

Facilities Manager's - Report to Neighbourhood Services Committee, Tuesday 22nd June 2021

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 Volunteer Gardeners, 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.

I. STAFF

1.1 The Facilities Manager, Karl Buckingham, has responsibility for Neighbourhood Services (whilst Clare Lyall is on long term sick).

1.2 The Neighbourhood Services Officer (NSO), Carl Ivin-Maddox, undertakes day to day organisation and activity within the department.

1.3 Head Grounds Operative - Graham Drewitt, undertakes a range of work each day to improve our local neighbourhoods and was promoted to Head Grounds Operative from 1st January 2021.

1.4 Grounds Operatives - Mark Houlder part-time Ground Operative, undertakes Primarily the Street Cleaning for the department, i.e. Sweeper on Monday to Wednesday's 8.00 am until 2.00 pm for 18 hours per week. With the agreement of Head of Service – Leisure and Facilities, **Richard Rees** of Active Trowbridge will continue to support the Department up until 1st August during coronavirus restriction periods. We currently have one part-time vacancy and will consider requirements later in the year in line with need and progress with decisions about contracts from 2022.

1.5 Volunteer - Ivan has also been continuing to give voluntary support to the department and we are very grateful for his continued support.

1.6 Training – The NSO is currently undertaking a management apprenticeship leading to a Level 3 Diploma in management skills. The Head Grounds Operative has undertaken Chapter 8 training allowing him to carry out highway works and has renewed his chainsaw licence. The NSO is currently reviewing the training requirements following changes in the staff team and with some licenses now due for renewal. A verbal update can be provided at the meeting.

2. TOWN PARK

The Town Council Strategy says:

NEIGHBOURHOOD FACILITIES

*Trowbridge Town Council will continue to care for and enhance the Town Park in conjunction with **LOCAL COMMUNITY GROUPS** 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.

The Town Park was dedicated to the town in a number of blocks from the last quarter of the nineteenth century onwards.

- The Upper Park in 1887 (between St George's Works and the Tennis Courts), under the 1875 Act – (Less the corner of Castle Place Shopping Centre which was disposed of to the owners of Castle Place following Ministry consent in 1966). The 1875 Act restricts opportunities to restrict access and charge for access to a limited number of days and particular days of the week but does not prohibit charging completely.
- The Lower Park in 1919 (from and including the tennis courts to the river Biss). This is not under the 1875 Act and therefore does not have the same access to the public legislative framework applied.

It was all transferred from Wiltshire Council to the town council in 2012. We now receive no funding from Wiltshire Council for its upkeep. We contract with id-verde for all green area maintenance including the Park and they have one member of staff based in the Park.

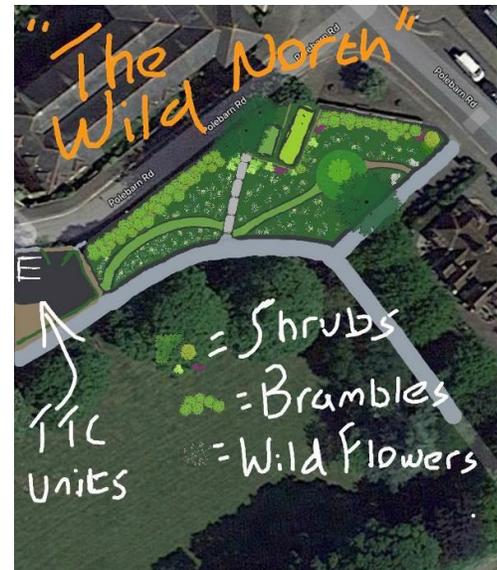
We have, in recent years, resurfaced the tennis courts and Multi Use Games Area (MUGA) and recently opened the new storage facility, which will be used to store equipment and provide parking for vehicles.

2.1 Trowbridge Bowls Club – Head of Leisure and Facilities has been working closely with the Bowls club to build a positive relationship. The Bowls club have reported frustrations that the green maintenance wasn't completed to the standard expected by the committee. Therefore, the Bowls club are currently not willing to pay the outstanding amount of £1,000. It should be noted that the Club pays rent for the building and not for use of the Green. A green specialist was arranged to complete soil tests, feedback to all parties and provide a maintenance plan as a bench mark for the facility. A meeting with all key partners was held with the consultant and everyone is in agreement with the way forward. The NSO and the Bowls Club, have a confirmed the maintenance plan will go forward for next season so this doesn't occur again and the club feel its heading in a much better direction. This will be incorporated into the specification for the re-tendering of our Grounds Maintenance Contracts from 2022.

2.2 Climate Emergency – the department is currently considering ways of making the Park **carbon neutral** in line with the council's strategy.

