategy (see purple boxes within the report).
- The Committee can appoint Sub-Committees and can delegate any of its powers to sub-committees.
- The Committee is empowered to incur expenditure where it has allocated budget provision.

1. **STAFF**

- 1.1 **The HEAD OF SERVICE: Cultural & Neighbourhoods, Clare Lyall**, has responsibility for Neighbourhood Services as well as the Museum and related cultural activities.
- 1.2 **The Neighbourhood Services Supervisor, Carl Ivin-Maddox**, undertakes day to day organisation and activity within the department.
- 1.3 **The Grounds Operative, Marcus Almadi**, undertakes a range of work each day to improve our local neighbourhoods.

2. **TOWN PARK**

NEIGHBOURHOOD FACILITIES

Trowbridge Town Council will continue to care for and enhance the Town Park in conjunction with the Friends of Trowbridge Park, ensuring that it retains its position as a fantastic resource in a central location at the heart of our town centre.

Trowbridge Town Council will work with community Groups, Wiltshire Council and others to enhance the environment, including open spaces and highway infrastructure, ensuring that funding resources achieve excellent value.

2.1 Town Park Events – The Town Park will be hosting the following events:

Jennings Fun Fair : 11th – 26th August

Wiltshire Armed Forces and Veterans Weekend – Sat 29th/Sun 30th June 2019

Active Festival – Sat 13th July 2019

2.2 Trowbridge Bowls Club – (AGENDA ITEM 7) The Club's toilets, urinals and taps were repaired on the 9th May.

2.3 Public Toilets – at the Full Council meeting held on 21st May 2019 it was

RESOLVED That the council now understands that toilets are available to the public in a number of locations close to the Park, including on Sundays, and that the council confirm that the public toilets should therefore be demolished.

2.4 Recognise natural environment – Appraisal objectives have been set to instigate and develop a series of activities and events that raise the public's awareness of the Park and other green assets that are part of Trowbridge. These will be achieved in partnership with other community based organisations. This is ongoing however current demands on the service have prevented us from progressing this. We are however, in the interim, highlighting partner organisations activities that raise awareness of the natural environment and wildlife within our social media platforms. The new weedripper machine has allowed us to reduce our chemical footprint by 75%.

2.5 Community Garden – Melanie Jacob of BIG Community Grow, has cleared some of the plants out and planted bulbs. The planting does encourage butterflies and bees, and the latter are essential to pollination. The rodent issue has been satisfactorily professionally resolved.

3. PLAY AREAS

DELEGATION OF ASSETS AND SERVICES FROM WILTSHIRE COUNCIL

Trowbridge Town Council will take a proactive approach to asset and service transfer from Wiltshire Council; Recreation Grounds, Play Areas and Open Spaces, Public Car-Parking, Bus Shelters, Litter Bins, Seats, Grit Bins and Street Cleaning and will seek to simplify and speed up the transfer process.

3.1 Grounds Maintenance contract for additional play areas – the Neighbourhood Services Supervisor and Facilities Manager are currently drafting a revised Grounds Maintenance contract which will take effect from 2020.

3.2 Grass Cutting – Castley Road open space – the Town Clerk is awaiting costings from id-verde for 2019.

3.3 Social Media - Neighbourhood Services has set up a Facebook page, to release information on the work the town council is doing or will be doing, including playgrounds. This is receiving many positive comments from members of the public who are pleased to have this contact portal. We have achieved 564 followers in two months.

3.4 Asset Transfer: Play Areas – NTR.

The town council took responsibility for maintaining the 24 WC play areas from 1st April, including grass cutting, shrubs, hedges and fences but has not received the formal management agreements under Section 101 of the Local Government Act 1972 as agent for WC. We received the remaining half of the £50k transfer fee at the end of March. S106 revenue expenses funds will be transferred annually, with £3473.57 for 2019.

