

Head of Service: Cultural & Neighbourhoods - Report to Neighbourhood Services Committee Tuesday 24th September 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 Officer (NSO), Carl Ivin-Maddox, undertakes day to day organisation and activity within the department.

1.3 The Grounds Operatives, Marcus Almadi and Graham Drewett, undertake a range of work each day to improve our local neighbourhoods. Graham will focus in particular on using the new Road Sweeper. Ivan has also been giving voluntary support to the department since Graham's appointment, and we are very grateful for his support.

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:

Carnival Country Fayre – Saturday 7th September

Apple Festival – Saturday 12th October

Remembrance Day – Sunday 10th November

Christmas Lanterns / Light Switch On – Saturday 30th November

Provisional bookings for 2020 :

John Lawsons Circus 18-21 June 2020

WAFVC 25-28 June 2020

2.2 Trowbridge Bowls Club – Following discussions with the Bowls Club at the last meeting, a further meeting has taken place in which the town council offered to look at the refurbishment of the water system. It was decided that they did not wish to have a full refurb undertaken, and currently Dave Betteridge will be watering patches on the bowling green by hand. Furthermore, they no longer wish to negotiate a new full agreement, but to discuss amendments to a particular clause in respect of Clause 30. This is ongoing and a verbal update will be given at the meeting.

2.3 Public Toilets – these have now been demolished. Upon demolition, the contractors reported that four containers of used and un-used needles were removed from the site (photo).

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 weed-ripper machine has allowed us to reduce our chemical footprint by 75%.

2.5 Community Garden – the NSO has met with Melanie Jacob of BIG Community Grow.

2.6 Water Fountain – following discussion at the Full Council meeting on 21st July, it was suggested; *That the council could look at improving the fountain by the Sensory Garden, thereby reducing use of plastic bottles.*"

The HOS has checked the condition of the water fountain which is not operative, and which would result in the town council having to carry out expensive investigative procedures to determine the water source, followed by a procedure to ensure that the water supply is fit for human consumption.

2.7 Policy for use of the Town Park (AGENDA ITEM 7) I would ask the committee for their support in the consideration of developing a policy for use and hire of the park as a facility, to cover the costs of maintenance and services i.e. litter picking, bin emptying etc. after events.

RECOMMENDATION that the town council develops a policy for the use and hire of the town park to cover maintenance and service costs.

2.8 Entrances to Town Park (AGENDA ITEM 8) – following the widening of the Civic entrance, and in an effort to control the traffic into and out of the park, it is proposed to keep the current bollards static at the Park Road entrance, and the entrance adjacent to the children's play area, allowing just the one entrance via Polebarn Road.

RECOMMENDATION that the entrances to the town park are restricted to just the entrance at Polebarn Road in an effort to control traffic through the park.

2.9 Twin Towns Finger Post (AGENDA ITEM 9)

To consider the relocation of the twin towns finger post from Fore Street to the Town Park.

2.10 'Pick up after your dog' signs (AGENDA ITEM 10) Following several complaints from members of the public using the park about the lack of dog owners' responsibility to pick up after their dog, we seek the committees approval to erect signs within the park where appropriate.

RECOMMENDATION That suitable 'pick up after your dog' request signs are erected where appropriate within Trowbridge Park.