2.2.1 Planting – Due to the success of the Wildflower planting last year, for 2021 flower beds will be a mix of wild flower seeds with the perennials. Some hanging baskets have been Sponsored by businesses or Offered in return of other supporting opportunities of mutual benefit to the council the rest of the 130 will be placed around the town where opportunities exist. We have seeded shade tolerant grass in the avenue of the Park.

2.2.2 ECO Group (AGENDA ITEM 7) – Following on from the committee meeting held 30th March and the recommendation to work with the Eco group for improvements to the north corner of the park, please find the design produced earlier last year by the Facilities Manager. This original concept seems to mirror the desire of the Eco Group and this will be presented to Matt Callaway as something to work from. In agreement with this committee there will be a need to support the Eco group financially to enhance this area in partnership with the council via NSO being able to obtain the Wildflower Seeds and to rotavate this area using his team. I also recommend building a composting area on the boundary of the storage yard and this area for development to provide the alternate leaf disposal area as described in 2.2.4 in the report.



RECOMMENDATION to allocate up to £750 from the Neighbourhoods 'Other Assets budget' to cover costs of plant hire, materials and planting in this area.

2.2.3 Trees – The NSO officer is awaiting the report from the latest Tree Survey undertaken, we are expecting to receive this in time to provide a verbal update at the meeting.

2.2.4 Wildlife – our bug hotel within the park provides a habitat for insects, who break down natural detritus which then improves the quality of the soil. The disposal of the annual leaf drop from the park trees has resulted in a higher Ph balance to this area. A recommendation to alternate sites was made so as previously mentioned we are considering a composting Bund to be created on the boundary of the service yard north of the park.

2.2.5 Weedripper - The weed-ripper machine has allowed us to reduce our chemical footprint by 100% by eliminating all weedkiller, however some contractors we use do use chemicals but we will endeavour to minimise where possible.

2.3 Community Garden – Situated between the Civic Centre and the Play Area. There are plans to remove the shed.

2.4 Volunteers - The Riot of Colour (ROC) Border volunteers have renamed themselves the Trowbridge Volunteer Gardeners (TVG) (see 5.2) The TVG maintain the Riot of Colour (ROC) border in the Park and recently took over the Textile Garden on Union Street where they have done some excellent work.

2.5 Refreshment Kiosk – A new lease has not long been issued to the vender for 3 years, but I would like to make a recommendation that future catering vender opportunities are advertised so a council may want to choose the type of vending that takes place and for what period? This leads on to...

2.5.1 Catering Van (AGENDA ITEM 8) – We have received an enquiry from a catering van who would like to enquire about pitching up in the park. They have requested a place between the corner of the Sensory Garden and Memorial. They offer Greek Pastries, Coffee and Cakes. We have not provided any response other than we will discuss with the council. It's been difficult to these businesses so I understand why they are looking for other opportunities to earn a living but do have concerns on its impact/appearance taking place in the town park. The council could consider this request, to consider the request but offer an alternative location, decline the request, or review the current arrangements with the kiosk lease (as mentioned in 2.5) and have this location as an open opportunity for providing catering within the town park over a fixed period.

RECOMMENDATION: That the Neighbourhood Services Committee inform the Leisure & Information Services Committee that they have no overall objection but ask that the Leisure Services Committee checks lease clauses with the Kiosk owner before making a decision.

2. PLAY AREAS

Prior to 2018 the town council owned and maintained a small number of play areas including the Town Park, Grove Recreation Ground and Regent's Place. In 2018 we also took over a further 24 play areas from Wiltshire Council. Which we now maintain these, but WC continue to cut grass and trim shrubs and hedges. We have not yet signed a formal agreement for this. Please find below a list of works carried out to date:

