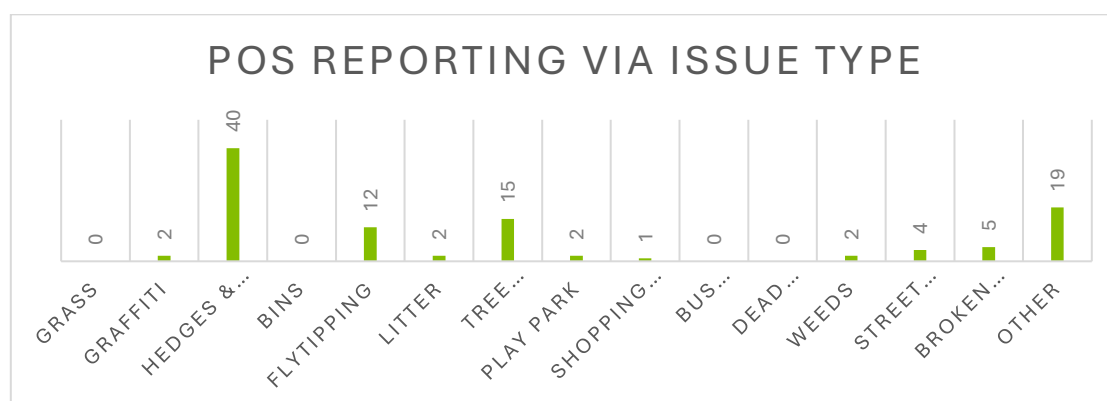
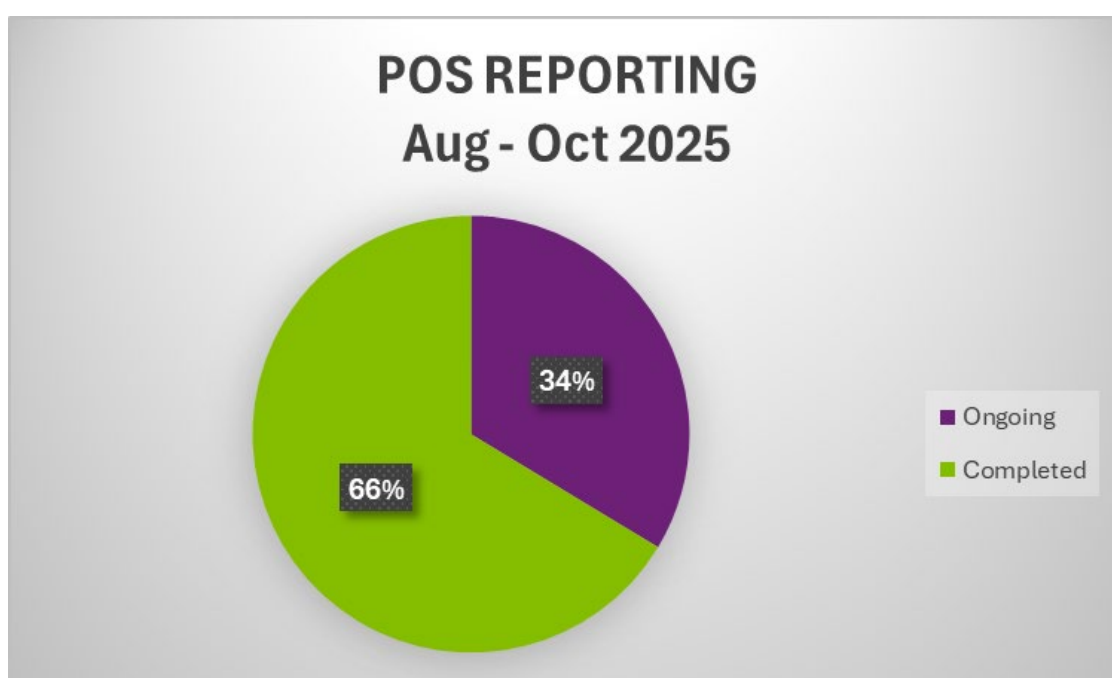


Meeting	Parks & Open Spaces Committee
Date	4 th Nov 2025
Report Title	POS Reporting
Agenda Reference	10B
Author	Mel Bourton, Receptionist/Administrative Assistance

Between 27th August 2025 and 21st October 2025, a total of **104** job requests were logged on the POS reporting system.