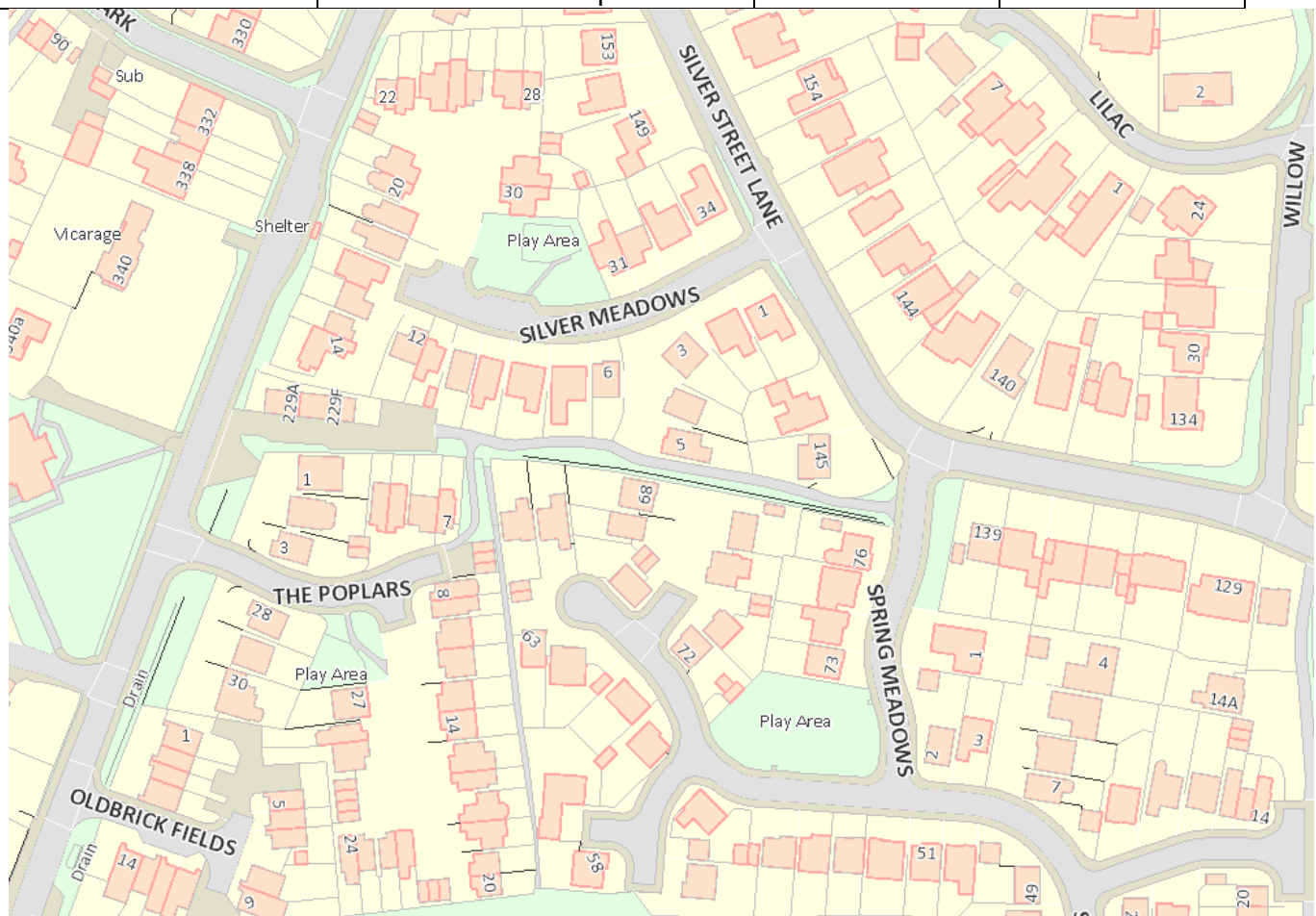
3. PLAY AREAS

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.

Please find below a list of works carried out to date: **Work Completed. No further action.**

	WORKS CARRIED OUT	FUNDING SOURCE	
		SI06	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 CLOSED	Consolidation of play areas to the larger Spring Meadows which is accessible from Silver Meadows.		
BEECH GROVE	New roundabout and resurfacing of track area	£3,290.00 Rec'd April 18	
THE POPLARS	Consolidation of play areas to the larger Spring Meadows which is accessible from The Poplars.		





The Poplars below

Spring Meadows above

Silver Meadows below



WESTFIELD CLOSE	Full refurbishment		£5,198.20
SPRING MEADOWS	New swing seats, See map and photo above.		£500.00
CAVELL COURT	Replacement bridge due to vandalism New bridge at Cavell due to first replacement piece being vandalised		£795.00 £795.00
PARSONAGE ROAD - CLOSED	Looking to remove the playarea (in October) – verbal update at meeting		
DRYNHAM PARK	No work carried out to date		
LAMPLIGHTERS WALK	New bin – no cost as installed from set we had last year		
WOOLPACK MEADOWS CLOSED	Due to Health & Safety considering removal of equipment and investment in Worsted Close.		
WORSTED CLOSE	Replaced the swings Clean of equipment – no cost		£400.00
DOWNSIDE PARK	No work carried out to date		
HULBERT CLOSE	– awaiting s106 confirmation – verbal update at the meeting		
BREWERY WALK	1 replacement swing		£200.00
OLD FARM	Quotes received for replacement fencing Replaced the swing		£200.00
PAINTERS MEAD	Quotes received for refurbishment		