Work Completed

No further action

Pending

| PLAY AREA | WORKS CARRIED OUT |
|-------------------------|---|
| YEOMAN WAY | NTR |
| CORNBRASH RISE | NTR |
| YORK BUILDINGS | NTR |
| SILVER MEADOWS CLOSED | Being closed. Returning to grass and informal public space. Close to SPRING MEADOWS. |
| BEECH GROVE | Light reported as non-operational, reported to My Wiltshire who claim it's the town councils responsibility. SSE has confirmed power to post so we await out lighting contractor to provide a cost to replace head. |
| THE POPLARS CLOSED | Being closed. Returning to grass and informal public space. Close to SPRING MEADOWS. |
| WESTFIELD CLOSE | NTR |
| SPRING MEADOWS | The team have recently cut the grass on this site which was above knee length despite attempts to get WC to carry out their maintenance to this site. |
| CAVELL COURT | NTR |
| PARSONAGE ROAD – | New equipment installed, Drainage Issues (see report) |
| DRYNHAM PARK | NTR |
| LAMPLIGHTERS WALK | NTR |
| WOOLPACK MEADOWS CLOSED | Await public consultation. Due to Health & Safety considering removal of equipment and investment in Worsteds Close which is nearby. |
| WORSTEDS CLOSE | NTR |
| DOWNSIDE PARK | NTR |
| HULBERT CLOSE | Waiting for Tender review (see item 8.1) |
| BREWERY WALK | NTR |
| OLD FARM | NTR |
| PAINTERS MEAD | Waiting for Tender review (see item 8.1) |
| BROOK ROAD | NTR |
| STALLARDS | NTR |
| SEYMOUR | MUGA Improvement complete |
| SEYMOUR MUGA | MUGA Improvement complete |
| REGENTS PLACE | NTR |
| STUDLEY GREEN BMX TRACK | Awaiting cost to supply grit/dust for users of the track to maintain |
| STUDLEY GREEN MUGA | MUGA Improvement complete |
| TROWBRIDGE PARK | NTR |
| LONGMEADOW MUGA | MUGA Improvement complete |
| PAXCROFT BROOK | Climbing net replacement @£800 |
| STALLARDS SKATE PARK | NTR |
| THE GROVE | NTR |
| GROVE MUGA | MUGA Improvement complete |

Section 106 monies still to spend:

05/00821/FUL – Trowbridge Rugby Club - £2,146,36 – expires 13/08/2021 WC to confirm if this is still available.

3.1 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. Trowbridge Future will work with the town council on any further enhancements if appropriate.

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. Highway safety issues requiring a longer term solution including yellow line requests will be reported through the Area Board Issues Log which then go on to CATG. The Council Strategy says:

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.

4.1 Street Cleaning (Weedripper & Road Sweeper) – a reactive street cleaning service is currently provided by the town council, covering the town. The original planned schedule was not realistic based on the daily reports from public and councillors. The NSO will work with the FM to best provide a Planned Preventative Maintenance (PPM) model once a working Group for the GMC has been formed and further discussion on departments growth and priorities have been confirmed. We continue to promote the works achieved on social media. If councillors want to discuss particular locations within their wards they should discuss this with Carl Maddox. There are opportunities for councillors to be trained to use the sweeper, subject to licence restrictions. Please discuss training with Carl Maddox.

4.1.1 Neighbouring Parishes – We are in discussion with neighbouring parishes regarding options for sweeper days which will be subject to a daily charge. We should be operating in Hilperton later in the Summer.

4.2 Barrowman – This service is funded by Wiltshire Council through their contract with id-verde and is one of the services expected to transfer to the town council through Service Delegation. WC report: We are still working closely with the contractor to ensure that the work undertaken by the Barrowman is prioritised. The areas are broken down into 3 categories in line with the Code of Practice for Litter and Refuse (CoPLaR)

- Red is High Intensity
- Amber is Medium Intensity
- Pink is Low intensity.



To comply with statutory duties, the barrow operative focuses predominantly within the red area. So in essence, they should start their day focused on the red to ensure WC are compliant. Only then and if time allows should the operative expand this area. This is generally managed locally and in agreement with the Streetscene Engineer (Fiona Waind) and the Technician (Simon Gibbs).

4.3 Sparkle Team & Parish Steward – These services funded directly by Wiltshire Council include requests from the town council. We have recently asked for them to regularly include cleaning of the multi-storey car park. Below is an update list of works that the sparkle team from Wiltshire council can now complete;

- Pavement sweeping.
- Weed removal.
- Sign cleaning.
- Painting assets (paint must be provided)
- Litter picking.
- Shrub cutting.
- Pressure washing.
- Graffiti removal.

In addition, please also note that the Sparkle team is supported by a pedestrian sweeper for 2 of your allocated days. Any works needed can be sent to report@trowbridge.gov.uk with the header sparkle team. Alternatively, work can be added to the teams list via the Wiltshire Council app by including the word sparkle in the report.

4.4 Litter Bins – Requests for new bins to be installed have been received from a number of councillors. The majority of litter bins are the responsibility of Wiltshire Council, except those located on Town Council land. The litter bin service is one of those which is proposed to be transferred to the town council. Members are asked to note the comments and resolution from the Resolution of Policy & Resources on 2nd March 2021;

RESOLVED: That Trowbridge Town Council considers, as part of the development of the Council strategy 2021-2025 that the litter bin service should be priority for transfer from Wiltshire Council. This will include; replacement of life expired and additional bins, surveys, sponsorship etc. This will be factored in to consideration of the re-tendered grounds maintenance contract and which services can be retained by Wiltshire Council and which can be retained in house by the town council. Trowbridge Town Council will use the £40,000 amount, set aside this year for WC transfers, to fund these services over the next two years.

