

Parks and Open Spaces (POS) Reporting

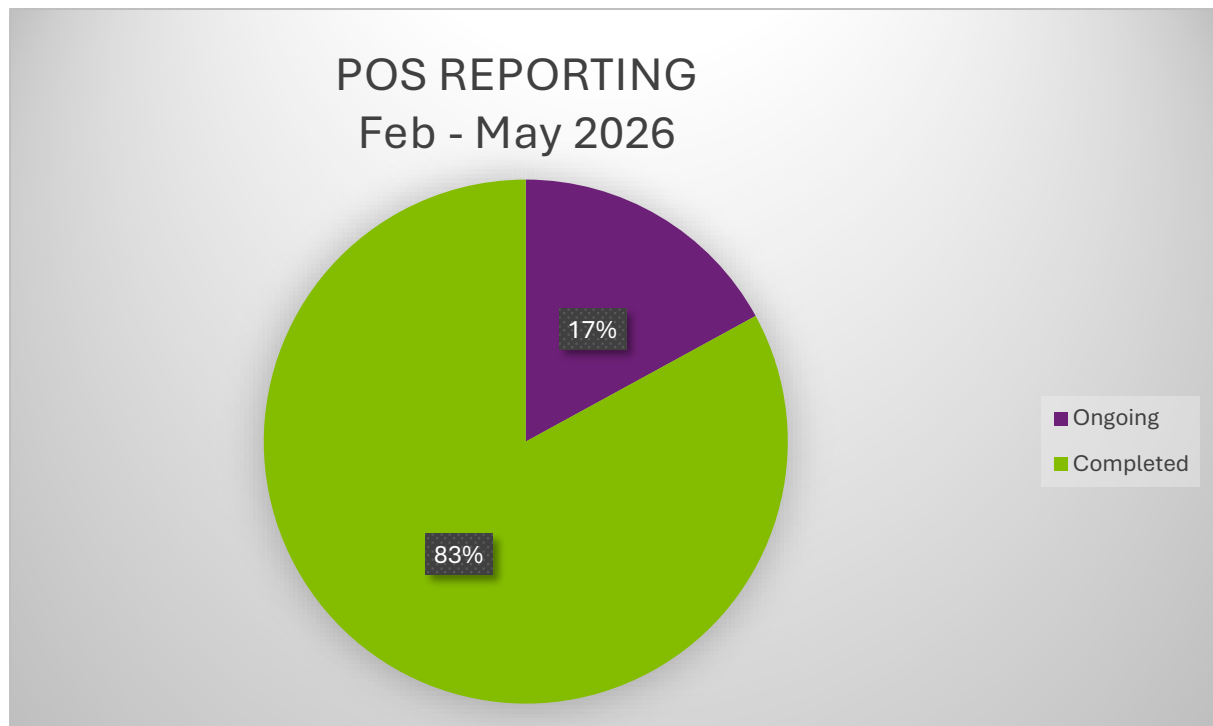
Between 20th February and 22nd May 2026, a total of **224** job requests were logged on the POS reporting system.

The chart below demonstrates the percentage of ongoing/completed requests that have been raised by residents, staff, and Councillors.

This represents an increase of **88.2%** compared with the previous period (December 2025–February 2026), which recorded **119** job requests in total.

Of the 224 requests logged in the February–May 2026 period, **185** have been completed (82.6%) and **38** are ongoing (17%), compared with 88 completed (73.9%) and 31 ongoing (26.1%) in the December 2025–February 2026 period.

The improvement in the completion rate is a positive indicator of operational efficiency across the team.



Period Comparison: December 2025–February 2026 vs February–May 2026.

A comparison of POS reporting requests received over the two periods reveals a substantial rise in the volume of issues raised. Overall, the total number of requests increased from **119** in the December 2025–February 2026 period to **224** in the February–May 2026 period, representing an increase of **88.2%**. It should also be noted that the Dec 2025 – Feb 2026 period spans 63 days, whereas the Feb – May 2026 period spans 92 days, however, the significant uplift is largely attributable to the onset of the growing season in Spring, which typically generates a marked increase in vegetation-related requests.