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 - REOPENED END MAY	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 Replacement of the net on slide Replacement of new Ladybird ride		£4,561.00 £345.60 £1,408.60 £1,198.00 £2,649.00 £350.00 £500.00
LONGMEADOW HARDCOURT	No work carried out to date		
PAXCROFT BROOK	New climbing board New mini ramp and rope New swing seat – due to vandalism. Invoice has been sent to the parent who has agreed to pay for the replacement.		£150.00 £944.00 £200.00
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. Cllr Halik will further investigate the delay in receiving payment of the S106 monies, together with other Wiltshire Councillors who have been requested to do what they can to expedite this payment.

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 are not accepting this confirmation as their legal department is concerned that the developers will withdraw their funding.

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
Lampighters Walk
Woolpack Meadows
Downside Park
Brewery Walk
Old Farm
Brook Road
Stallards

Worsted Close – potential to consolidate these two

3.1 Grounds Maintenance contract for additional play areas – currently Wiltshire Council are still paying for the grass cutting, albeit on a reduced level. The NS team are carrying grass cutting when required and minor maintenance work. The drafting of a revised Grounds Maintenance contract which will take effect from 2020 is currently on hold.

3.2 Grass Cutting – Castley Road open space – will be included in the grass cutting timetable as follows: April x2; May x2; June x2; July x2 ; August x1; Sept x2 ; and then 2 additional cuts during the winter.

3.3 Social Media - Neighbourhood Services' Facebook page continues to run very successfully; we have achieved 586 likes to date.

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 – we took delivery of our new road sweeper on 2nd September, with training carried out on 3rd September. We will be publishing schedules 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.

4.1.1 Uniform – we have now issued our team with grey and black safety uniforms in accordance with our H & S requirements, also providing a more professional corporate image.

4.1.2 Training – following a major Health & Safety issue it has become necessary to review all health and safety assessments and we have undertaken appropriate training.

4.2 Weed-ripper – continues to be 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.

4.5 Bus Shelters – We have now taken over from Wiltshire Council the cleaning and maintenance of all bus shelters in the town. A new shelter has been ordered for Market Street (£7126) the cost of which will be met by insurance. 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/Volunteers – our volunteer Ivan is currently volunteering 37 hours a week.

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

5. **OTHER ASSETS (CM)**

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.

Work has taken place in St John's Churchyard, Upper Studley to bring it back to a manageable state.

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%.

5.5.3 Road Sweeper – the branding will match the NS van.

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 and traffic survey requests - Wiltshire Council are changing the way highway improvements and traffic surveys are requested by members of the public and through Town and Parish Councils. The current process requires updating to improve the customer experience and to reduce the steps involved. The proposed new system will foster a closer working relationship with town and parish councils, whilst providing a better and more informed experience for members of the public (see Briefing Note No. 19 – 016 sent electronically)

6.3. CATG – NTR (AGENDA ITEM 11)

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 – 9th September - Awards Evening.
The committee met on 13th June 2019 (copies sent electronically).

7.3 Friends of Biss Country Meadows (FOBM) – held their AGM on 29th August 2019 at the Tesco Community Room at 7pm. A new Chairman was voted in.

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

7.5 Friends of The Down Cemetery – This group are now becoming increasingly more involved with the local community. A very successful bat walk was attended by 30 people.

8. **FINANCE (AGENDA ITEM 12)**

8.1. 1st Qtr Accounts for Neighbourhood Services (Apr 19 – Jun 2019) are presented at the meeting (copy attached).

	Actual £'000	Budget £'000	Variance £'000
Gross Expenditure	6,447	76,827	30,380
Income	13,459	19,155	5,696
Net Expenditure	32,988	57,672	24,684

Summary:

Whilst the department is underspent by £24,000, these monies are allocated for spending on general play area maintenance and associated costs of running the street sweeper.

Please see Neighbourhood Services Actuals 2019/20 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 obtaining quotes to extend 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 has now received 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. 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 Officer (CM)