4.4.1 WC Bin Locations – The current WC bin locations can be found via the link to the map above. It would be prudent to seek public consultation or run a project to identify accurate locations and gaps before adding/removing bins. This document can start as a basis for councillors to look at. id-verde empty WC bins on a regular basis as part of the contract with WC. The town council empty a small number of our own bins. The disposal costs will need to be considered carefully if we add significantly more bins.

4.5 Bus Shelters – Some repairs are needed to a couple of shelters, scheduled to take place soon. There have also been requests for other shelters to be replaced which are not originally owned by the council. Our understanding is that the town council will now maintain all town shelters except for the light blue ones (responsible to the 49 route bus operator) the town council will keep current shelters clean, and report damage to WC. WC may decide to remove the shelter if more economic but not replace. If the town council wants a shelter to remain in place, we would be responsible for its costs to replace along with all future maintenance of it. Before Covid, I had a conversation with a bus shelter company about sponsorship and replacement of shelters where they would be responsible for replacement and maintenance, we would be responsible for insuring and gaining planning permission for them to have sponsorship. I will ask for them to revisit this proposal with a view that there are 3 times as many opportunities now than there was pre-Covid. This topic has been raised at the Risk and Audit. We will need to consult with neighbours if new locations are proposed.

4.6 Grit Bins - The town council is responsible for all grit bins in the town and also charges the neighbouring parish councils (North Bradley, Southwick and Hilperton) for refilling and checking bins in their areas. All grit bins are currently full. West Ashton Parish Council have decided this year that they will take on the responsibility themselves. All grit bins filled as of January 2021. We charge the parishes £60 per bin per annum for checking and filling their bins.

4.7 Overgrowing Hedgerows – The standard letter given to residents is one based on co-operation as we do not carry the relevant authority to force these works to be done.

4.8 Uniform – The team now wear the colour as required by Chapter 8 – working on the highway regulations.

5. OTHER ASSETS

5.1 Allotments

5.1.1 The NSO and FM has discussed an opportunity to approach Trowbridge Future (TF) with a possibility for providing a plot at each of our sites (additional permission required with Gloucester Rd) in return for the assistance from TF engaging with existing plot holders and encouraging application for grant funding for site improvement, which at this time is harder without an association on the site.



5.2 Textile Garden - The TVG have taken on the maintenance and upkeep of the Textile Garden in Union Street. A letter of thanks is to be sent from the Town Clerk. The Trowbridge gardeners will maintain the physical upkeep a budget has been made available.



5.3 Closed Churchyards – The town council manages 3 closed churchyards at St James'; St John's, Upper Studley; and Holy Trinity. The Down Cemetery is managed by Wiltshire Council through a contract with id-verde.

5.4 Land Drainage – The council has again identified further sites that have poor drainage which have been allocated historically as part of the planning and S106 processes. Sites identified with poor drainage are listed below. The council should, in future aim to 'comment' on planning application by developers where it includes green space allocation for adequate drainage and soil type to be installed. The latest drainage concerns have been raised at Risk and Audit.

5.4.1 Woodmarsh - Trowbridge Town Football Club – The Head of Leisure and Facilities is working with the football club. The flooding problem continues and work to the culvert is a struggle for the club as they now require the Brambles (Wiltshire Council) to be removed, we are awaiting a date. Their intention is to use the remaining S106 funds (£10,553) they have to carry these improvement works. The chair has a statement from Accounts confirming the figure which could be used for such works and to obtain further funding.

5.4.2 Parsonage Road Play Area – The site recently improved under the tender process currently is closed to allow for healing of the ground following on from flooding. An area approximately 6m² was identified as a point the water is collecting and not soaking away. The amount of standing water led to this new site being closed. Quotations to install drainage (French drain) is being sought.

5.4.3 Painters Mead and Hubert Close – The flooding is worse on the Painters Mead site, but both do struggle to drain, these two sites are currently awaiting tender review for upgrades. It would be sensible to have the drainage installed before proceeding with those works. Quotations are being sought.

5.5 Recreations Multi Use Games Areas (MUGAs) – Work to the 4 sites is complete and to budget (£117,729+VAT) – all funded via grants obtained by the Head of Leisure & Information Services and the Leisure Services Administrator. These are great assets for the council and a huge improvement to each of the four areas. Lighting is yet to be completed at Studley. There is also an opportunity for grant funding for lighting to be installed at Chapmans Field MUGA, subject to planning.

5.6 RECREATIONAL GREEN SPACES – The town council are land owners to, Chapmans Field (Grove Rec), Studley Green (Lambrok Rec), Woodmarsh, Doric Park, as well as the Town Park and many play areas.