Please find below a list of works carried out to date:



Work Completed

	WORKS CARRIED OUT	FUNDING SOURCE	
		S106	TTC
YEOMAN WAY	Full refurbishment	£16,877.12 Rec'd July 18	
CORNBRASH RISE	Repairs to existing fence and replacement equipment	£8,999.72 Rec'd Sept 18	
YORK BUILDINGS	Repairs to current equipment and safety surfacing	£3,999.95 Rec'd Sept 18	
SILVER MEADOWS	No work carried out to date		
BEECH GROVE	New roundabout and resurfacing of track area	£3,290.00 Rec'd April 18	
THE POPLARS	No work carried out to date		
WESTFIELD CLOSE – Repaired by end of May			£5,198.20
SPRING MEADOWS	New swing seats		£500.00
CAVELL COURT	Replacement bridge due to vandalism		£795.00
	New bridge at Cavell due to first replacement piece being vandalised		£795.00
PARSONAGE ROAD – CLOSED			
DRYNHAM PARK	No work carried out to date		
LAMPLIGHTERS WALK	New bin – no cost as installed from set we had last year		
WOOLPACK MEADOWS	No work carried out to date		
WORSTED CLOSE	Clean of equipment – no cost		
DOWNSIDE PARK	No work carried out to date		
HULBERT CLOSED	– awaiting s106 confirmation		
BREWERY WALK	No work carried out to date		
OLD FARM	Quotes received		

PAINTERS MEAD	Quotes received		
	WORKS CARRIED OUT	FUNDING SOURCE	
		SI06	TTC
BROOK ROAD	No work carried out to date		
STALLARDS	No work carried out to date		
SEYMOUR	New goals and removal of fencing		£16,369.00
REGENTS PLACE Re-opened end of May 2019	Vandalism costs: removal of gravity, installation of new swings and removal paint, £956.50 Maintenance costs: the replacement of the roundabout, £,4658.50 Enhancement costs: resurfacing, cleaning and staining of the wooden equipment to preserve it, £3,019.		£8,634.00
STUDLEY GREEN BMX TRACK	Resurfacing		£3,999.00
TROWBRIDGE PARK	Emergency repairs to slide Emergency resurfacing New basket swing due to vandalism new Swing lugs New see saw		£4,561.00 £345.60 £1,408.60 £1,198.00 £2,649.00
LONGMEADOW HARDCOURT	No work carried out to date		
PAXCROFT BROOK	New climbing board New mini ramp and rope		£150.00 £944.00
STALLARDS SKATE PARK	No work carried out to date		
THE GROVE	Repaint of equipment – no cost Probation time used		

Section 106 monies still to spend:-

07/03864/outes – land to the north of Green Lane - £20,000 – expires 22/03/2021

15/04948/ful – land adjacent to Elmhurst - £29,168.23 – expires 15/06/2021

05/00821/ful – Trowbridge Rugby Club - £2,146,36 – expires 13/08/2021

PHASE FOUR

Parsonage Road Hulbert Close, Painters Mead, play areas – Phase 3 plans are to refurb Hulbert Close, Painters Mead, Parsonage Road and Paxcroft Brook using the remaining s106 monies.

We have received confirmation from Ashford Homes that the Section 106 contribution in respect of the development at Elmhurst totalling £29,168.23 can be divided between the play areas at Hulbert Close (£19,268.23) and Painters Mead (£10,000) for play enhancements, however Wiltshire Council have requested this in writing from Ashford Homes before agreeing it.

Paxcroft – completed using Section 106 monies.

Silver Meadows/The Poplars/Spring Meadows – some consolidation may be considered on these sites which are all close to each other.

Drynham Park	Lamplighters Walk
Woolpack Meadows	Worsted Close
Downside Park	Brewery Walk
Old Farm	Brook Road
Stallards	

3.5 Paxcroft Cricket Ground – the Town Clerk is currently in discussion with Wiltshire Council regarding responsibility for the cricket ground at Paxcroft Mead.

4. **STREET SERVICES**

All issues regarding litter, highway defects, grass cutting etc. should be reported to the town council through report@trowbridge.gov.uk. The Neighbourhood Services Officer (Carl Maddox) will then ensure that information is compiled so that the issues can be reported on one of the Wiltshire Council reporting systems. If it is a highway maintenance matter or litter issue these will be reported on the My Wiltshire App by Carl unless we can resolve them immediately. Highway safety issues requiring a longer term solution including yellow line requests will be reported through the Area Board Issues Log.