Examples of items classified under 'Other':

- Structural damage to footpaths and walkways
- Leisure Garden maintenance

- Trees identified as potential safety hazards due to risk of falling

Comparison from July – August 2025 and August – October 2025 statistics

The period from August - October 2025 showed a significant decrease in overall issues reported compared to July - August 2025, with total reports declining from 194 to 104 cases (a 46.4% reduction).

Most Significant Changes:

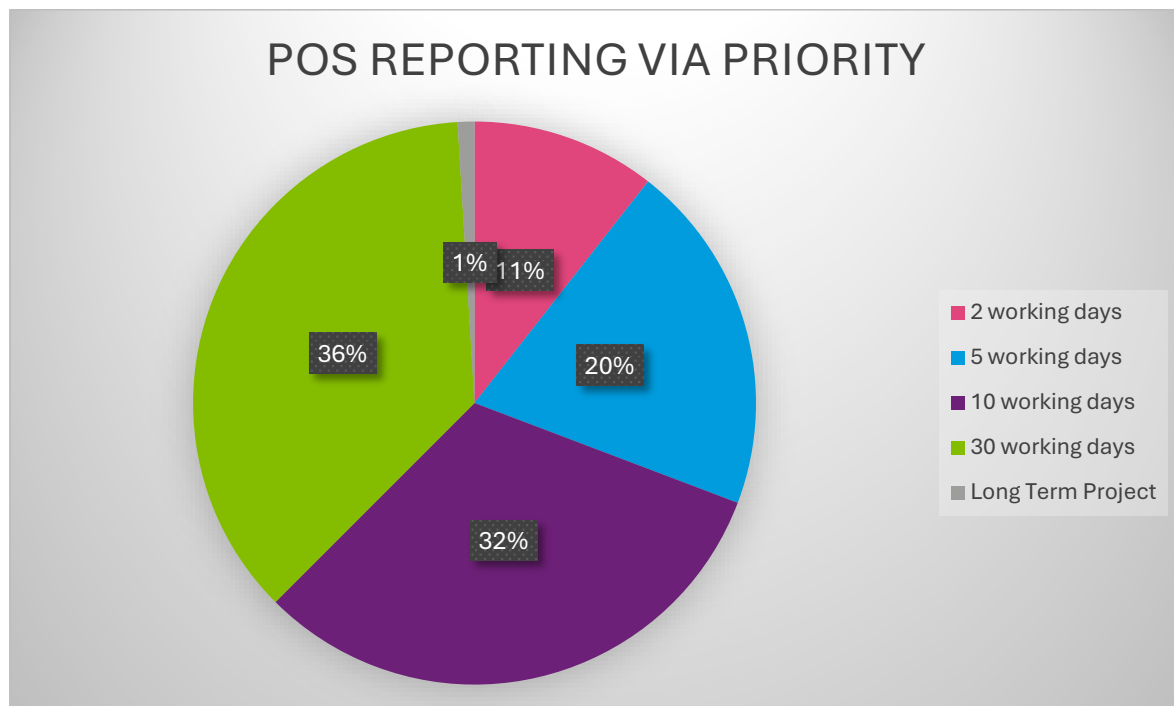
- **Hedges & Shrubs:** Decreased dramatically from 100 reports to 40 reports (-60%), though it remains the highest reported issue category in both periods.
- **Tree (under 3.6M):** Reduced from 26 reports to 15 reports (-42.3%).
- **Fly-tipping:** Decreased from 17 reports to 12 reports (-29.4%), remaining a consistently reported concern.