5.6.1 – Tree Planting and Wildflower Meadows (AGENDA ITEM 9) - Officers have identified Studley Green (Lambrok Rec) and Chapmans Field (Grove Rec) as 2 sites for potential Tree Planting and Wild Flower Meadows. Officers recommend to the committee that the council should support the Environmental Groups with using these spaces for such schemes.

RECOMMENDATION That Officers are delegated to consult with councillors and others to confirm locations for tree planting.

5.6.2 Access Licence (AGENDA ITEM 10) – The council has received a request from a resident in the recently converted Court Mills for an access licence to be granted allowing him to install a gate directly leading to the town park. The resident claims there is only one means of escape should there be a fire. The Town Clerk has discussed this with other Town Clerks and there was an overall majority not to provide such access, even with a licence. It should also be pointed out that the recent development would have been through various inspections for building regulations so the reason provided by the resident doesn't stand. The committee are asked to decline this request. It has highlighted the requirement for the council to have a suitable Access Licence agreement for other land owners/businesses. Salisbury City Council have provided a good example with the FM will adapt to use for the owners of St Georges Works and the Market Café.

RECOMMENDATION: That the Council declines the request for rear access into the park from the gardens of Court Mills.

5.6.3 Boundary Complaint (AGENDA ITEM 11) – The council received a complaint from a member of the public regards to a potential 'land grab' on Lambrok Rec. Both the FM and NSO visited the site at different times to investigate and report back to the Town Clerk. The FM was able to visit the homeowners garden to see the new fence from within. The fence has been extended approximately 300mm. One side has met up with the neighbour existing post, and the other protrudes the 300mm. The fence line is around 500mm back from the small ditch that the council understands determines the boundary and is behind the existing hedgerow.

RECOMMENDATION: That **NO FURTHER ACTION** is required with regards to the fence line between Lambrok Recreation Ground and Tower Close, following recent new fencing being installed by residents.

5.7 Fleet Management

5.7.1 Operational – The vans have all gone through their First MOT and received their 3rd year major Service. TTC1-4 (Active) Service and MOT is included in the lease agreement. TTC5 (Neighbourhoods) was not and had failed its MOT and a few things highlighted in the service. This had a combined repairs cost of £321.67+VAT, the invoice will also have the MOT cost of £45 and service cost of £95+VAT. The lease company maintenance package is set at £18.99+VAT per month on start of the contract, which would have included all MOT, Servicing and repairs costs, based on the 36 months so far that would have been an additional £683.64+VAT to date on lease fees, so with the latest Ford bill we have actually saved just over £220 on this vans operational cost.

5.7.2 Future Fleet incl EV – Discussions over the fleet will take place in detail this year due to the lease coming to an end from next March 2022. Firstly, discussions over the Active fleet with the HOS suggests a van swap between departments with Neighbourhoods being offered one of the vans for the remaining term on lease. Serious consideration for Neighbourhoods fleet needs to be looked at in conjunction with the committee's expectation that these services will expand in the next 3-4 years and this will also hinge around the committees new working party for the Grounds Maintenance Contract as it may be more viable for the Council to consider taking some of these services in-house as an alternative to contract? (Item 8.1)

5.4.2 Road sweeper – The sweeper commenced in September 2019 and the current lease contract is for 5 years at £450per week.

6. WILTSHIRE COUNCIL

6.1 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)

6.2 Community Area Transport Group (CATG) (AGENDA ITEM 12) – The 2021/22 budget for CATG projects is £10,000. This could be enhanced if additional CIL is received during the year.

| CATG Match Funding BUDGET | £10,000.00 | |
|--|-------------------|------------------------|
| Silver Street Lane 20mph and crossing points | £833.33 | To approve |
| St Thomas Road 20mph | £833.33 | To approve |
| Broadmead Estate 20mph | £833.34 | To approve |
| Dropped Kerbs Longfield Estate | £1,167.00 | To approve |
| New Town Pedestrian Crossing | £3,000.00 | Provisional allocation |
| The Halve changes | £1,000.00 | Provisional allocation |
| Pedestrian Crossing West Ashton Road, Blackball Bridge | £1,000.00 | Provisional allocation |
| Speed limit Cock Hill | £833.00 | Provisional allocation |
| Innox Road 20mph | £200.00 | Provisional allocation |
| The Croft/Carlton Row verge bollards | £300.00 | Provisional allocation |
| Pedestrian barrier, Blair Road | | |
| Hilperton Road pedestrian refuge island | | |
| Manor Road verge protection | | |
| Broadmead estate dropped kerbs | | |
| Langford Road dropped kerbs | | |
| TOTAL | £10,000 | |
| LEAVING | £0 | |

RECOMMENDATION: To approve the CATG match funding allocations above totalling £3,667 and note the provisional allocations likely later in the year.