4.1 Street Cleaning – following a demo of the road sweeper we have made an application to lease one from Hako, the cost of which is within the budget. It is hoped to be in operation wef 1st June 2019. The team are continuing to support litter management in areas of the town not covered by the Barrowman (contracted to Wiltshire Council from **id-verde**). We are also working closely with the contractor to ensure that the work undertaken by the Barrowman is prioritised. He is now regularly litter picking the multi-storey car park. This may need to change if the car-park is sold to the owners of Castle Place.



Interviews have taken place and it is hoped to employ a second Groundsman Operative subject to satisfactory references received, on a full time 37hrs a week.

4.2 Weedripper - is being fully utilised and receiving excellent feedback on our Facebook Page. Members of the public are reporting areas requiring attention and these are being logged and prioritised by the Neighbourhoods Services Officer. Going out on a scheduled service

4.3 Litter Bins – Once the Town Council has enhanced the street sweeping services, we will then consider the installation and emptying of litter bins. This has a significant cost which has not been factored into the 2019/20 budget.

4.4 Benches – councillors are requested to advise the Neighbourhood Services Officer carl.maddox@trowbridge.gov.uk of any areas requiring a bench as there are several available to replace broken benches. These will be provided on a priority basis.

4.5 Bus Shelters – We have now taken over from Wiltshire Council the cleaning and maintenance of all bus shelters in the town. The Facilities Manager has resolved issues in relation to the electricity supply via Wiltshire Council with UK Power regarding the bus shelter in Market Street. A new shelter has been ordered (£7126) the cost of which will be met by insurance. The expected delivery time is 8 – 10 weeks.

The Head of Leisure & Information Services is in discussion with Unique Signs regarding placing graphics on the bus shelters to minimize the need for cleaning the glass.

4.6 Groundsman Operative/Probation Service – totalling almost 83,000 hours of labour, the probation service is a real asset to the town council. Since the start of the new financial year we have had approx 150 hours of labour over 8 placements. On average 3 members of staff for 6 hours a day per week.

4.7 Grit Bins - an additional grit bin has been placed at Mascroft Road.

4.8 Graffiti – Due to the graffiti not being deemed offensive, Wiltshire Council will not pay for its removal. If we want to remove it we must bear the cost.

5. OTHER ASSETS (CM)

NEIGHBOURHOOD FACILITIES

Trowbridge Town Council will work with community Groups, Wiltshire Council and others to enhance the environment, including open spaces and highway infrastructure, ensuring that funding resources achieve excellent value.

5.1 Allotments (CM) – The Town Council owns three allotment sites, Gloucester Rd in Newtown which is leased to and managed by an Association, Mornington Gardens on Bradford Rd and Home Close Farm between Longfield and Dursley Road.

5.2 Textile Garden - NTR

5.3 Closed Churchyards – The NS attended a meeting of the Friends of the Down Cemetery and we will be utilising the weedripper at the cemetery in conjunction with the Friends.

5.4 Skate Park – The town council provides a concrete construction skatepark on land at Stallards Recreation Ground leased from Wiltshire Council, adjacent to the railway station.

5.5 Fleet Management

5.5.1 The Neighbourhood Services Vehicle is proving extremely beneficial in the day to day work programme of the Grounds Operative.

5.5.2 Weedripper – being effectively used and received lots of positive public feedback. The impact of this has reduced our chemical footprint by 75%.

6. WILTSHIRE COUNCIL

6.1 Highways Newsletter – From Cllr Bridget Wayman, Cabinet Member for Highways, Transport & Waste, is circulated to councillors.

6.2 My Wiltshire Highways & Street-scene App – Changes to submission of highway improvements : requests Wiltshire Council are changing the way highway improvements and traffic surveys are requested by mer and through Town and Parish Councils. The current process requires updating to improve the customer experience the steps involved. The proposed new system will foster a closer working relationship with town and parish council a better and more informed experience for members of the public (see Briefing Note No. 19 – 016 sent electronically)

6.3 CATG - (AGENDA ITEM 9)

The budget for CATG support projects for 2019/2020 is £15,000 and the council has already approved allocations as follows:

Wingfield Rd speed limit reduction 40-30mph London Bridge - Hungerford Ave	£3,000.00	
Drynham 20mph (excluding Holbrook Lane)	£4,000.00	
Footway improvements in Bellefield Crescent	£972.40	(paid April 2019)
Footway works Union Street (Hiscocks Eng.)	£1,533.00	(paid April 2019)
Pitman Avenue to allow cycling	£500.00	
Survey into pedestrian crossing on Seymour Road	£200.00	
TOTAL	£10,205.40	
Remaining balance	£4,794.60	