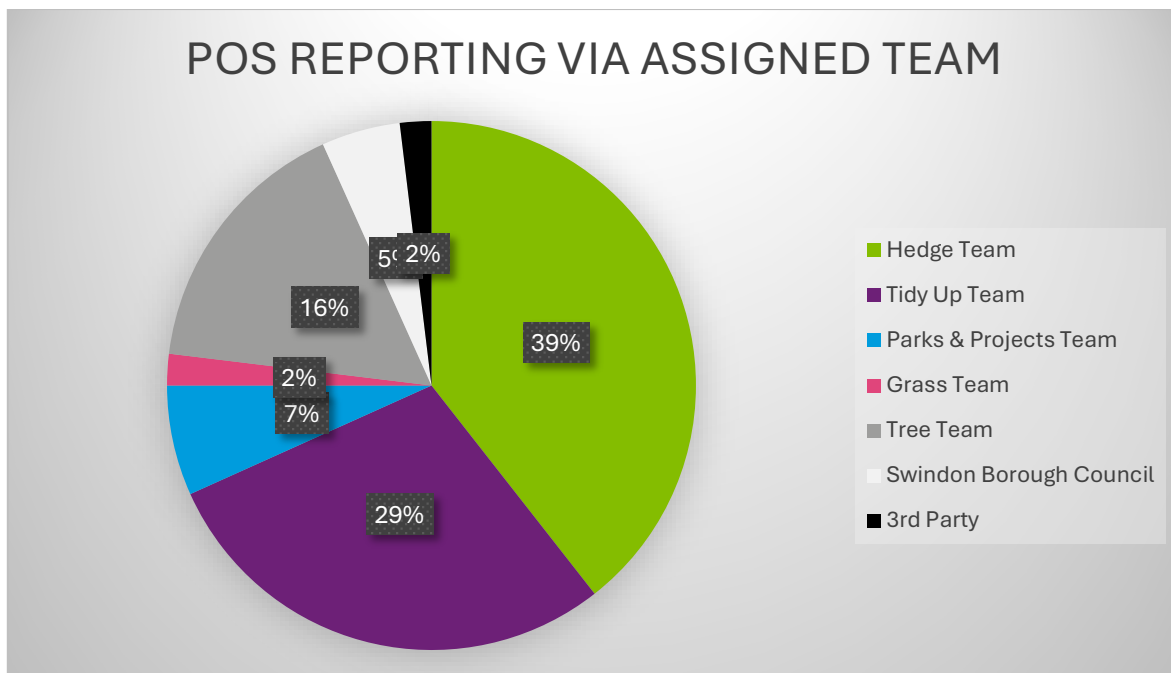
Categories Showing Stability:

- Litter remained relatively stable (4 reports vs 2 reports).
- Grass cutting requests remained low (5 reports vs 0 reports).
- Graffiti remained minimal (3 reports vs 2 reports).

Improvements to Reactive Maintenance Coordination

A coordination system has been established between the POS Operations & Facility Manager and administration staff to communicate the availability of the Parks & Open Spaces Team for reactive maintenance works. This system facilitates the tracking and processing of resident requests, enabling more efficient workflow management and prioritisation of tasks.





Tractor Works & Autumn-Winter Works

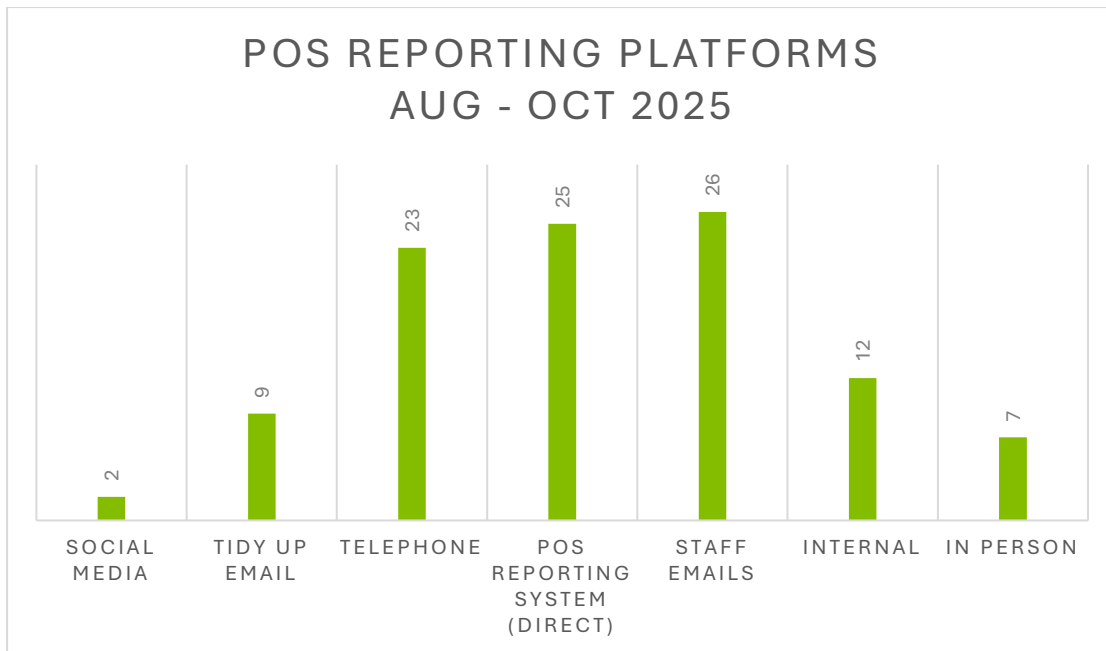
A management system is currently being implemented to streamline the processing of tractor and seasonal maintenance works. Following initial site assessments to determine whether works are seasonal in nature or require tractor usage, POS reports are categorised accordingly. Administration staff have organised these works by geographical area to align with the established tractor works and Autumn-Winter maintenance schedule.