Other projects:

- Longfield Gyratory is subject to a grant application from the government including £6million for alterations to the lights and sequencing, footway from the Lamb Car Park to the pedestrian crossing and from the entrance to Longfield House to the pedestrian crossing as well as other pedestrian and cycling improvements in the area. No contribution from the Town Council is expected for this scheme.
- The FHSF will provide for reintroduction of two-way traffic on Hill Street, Upper Broad Street and Conigre, allowing pedestrian priority on Wicker Hill. The Town Council has requested that this also includes the reversal of one-way on Manvers Street to allow complete pedestrian priority on Wicker Hill. Improved access and egress arrangements for Upper Broad Street Car Park will be considered as part of Future High Streets Fund.
- The Town Council has also requested removal of traffic, including buses and taxis from Market Street to allow the full integration of the Town Hall into the revitalised central area and expansion of the areas available for street markets.

6.3 SID – Each month the Speed Indicator is moved to alternative locations in the town as well as being placed in the neighbouring parishes of Hilperton, Staverton, Southwick and North Bradley (all of which pay for the use). Reports for the areas can be made available at request. Hilperton PC has offered to contribute towards a 2nd Unit. The FM will start these discussions with HPC with a view that any contribution is considered along with the charge for our team to relocate this item in Hilperton.

Upcoming Locations:

12/06 – 11/07 Frome Road, Boundary with Southwick (Country Park)

12/07 – 11/08 Staverton,

12/08 – 13/09 Hilperton, Trowbridge Rd

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 Volunteer Gardeners – Neighbourhood Services continue to work alongside the remaining members who continue to maintain the ROC border on a voluntary basis (See 5.2). We have established an account with Hilperton Nursey (their favoured plant supplier) to enable us to support the group with a supply of plants.

7.2 Friends of Biss Country Meadows (FOBM) – The 2020 AGM was unable to take place due to Covid. All volunteer activities at the CP have been suspended until further notice. PPE, work procedures and risk assessments are in place to recommence work asap.

7.3 Friends of Paxcroft Brook Open Space (FPBOS)- benches will be reinstalled once delivery of concrete bulk order has been received. As many would have read and possibly experienced, demand for building supplies has grown during Covid and demand has raised prices!

7.4 Friends of The Down Cemetery – This group are now becoming increasingly more involved with the local community. Work has recommenced in a Covid safe manner (with risk assessments). The Town Council position on potential transfer of the Cemetery is that it is the least attractive asset in any transfer from Wiltshire Council and the Council would need to be convinced that it was beneficial to the town and the residents to do so. A new cemetery may be needed in the medium term.

8. CONTRACTS

8.1 Grounds Maintenance Contract (GMC) (AGENDA ITEM 13) - We have a green space maintenance contract with IdVerde including the seasonal floral displays. Wiltshire Council also has a green space maintenance contract with IdVerde and has confirmed that it is extending its current contract to November 2022 at which time it expects that all such services may have been transferred to the town councils. The NS team have been carrying out additional grass cutting when required and minor maintenance work despite not currently having the proper equipment. We have extended our contract to Spring 2022 and will need to agree an extension to November 2022 (with conditions), in line with Wiltshire Council and will be developing a revised specification in 2021 for re-tender to be confirmed before the 2022 changeover (Budget 2022/23). The GMC has remained static in the main for many years, the opportunity for the council to need to tender for these works following changes to delegated services and Wiltshire's own contract is a great one that can shape Neighbourhood Services for years to come. There needs to be lots of consideration of what the council is to offer, consultation with residents and other stakeholders. The potential to take most of the services in-house if not all services in house has never been more opportune for the town council. The department receives requests by officers, public and councillors daily to carry out work which is under a contract where the 'particulars' are not adequate. For example, our own contract defines certain services by a 'standard' but the standard doesn't have a 'bench mark' acceptable by all parties (Bowls Club for example, or public opinion). There are other 'particulars' of a certain amount of grass cutting 'per season' that is fixed in WC's own contract. Both of these examples could be emulated for other services such as Litter Bins, Gritting etc and will almost certainly be down to the budget available so the town council then gets into a position of trying to work between these 'particulars' to appease requesters but doing so without always having the correct equipment (collecting grass cuttings is one example). Taking all these services in-house, building the NS team would put the 'control and flexibility' firmly in our own hands and not written in contract! However, if a contract is still preference of some, then that contract will need further services added in to meet most of the historical problems encountered by the town council, that will cost more than current, that will in most cases remove the 'flexibility and control' from this council. With this in mind the council has appointed a Working Party of Cllrs Bryant, Cooper and Cave from this Committee. This Working Party will be working closely with those already mentioned and officers of the council to present findings to this committee and possibly Full Council all options and recommendations for these services. This working group also acts as the tender review panel for this committees tendering, starting with reviewing tenders for Painters Mead and Hulbert Close.