Hedges & Shrubs remained the predominant issue type across both periods, with volumes increasing considerably from 40 requests (33.6% of total) in December 2025–February 2026 to 62 requests (27.7% of total) in February–May 2026, representing a 55% increase. Whilst this category continues to account for the largest single share of all reported issues, its proportional share decreased slightly as other categories also grew significantly over the period.

Tree (under 3.6m) saw a very significant increase, rising from 6 requests (5% of total) to 23 requests (10.3% of total), representing a 283.3% increase. This growth is consistent with the acceleration of tree and vegetation growth as the Spring season takes hold.

Grass reports increased dramatically from 1 request (0.8% of total) in December 2025–February 2026 to 19 requests (8.5% of total) in February–May 2026, a 1,800% increase in volume. This steep rise is entirely expected given the commencement of the grass cutting season in Spring, and reflects the significant upturn in operational activity across the Parish.

Play Park reports increased from 6 to 17, a 183.3% rise. A new jet wash has been procured during this period, enabling the team to carry out a thorough clean of play park equipment across the Parish. This is a positive development and demonstrates the team's commitment to maintaining play facilities to a high standard for residents.

Broken Glass reports increased from 1 to 10, a 900% rise. While numbers remain modest, this is a notable increase and one that will be monitored given the safety implications.

Litter reports increased from 7 to 11, a 57.1% rise. This upward trend continues from the previous period and may reflect increased public use of open spaces as the weather improves.

Fly Tipping remained broadly stable, with a modest increase from 15 reports (12.6% of total) to 17 reports (7.6% of total). Whilst the absolute number remained similar, its proportional share of total reports decreased significantly as other categories grew, which is a positive signal.

Graffiti reports remained relatively stable, increasing slightly from 7 to 9 reports. Graffiti continues to represent a small but consistent proportion of total reporting.

