

## SERVICE DELIVERY MANAGER (SDM) REPORT

### for the Services Committee 10.02.2021

**Recruitment** - 2 x SDGA's with Horticultural knowledge are being recruited. Interviews to be held during week commencing the 1<sup>st</sup> February 2021. The aim is to have the new recruits inducted and familiar with STC sites and procedures before the end of March 2021

**Vehicles** - A new vehicle was added to the STC fleet in December. This is a high top panel van. We are intending to purchase another vehicle shortly, which will hopefully be a tipper vehicle.

**Grounds Contract** – SDM has identified required resources for when the current outsourced Contract terminates at the end of March 2021. Prices for the equipment have been obtained and orders will be placed shortly so that everything is in place for the 1<sup>st</sup> April 2021. Equipment includes a commercial grade ride on mower, hand held power equipment (strimmers, hedge cutter etc.), garden hand tools and sundries. Once all the equipment arrives we shall need to be creative with our storage solutions because of our limited storage space.

**Grounds Contract** – SDM has been meeting with the contractor and undertaking site inspections every 6 to 8 weeks since the Autumn to ensure that all STC sites are in a reasonable condition before the contract termination of March 31<sup>st</sup> 2021. The next meeting is scheduled for 11<sup>th</sup> February 2021

**Guild Hall Kitchen** –the refit by the contractor was completed in Late November. The Service Delivery team have redecorated the walls and ceiling during week commencing 25<sup>th</sup> January 2021 to complete the refit.

**Pontoon** – The Annual Survey completed on 21<sup>st</sup> January 2021. Report detailing required maintenance works received 1<sup>st</sup> February 2021. Quotations requested for the identified repair works are yet to be received. SDGA's will be undertaking some of the required repairs, however there is likely to be a need to appoint a contractor to complete some of the required works.

**Pontoon** – Since the previous Services Committee Meeting in December we have continued to experience access gate problems. On a number of occasions, the gate locking mechanism has failed. On one occasion it was a simple fuse replacement, however, on others the conduit has been damaged on the inside of the gate and some buttons on the outside keypad have stopped working, both of which may have been intentional damage. The latest damage has been that the data cables and the electrical cables that are underneath the gantry have been cut, which is definitely intentional damage. A berth holder has also reported that his boat has had some cables cut on it at approximately the same time as the gate cables were severed whilst it was moored at the pontoon.

We have received a quotation from one supplier to repair / replace the cut cables on the gate access system, and to run all the cables through conduit to prevent further damage. This quotation does not include any ground works that may be required, or to relocate/protect the other data cables that are currently above ground as they run from the cabin towards the pontoon. It is to be noted that there may be a need to run conduit under the footpath adjacent to the access gate to complete this work, which may require excavating the footpath. The quoted cost is just under £1,000.00 for this. We are currently awaiting an alternative quotation from another supplier for this work.

There continues to be abuse of the use of the pontoon by a number of boat owners. A small number of which are persistently mooring their boats / yachts / tenders at the pontoon, sometimes for days at a time. SDM or ASDM have spoken to these boat owners explaining that this is unacceptable. Subsequently the Service Delivery Dept. has commenced issuing warning notices, placing the notices on to these boats instructing them to move after they have been moored for longer than the 2 hours free mooring. A log is being maintained for all warning notices issued. We have had limited success with some of the boat owners, but there remains some who are still abusing the use.

**Churchtown Cemetery** – project to install 2 benches, a tree and a shrub border in Churchtown Cemetery has been planned, and will be undertaken when the ground conditions are more favorable. We are also planning to install a hard standing area for the events trailer to be stored on adjacent to the allotment entrance.

**Grenfell Avenue Roadside Allotments** – Project to replace the fence and to repair the gate has been completed

**Fairmead Road Allotments** – it is noted that the fence to the North of the access gate requires replacing.

**Grassmere Way** – the service Delivery Dept. is replacing some knee rail fencing on Grassmere Way. The existing fencing is rotten and some sections were broken.

**Staff Welfare Facilities** – a replacement Pontoon Cabin has been ordered and is due for delivery mid-May. The new unit is a welfare unit with a mess room area, a drying room and toilet facilities, along with a small office for the Pontoon Paxton system and any admin task that are to be undertaken. There is a need to purchase some lockers for the Welfare Unit so that the SDGA's can keep their belongings separate and safe.

**Public Toilets** – a Radar System at Belle Vue Disabled Toilet has been ordered and is due to be installed shortly. New hand dryers have been installed in at Belle Vue, one in the Disabled toilet and one in the mixed toilet.

**Union Pub** – flood lights replacement was completed. The landlord of the Union Pub has on occasion isolated the power supply at the fuse box in the pub cellar as he claims the lights are causing the electrics in the building to consistently trip off. This also meant that the Christmas Tree at the waterside was unlit for much of the festive period.

**Station** – removal of ivy on the wall (roadside) is still to be undertaken. The Application for the road closure agreed at the previous Services Committee meeting has not been submitted due to the logistical problem of operating a Mobile Elevated Work Platform on the steep gradient of Albert Road. SDM & ASDM are looking into solutions.

**Station** – Service Delivery Dept. will be painting the external wall of the station extension once weather conditions permit

**Fore Street Benches** – good progress has been made refurbishing the benches in Fore Street. In total 7 have been completed and 1 remain to be renovated which is outside Superdrug. This bench appears to have had the timber slats replaced with hard wood at some time. The benches by the RAB statue / Brunel Bust and the benches by the Slot Machine premises are a different style and have not been refurbished.

**Grit Bins** – 3 requests from residents have been received by the Service Delivery Department for grit bins to be installed. These are 1). Junction at Longlands Lane / Meadowsweet 2) junction at Ashton Way / Rogers Drive and 3). Junction at Deer Park / Hillside Road.

#### **SDM requests Committee approval for the acquisition of 3 grit bins for these locations**

**Pillmere Grounds Maintenance** – lots of work has been undertaken before and after Christmas to bring the grounds maintenance of all the pathways up to date. It seems a possibility that the maintenance of many of these paths had been neglected for a number of years and had resulted in them becoming overgrown with bushes / trees from the side and also ivy and debris on the ground.

**Grounds Maintenance Sites** have had reduced visits over the winter period, being maintained as required for the time of year.

**Cemetery Maintenance** (Churchtown and St Stephens) – SDGA's have spent some time at the Cemetery to bring grounds maintenance areas up to date – borders, shrubs and hedges etc.

**Covid-19 Town Centre and Water Front** – toilet cleaning round continues at a frequency of 3 per day. Covid-19 Protocols continue. All the benches, bins and other touch points are being spray sanitised 3 times per day.

**Covid-19 Play Areas** – from the commencement of Lockdown 2, the play equipment, benches, bins, gates and other touch points in the 3 play areas (Grassmere Way, Honeysuckle Way and Ashton Way) have been spray sanitised once per day.

**Uniforms** – Vice Chair of Services & Chair of Personnel have recommended that the SDGA uniform is changed to a Hi-Vis uniform, like that of Cornwall Council.

**PROPOSAL**

**Memorial Peace Garden** - SEA have submitted a request for STC support to take over the maintenance of the 'wildflower' bed located in the Memorial Peace Garden.

**End of Report**  
**Service Delivery Manager**