RECOMMENDATIONS

- a. That the committee recommends to Council that the existing contract is extended to be in line with Wiltshire Council to November 2022 with a potential exit clause if alternative arrangements are in place before then.**
- b. That the Committee delegates further consideration to the officers and the Working Party to bring recommendations back to the committee in October.**

9. RESPICE PROSPICE

Look Back Look Forward is the Town Council motto.

9.1 Social Media - Neighbourhood Services' Facebook page continues to be a useful way of updating the local community about the Department's activities and as a platform to keep them informed of other relevant material. Councillors are urged to share relevant information from the Neighbourhood Services page on other social media platforms.

9.2 Town Centre Wayfinding Signage – As installed by WC and the Town Council, including monoliths, blue finger posts and black and gold finger posts, are in a poor state of repair and mixed styles, the council would seek to have a new comprehensive scheme implemented as part of the FHSF. A request to sandblast the finger post within the town park, to powder coat in Discover Trowbridge colours has been made. The relocation of the twining town fingers to this post will also take place. The Information Services Team would be keen to lead on the implementation of new Wayfinding Signage including White Hart Yard and St George's Works.

9.3 Sponsorship Signs and Hanging Baskets – The relationship to gain sponsorship falls to Information Service, the NSO supports them by installing the signage on the sites. The following is reported to the Leisure and Information Services Committee.

2021 prices:

- Hanging Baskets £75.00 per basket

Officer discretion to maintain 2020 prices to support our local business as part of the Covid Recovery £50.00 per basket.

- Sponsorship Signs £399.00 per sign per year

Officer discretion to maintain 2020 prices to support our local business as part of the Covid Recovery £300.00 per sign. We would like to thank Unique signs for their ongoing support in kind to produce the signs to support our local business. Out of 36 available signs 35 have been sponsored for 2021 – 2022.

Discount will be applied for Trowbridge Business and members of the Chamber of Commerce.

Discounts registered charities (No VAT charged and a Charity number to be provided)

All prices are exclusive of VAT

Additional discounts can be applied at the Manager's discretion such as long term or multiple bookings.

Hanging Baskets – As reported in item 2.2.1 the intention is to install as many of the ordered baskets around the town where fitting permits. This year the baskets have the self-containment water reservoir, meaning less watering but additional weight to the fitting. This has presented a short term problem meaning that distribution is slight more difficult on certain buildings. It is also worth noting that the basket design does lend to floor positioning as well as hanging (security considered).

Entrance Boxes – As part of our cross departmental working and to ensure our residents are aware of the services we provide to the Town. The entrance boxes have promotional signs shared between the Museum, Civic and Active Trowbridge while cross promoting the discover Trowbridge branding.

10. FINANCE – Q4 Accounts (AGENDA ITEM 14)

Q4 Accounts for Neighbourhood Services (2020/2021) are presented (**APPENDIX A**).

Karl Buckingham – Facilities Manager

With Contributions from:

Carl Ivin-Maddox – Neighbourhoods Officer (CM)