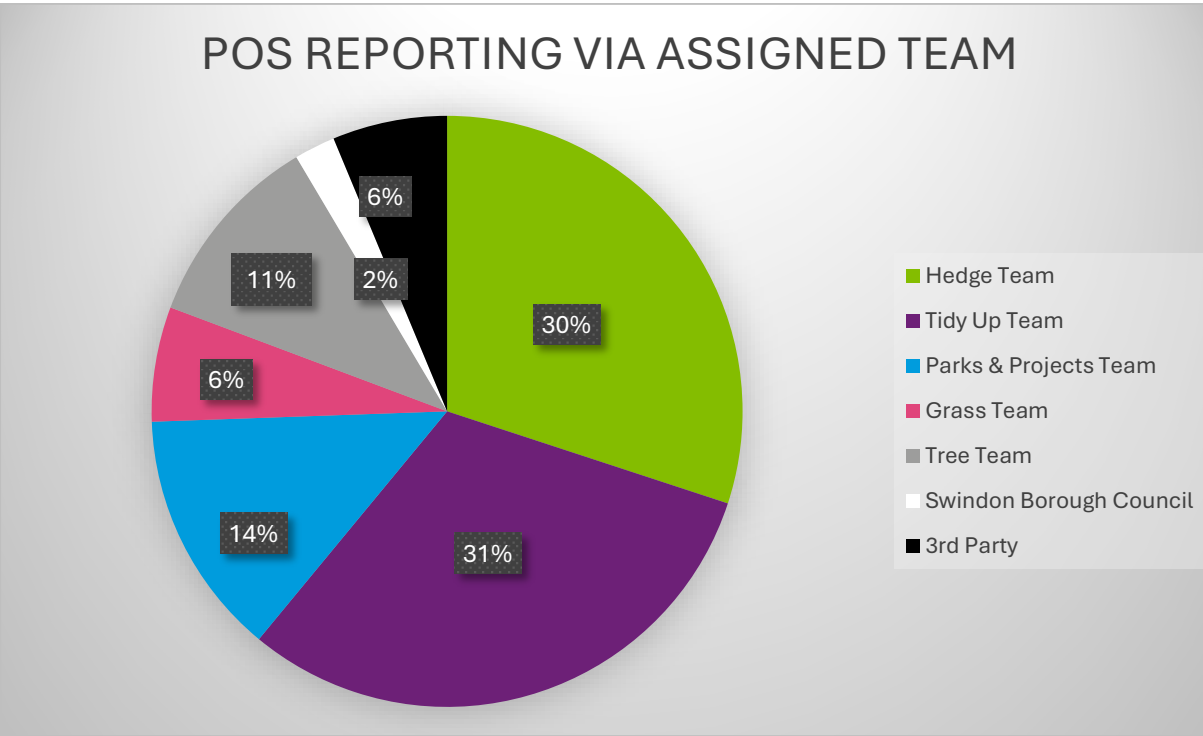
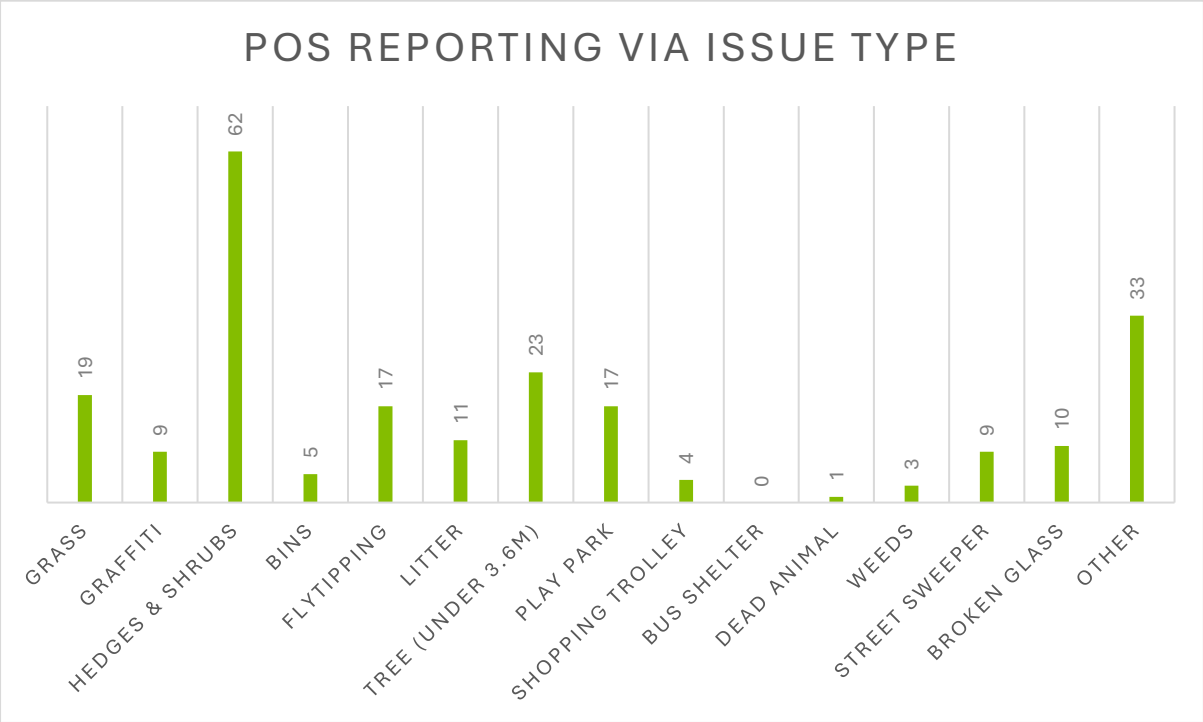
Street Sweeper requests increased from 6 to 9 reports. This modest rise is consistent with increased outdoor activity and footfall as the Spring season progresses.

