

CSNPC Contract report

November 2025

Street Scene

The street scene team have been working hard through the month servicing the bins and carrying out litter picking across the contract area with no reports of over full or missed bins, except for Gorsehill High Street on Monday mornings. We have been 2 down on the team this month due to 1 vacant position and 1 colleague currently off sick. To reduce the impact, we have been using one of my commercial team to cover off shortfall and we have also used some of the grounds team to carry out leaf sweeping (this would normally be a street scene operation). We have carried out interviews for the vacant position but as yet haven't been able to find a suitable candidate, this is ongoing with further interviews booked in.

We commenced the mechanical leaf sweep program on the 17th of November which has gone well, we had to hold off sweeping along bus routes through the 1st week due to SBC's gritting operation but was able to pick these roads up through the 2nd week (ongoing as I'm writing this report) To complete the job we have placed x2 operatives with the sweeper blowing leaves from the pavements and verges on to the roads ready for the sweeper to collect, this has worked really well as the photos below show. To date we have completed the following,

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|------------------|-----------------------------|
| • Beech Avenue | • Limes Avenue (both sides) |
| • Tovey Road | • Portal Road |
| • Pinehurst Road | • Inglesham Road |
| • Leigh Road | • Downton (by hand) |
| • Edinburgh St | • Buller St |
| • Chaple St | • Jefferies Avenue |

We still have a few more days with the sweeper so will be targeting Penhill Drive, Ramsbury Avenue, Montagu St and Paddington Drive.

The weights taken into the tip this month are as follows, general waste 5792kg, green waste 1040kg, sweeper waste (leaves) 16,980kg

Total weights for year to date are as follows, General Waste 143,052kg, Green Waste 38,620kg

Grounds Maintenance

We have a good and productive month on grounds, cut 9 has been completed with one major incident to report (more on this later) We are still out cutting the recreation grounds and large open spaces with the bat wing and will continue for as long as the ground allows.

As mentioned above I have used 2 members of the grounds team to carry out the leaf sweeping works, the remaining members have been mixing between grass cutting and shrub/hedge works. They have carried out works along the GWF, pedestrian areas Morris and Percy St, hedge cutting along Manton St and Penhill Gardens

As mentioned above we had what could have been a very serious incident while out cutting along Northern Road on the 14th of November. As the mower was going around the roundabout (Churchward Ave Junction) a car pulled out of the junction and drove in to the side of the machine (went over the cutting deck) fortunately the operative was unhurt, very shaken up though as you would expect. On initial inspection of the machine, we couldn't see any noticeable damage, but once it was returned to the yard and cleaned off it became apparent that the impact caused a very large split along the joint where the lifting arm is fixed to the cutting deck, this machine is now off the road for a very costly repair! The driver of the car did not stop, our operative made note of the registration and description which has been passed on to the Police and they are now investigating the incident.

Example Photos of works completed through November

Manton Street Hedge (picked up on ward walk with Ops Manager)



Great Western Flyer (tidy up)



St Austell Way (hedge cutting, raised by resident)



Bright St (overhanging tree limbs, picked up on ward walk with Ops Manager)



Edinburgh/Buller St leaf clearance works





Overview of the year to date

The Operation Manager has requested an overview of the contract year to date covering off a few key points.

Health and Safety

As a company H&S is always high on the agenda and when we carry out team briefs it is always the 1st topic of discussion built around our 'work safe home safe' ethos. To date we have held 3 company wide stand downs where we carry out briefs and workshops around key areas, and numerous 'Tool Box Talks' these have proven to be useful in regards to helping the guys understand the importance of safety, as part of this we have now increased our safety reps from 1 to 3 (one for each service we run, streets, grounds and commercial) As mentioned in previous reports we now use Eco Online to report H&S issues, this is an app which can be used by the teams when out on site to report incidents and near misses, to date we have only received 53 (28 more than 2024) near miss reports for the year, in most cases this are site and environment reports (smashed glass has been popular) We actively promote the guys to report but this proves to be difficult at the best of times. To date we have had 4 incident which have involved property damage, 3 for smashed windows (two cars and one front door Morris St all of which we informed Parish officers and sorted the repairs) the 4th incident was for our ride on mower as detailed above.

Only 1 incident has been reported which involved an injury to a member of my team, the individual was busy getting his van unloaded at the end of the shift and tripped over the kerb and banged his head, he was wearing his bump cap so wasn't seriously hurt.

Between my Supervisor and I we have carried out 90 onsite safety inspections this year, we will continue to carry inspections on the teams going forward as this in itself can help reduce accidents and help spot issues.

In August the company carried out a health screening check up with all operation staff, this was completed across the business. What was quite alarming was the number of colleagues across the business with undiagnosed high blood pressure, we have a few cases of this in my depot. Advice and help has been given to affected employees through our Patient Advocate portal.

Staffing

This year has not been without its issues with staffing, in the main down to long term sick. We had one member of the street scene team off from November 2024 to August 2025 and we now have another colleague off and has been for just over a month. As per company policy I have engaged with Occupational Health to help in getting the guys back to work. We have had one of the best years to date with seasonal staff, the individuals we employed stayed with us throughout the summer season. In March of this year we had one of our full-time grounds positions become vacant, we took on as additional seasonal to cover this post and towards the end of the cutting season (September) we carried out interviews with the temporary staff to back fill on a full-time basis. So, in short, levels on grounds have been static through the season (6) but we have struggled at times on Street Scene (5 down to 3 at present)

In October we had to let go of one of our team due to disciplinary issues, this was unavoidable due to the nature of the issue the Ops Manager was kept in the loop through this process. As mentioned above we are looking to back fill this post as soon as possible and have carried out interviews and will continue until we find a suitable candidate.

Grass Cutting and other works

The grass cutting has gone well this season; the prolonged dry weather certainly played its part. To date we have completed 9 full cuts and would have continued for a period more had the incident with the hit and run not occurred. At the beginning of the season we experienced a few machinery issues, most notably with the Bat Wing mower, the crank seal failed which took the machine off the road for a few weeks, so we had to bring the Wiltshire tractor on to contract to cover off the Recs and large open spaces. Last year we had issues with Mannington Rec and the Venny, these areas have not been an issue for us this year, we even received a compliment on the Venny! There have been little to no issues with the sports pitches to date (other than issues due to drought conditions)

The season has been kind to us as grass growth stalled in June and didn't really pick up again, it became apparent that having a full compliment out cutting was a waste of resource. I proposed to the Ops Manager that we could use the back-up team to carry out ad-hoc works across the contract but should grass growth start to get out of hand I would bring them back on to the round. We only had to do this on a few occasions to sort areas which were desperate for strimming. While these guys were off the round the completed loads of shrub and hedge work including an early start on flail works which has certainly helped, they also knocked back the overgrowth along the GWF (completed again this month). All the tasks completed by these guys were detailed in previous monthly reports.

The crowning achievement for us this year and something that I'm very proud to have been a part of was gaining the Green Flag Award for Penhill Gardens and retaining for St Marks, a lot of hard work went into this and was a joint effort between Idverde and Parish Staff.

As mentioned above we reduced the head count out on the main grass round this season due to the dry weather, and by doing this we were able to sort ad hoc jobs earlier than previous years. This is something I would like to explore through the next grass cutting season. This would depend on the season though as my plan (if possible) would be to strim out on every other cut from June onwards. By this time the grass growth should be manageable, and we would have 4 cuts completed. Please note this is just an idea and would completely depend on how the season progresses.