APPENDIX A – Q4 ACCOUNTS

| Neighbourhoods Year End Actuals 2020-21 | | | | 24012 | 26000 |
|---|--|----------------------------|-------------------------|-------------------------------|--|
| 504 | Projects | Year End Actuals 2020/2021 | Annual Budget 2020/2021 | Variance Favourable (Adverse) | Notes |
| EXPENDITURE | | | | | |
| 4506 | CATG Project | £5,858 | £10,000 | £4,142 | Speed Indicator Device, covered by grant from Area Board |
| 4511 | Investment in Assets - Other | £3,958 | £5,000 | £1,042 | |
| Sub- Total Expenditure | | £9,816 | £15,000 | £5,184 | |
| 1001 | Grants | £4,884 | £0 | £4,884 | |
| 1009 | Income Other | £1,820 | £0 | £1,820 | |
| Sub- Total Income | | £6,704 | £0 | £6,704 | |
| Net Actual Costs | | £3,112 | £15,000 | £11,888 | |
| 509 Recreational Facilities | | | | | |
| EXPENDITURE | | | | | |
| 4025 | Insurance | £9,985 | £14,478 | £4,493 | |
| 4035 | Grounds Maintenance | £24,622 | £8,634 | -£15,988 | |
| 4036 | Equipment Purchases and repairs Play Area Capital Improvements | £13,838 | £126,366 | £112,528 | Delays to upgrades due to Covid. |
| 4038 | Premises Maintenance/ Repairs 9k+33k | £19,013 | £15,000 | -£4,013 | Savings during Covid. |
| 4911 | TFR to Earmarked Reserve | £29,168 | £0 | -£29,168 | |
| 4912 | TRF from Earmarked reserve | -£12,273 | -£35,000 | -£22,727 | Would have been used to cover equipment purchases |
| Sub- Total Expenditure | | £84,353 | £129,478 | £45,125 | |
| INCOME | | | | | |
| 1001 | Grants Income Residents | -£7,125 | £70,000 | -£77,125 | To cover upgrades |
| 1108 | S106 Grants | £0 | £3,474 | -£3,474 | To cover upgrades |
| Sub- Total Income | | -£7,125 | £73,474 | -£80,599 | |
| Net Actual Costs | | £91,478 | £56,004 | -£35,474 | |
| 518 Neighbourhood Services General | | | | | |
| EXPENDITURE | | | | | |
| 4001 | Staff Salaries | £50,291 | £61,719 | £11,428 | |
| 4002 | Staff Nat Insurance | £3,866 | £4,944 | £1,078 | |
| 4003 | Staff Pensions | £10,429 | £12,776 | £2,347 | |
| 4007 | Staff clothing | £762 | £450 | -£312 | |
| 4008 | Staff Training | £70 | £1,560 | £1,490 | |
| 4009 | Travel Expenses | £0 | £100 | £100 | |
| 4035 | Grounds Maintenance | £41,500 | £41,500 | £0 | Savings during Covid |
| 4036 | Equipment Purchases | £2,952 | £1,000 | -£1,952 | Purchasing equipment to enable more works to be carried out in house |
| 4180 | Street Cleaning machine allied costs | £17,251 | £13,500 | -£3,751 | Obtaining an explanation from Karl Buckingham |
| Sub- Total Expenditure | | £127,121 | £137,549 | £10,428 | |
| INCOME | | | | | |
| 1002 | Donations | £60 | £0 | £60 | |
| 1009 | Other Income | -£502 | £2,400 | -£2,902 | Adverse because of impact of Covid 19 |
| 1123 | Street cleaning income | £0 | £5,000 | -£5,000 | Adverse because of impact of Covid 19 |
| Sub- Total Income | | -£442 | £7,400 | -£7,842 | |
| Net Actual Costs | | £127,563 | £130,149 | £2,586 | |
| 521 Closed Churchyards x3 | | | | | |
| EXPENDITURE | | | | | |
| 4035 | Ground Maintenance | £7,265 | £7,500 | £235 | Savings during Covid |
| Sub- Total Expenditure | | £7,265 | £7,500 | £235 | |

| 524 | Park | Year End Actuals 2020/2021 | Annual Budget 2020/2021 | Variance Favourable (Adverse) | Notes |
|---|------------------------|----------------------------------|-------------------------------|-------------------------------------|--|
| EXPENDITURE | | | | | |
| 4012 | Water | £3 | £0 | -£3 | |
| 4025 | Insurance | £848 | £660 | -£188 | Recent claims |
| 4035 | Grounds Maintenance | £40,096 | £38,080 | -£2,016 | Savings during Covid |
| 4038 | Premises Repairs | -£1,864 | £0 | £1,864 | Correlates to expenditure on locks to secure play area |
| 4901 | TFR to CFR Asset Purch | £2,370 | | -£2,370 | |
| Sub- Total Expenditure | | £41,453 | £38,740 | -£2,713 | |
| 525 Allotments | | | | | |
| 525 | Allotments | Year End Actuals 2020/2021 | Annual Budget 2020/2021 | Variance Favourable (Adverse) | Notes |
| EXPENDITURE | | | | | |
| 4012 | Water | £848 | £500 | -£348 | |
| 4025 | Insurance | £201 | £221 | £20 | |
| 4038 | Premises Repairs | £0 | £100 | £100 | |
| 4544 | Computers | £0 | £170 | £170 | |
| Sub- Total Expenditure | | £1,049 | £991 | -£58 | |
| INCOME | | | | | |
| 1000 | Rent (garages) | £2,479 | £4,400 | -£1,921 | |
| 1009 | Allotments Income | £2,653 | £2,610 | £43 | |
| Sub- Total Income | | £5,132 | £7,010 | -£1,878 | |
| Net Actual Costs | | -£4,083 | -£6,019 | -£1,936 | |
| SUMMARY FIGURES | | | | | |
| Neighbourhoods Year End (April '20 - Mar '21) | | Actual | Budget | Variance | |
| Gross Expenditure | | £271,057 | £329,258 | £58,201 | |
| Income | | £4,269 | £87,884 | -£83,615 | |
| Net | | £266,788 | £241,374 | -£25,414 | |