Other projects:

- Cycleway/Footway along County Way from Ashton Street to Hilperton Road – we have received an information newsletter and plan from WC as follows: construction is programmed to commence in Autumn 2019 and last around 2 months. Work will also take place to improve the Puffin crossing on County Way. The scheme will see widening of existing footways and some new shared use paths. No contribution from the Town Council is required for this project.
- Longfield Gyratory is being assessed for alterations to the lights and sequencing, the following are being included in this scheme: Footway from the Lamb Car Park to the pedestrian crossing and footway from the entrance to Longfield House to the pedestrian crossing. No contribution from the Town Council is expected for this scheme.
- Pedestrian direction signs in the town centre including White Hart Yard and St George's Works. Proposals to come forward in the future.
- Footway resurfacing in Polebarn Rd and Wingfield Rd. No proposals have been considered yet.
- Improved access and egress arrangements for Upper Broad Street Car Park.

The next meeting of CATG will be 13th June.

7. PARTNERSHIPS

NEIGHBOURHOOD FACILITIES

Trowbridge Town Council will work with community Groups, Wiltshire Council and others to enhance the environment, including open spaces and highway infrastructure, ensuring that funding resources achieve excellent value.

7.1 Trowbridge Park volunteers – Neighbourhood Services continue to work alongside the remaining members who continue to maintain the ROC border on a voluntary basis.

7.2 Trowbridge in Bloom – Open Gardens – 13 and 14 July - 11 - 5 pm

The committee met on 11th April and 9th May 2019 (copies sent electronically).

7.3 Friends of Biss Country Meadows (FOBM) – held their meeting on 28th February & 25th April 2019 (copies sent electronically)

7.4 Friends of Paxcroft Brook Open Space (FPBOS)- NTR

7.5 Friends of The Down Cemetery – Cllr Dennis Drewett to give a verbal update.

8. FINANCE (AGENDA ITEM 11)

8.1. End of Year Accounts for Neighbourhood Services (Apr 18 – Mar 2019) are presented at the meeting (copy attached).

	Actual	Budget	Variance
	£'000	£'000	£'000
Gross Expenditure	349,969	350,221	252
Income	110,693	89,150	21,543
Net Expenditure	239,276	261,071	21,795

Summary:

Please see Neighbourhood Services Actuals 2018/19 for comments (copy attached)

9. GROUNDS MAINTENANCE CONTRACTS

9.1 We are currently drafting a new schedule to be included in the tender for a new contract which will include all new asset transfers i.e. play areas, commencing early 2021. We continue to work with the Facilities Manager (Karl Buckingham) who will be managing this re-tendering process. In the interim we are considering extending the existing contract for one year from 2020/21.

10. RESPICE PROSPICE

Look Back Look Forward is the Town Council motto and this perfectly encapsulates the £2.4 Museum expansion which will use Trowbridge's rich and unique past to develop a regionally significant tourist attraction. We will interpret the wealth of textile related architecture that still remains within Trowbridge's townscape.

The Town Clerk awaits a review of the town centre conservation area from Rob Amour Chelu of Amour Heritage. The significance of the importance of heritage value adding to the uniqueness of our town, is to be incorporated within the Neighbourhood Plan.

10.1 Town Centre Wayfinding Signage – there is the potential for funding from the Future High Street Fund, pending Wiltshire Council's successful bid which will include Trowbridge. Should we be successful we will look at undertaking a mapping exercise to indicate where all the signage in the town centre is presently, directing pedestrians to specific locations within the town.

10.2 Bus Friendly Town – I carried out a site visit to Devizes (a Bus Friendly Town) to see the basic requirements for becoming a Bus Friendly Town. It would be imperative to have coach parking and coach driver facilities with a view to increasing tourism within the town. Should the Town Council take over ownership of the car parks from Wiltshire Council, this could be given further consideration.

10.3 Multi Storey Car-Park – NTR

Clare Lyall, Head of Service: Cultural and Neighbourhoods

With Contributions from:

Carl Ivin-Maddox – Neighbourhood Services Supervisor (CM)