To enhance tracking efficiency, Cllr Vinay Manro has introduced an additional 'Area' category (for e.g. Taw Hill) within the POS reporting system. This enables more effective search functionality and ensures that all reactive works (resident requests) are captured and addressed during scheduled maintenance periods.

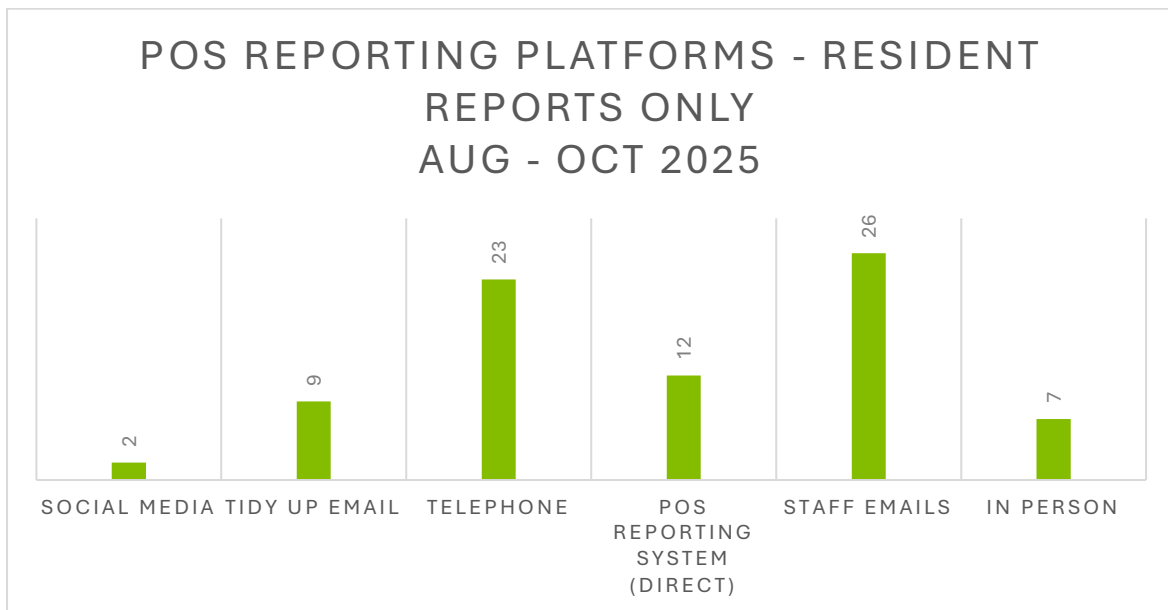
POS Reporting Platforms

Following the full implementation of the new POS reporting system and the introduction of residents submitting requests directly, an analysis has been conducted to identify the most frequently utilised reporting methods.

Below are the statistics for all issues reported through our POS reporting platforms.



The statistics below are reports submitted solely by residents using our various POS reporting platforms.



POS Reporting Platforms - Distribution of Resident Reports (August - October 2025)

During the period from August - October 2025, a total of 91 resident reports were received across all POS reporting platforms.

Staff emails emerged as the most utilised reporting method, accounting for 28.6% of all submissions with 26 reports. This was closely followed by telephone reports, which represented 25.3% of the total with 23 reports received.

The POS Reporting System (Direct), which is the platform we actively promote to residents, accounted for 13.2% of all reports with 12 submissions during this period. While this

represents a notable portion of our reporting activity, there remains significant opportunity to increase adoption of this platform, as 86.8% of reports are still being submitted through alternative channels.

Encouraging greater use of directly reporting issues to our POS reporting system would streamline operations and improve our ability to track and respond to resident concerns efficiently.

Further Improvements to the POS Reporting System

The POS Reporting System is being enhanced to improve the user experience through the implementation of improved resident notification features.

Currently under development is a comprehensive communication system that will provide residents with regular updates throughout the entire progression of their submitted requests.

From the moment a request is submitted, residents will receive automated notifications at key stages of the process, keeping them informed of progress and any relevant developments. This enhancement will ensure complete transparency and visibility as their requests move through assessment, scheduling, and execution phases, culminating in a final notification upon completion of the works.

By providing this consistent communication flow, the system aims to build better communication with residents, improve resident satisfaction, and encourage increased adoption of the platform as the preferred method for submitting maintenance requests.