

CSNPC Contract report

February 2025

Street Scene

Normally I would start the report with an update on grounds but due to the issues with litter I thought best to start on street scene.

As mentioned in previous reports the Ops Manager and I have been carrying random site inspections across the contract, where we go is decided by Andrew to avoid the 'marking my own homework' issue. From these visits its apparent we have issues with litter in most areas.

On Wednesday the 12th of March we visited the Penhill estate and was greeted by large volumes of litter, we walked various places including the footpath up along Cricklade road (inc open space), Penhill Drive and side roads, some of this could be attributed to recycling but most was just dropped items. The mobile litter teams visit each ward area on a cycle with the sparkle team following up on their schedule, despite this we are struggling to keep up. We are currently one member down on the team due to sickness (this is now being escalated) and this absence is not helping the situation, to help mitigate this I use my commercial teams to help out when they have spare time (at the time of writing this report I have one guy out litter picking ahead of the grass team) but as the season progresses their spare time is far and few between.

During the Penhill walkaround it was agreed that we would suspend grass cutting the following day and have all staff litter picking, we sent 7 staff members up to carry this out. Towards the end of the day the Ops Manager and I revisited to assess the works completed. While not perfect the improvement was noticeable (in excess of 60 bags picked), we then returned on the 20th (a week later) and it was like we hadn't been there! The frustrating thing is that not only did we litter pick on the 13th we also picked while grass cutting. On the 25th of March I had to go to Tockenham Way as there was a report of litter on the verges, while on route I passed a resident who was emptying out his car, he had a bag of rubbish which he tipped out on to the verge and left! This was a grown adult.

The other ward areas presented similar issues but not the extent of Penhill, we have the ongoing issues with side waste coming from the HMO's within Gorsehill (x2 daily visits in some cases) Rodbourne was in reasonable condition with a few items noticed, as mentioned in previous report the sparkle team spend time in both these areas weekly to keep on top of things. We have now started grass cutting so this will mean additional picks each time the grass team go through the areas, so hopefully we will see further improvements.

We are in the process of pricing up potential enhancements for the contract, I note that a barrow person for Rodbourne and Gorsehill has been included as part of this exercise, while I appreciate there is a need / desire to have this resource in place it would be my opinion that Penhill would / should be included.

During this period the litter teams have taken 7,260kg of waste to the tip

Example photos below (fly tipping along Stockton Way) demonstrate the sort of issues we are encountering; the 1st photo was sent to the Ops Manager on the 05th of March, this was forwarded to SBC the same day for clearance



Move forward to the 25th of March and the waste is still there in fact it had grown considerably; it really is frustrating and demoralising especially for the guys who have to clear up!



Grounds Maintenance

Now for some positive news!

Grass cutting commenced on the 11th of March as planned and to date we have only had one issue. As expected the 1st cut will take slightly longer due to new team members and that we are still on winter hours (summer hours begin on the 31st) We have managed to get on all verges and most of the open spaces, we tried Mannington today (26th) and as expected was slightly to wet to risk, so will try again through week commencing 31st of March.

I was concerned with the early start but it seems to have paid off, we are ahead of the other parishes in this regard and the weather has been very kind to us. At the time of writing this report the team are working through Pinehurst (will give a live update when delivering the report) During the team briefing carried prior to the start I stressed to the team that while we always want quantity this shouldn't come at the detriment to quality, this is on the back of the issues we encountered during the start of grass cutting in 2024.

We are x1 team member down on the grass at present (26th), we have carried out interviews and have offered jobs but unfortunately on two occasions the new starters have not turned in on day one, they have called to explain their reasons for not showing and previously I would have given the benefit of doubt but this year I'm more hard nosed about this, if they cant turn up on the 1st day it doesn't bode well for the future. I had a chap in yesterday and he is due to start on the 31st will update in meeting on this.

As mentioned above we have only had the one issue to date, below is a photo of an area in which our large mower got himself stuck, we managed to pull him out and have returned to make good the damage, this was along the tree line in Seven Fields.



Upcoming works

Through April we will be commencing the 1st application of weed spraying along footpaths and hard standings, the date is not confirmed as yet, prior to us starting the Ops Manager and I will check random areas and then revisit a few weeks after the works have been completed to assess quality of finish. We are also due to start the 1st round of road sweeping, the plan is to commence after the weed spraying has been completed, so most likely the back end of April and running in to May.