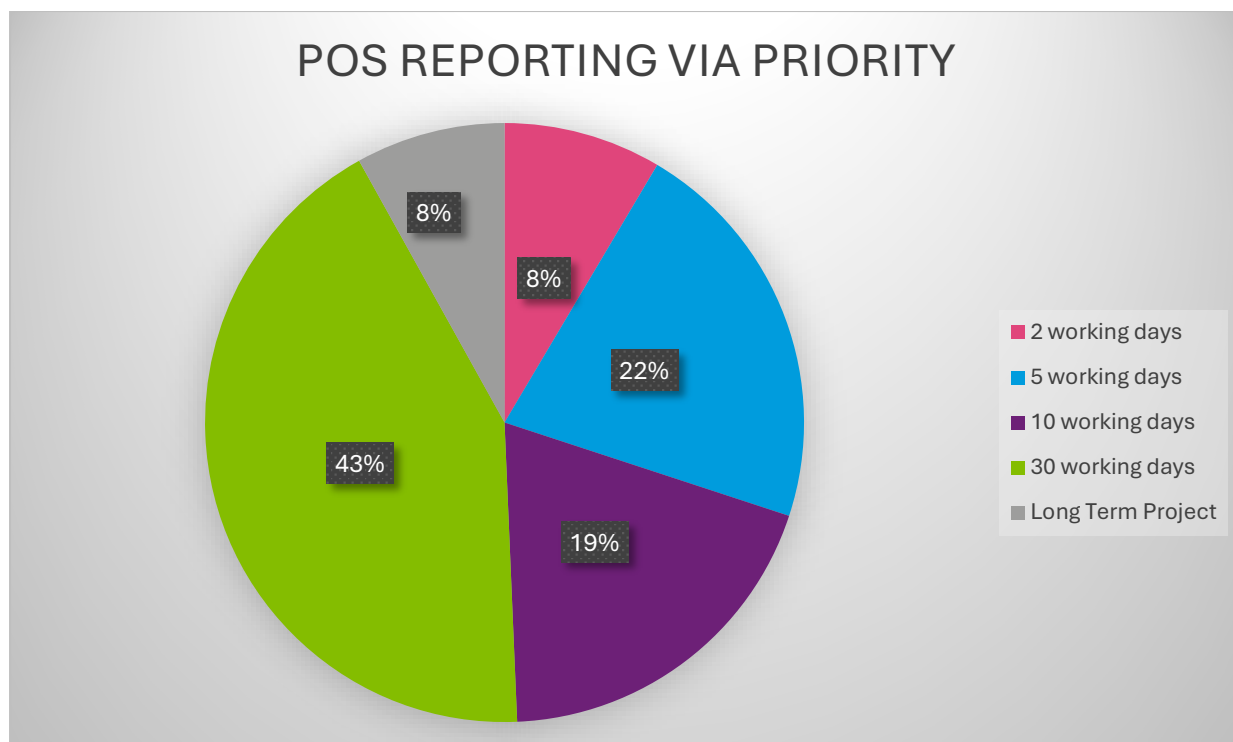
Bins reports remained stable at 5 in both periods.

Weeds reports increased from 0 to 3, reflecting the onset of the growing season. **Shopping Trolley** reports increased slightly from 0 to 4. **Dead Animal** reports remained low and stable at 3 and 1 respectively, while **Bus Shelter** reports recorded zero in both periods.

Other (a catch-all category for issues not listed) increased from 22 reports (18.5% of total) to 33 reports (14.7% of total), a rise of 50%. The majority of requests in the 'Other' category during this period related to fallen trees, dog fouling, instances of residents clearing public green waste, filling tonne bags and then requesting collection and disposal by Haydon Wick Parish Council, and issues requiring referral to a third party, such as broken manhole covers which are referred to Swindon Borough Council.

The bar chart below illustrates the volume of reports received by issue type. The pie charts that follow show the distribution of work assigned across teams and the breakdown of tasks by priority level.





Period Comparison by Area: December 2025–February 2026 vs February–May 2026

Haydon Wick remained the most active reporting area across both periods, with a significant increase in volume.

Haydon Wick continued to record the highest number of reports, increasing from 46 reports (38.7% of total) in December 2025–February 2026 to 62 reports (27.7% of total) in February–May 2026, a rise of 34.8%. Whilst remaining the highest-reporting area, its proportional share of total reports decreased as other areas also saw substantial growth.

Haydon End recorded a very notable increase, rising from 9 reports (7.6% of total) to 41 reports (18.3% of total), a rise of 355.6%. This significant uplift makes Haydon End the second-highest reporting area in the February–May 2026 period and warrants close monitoring in future periods.

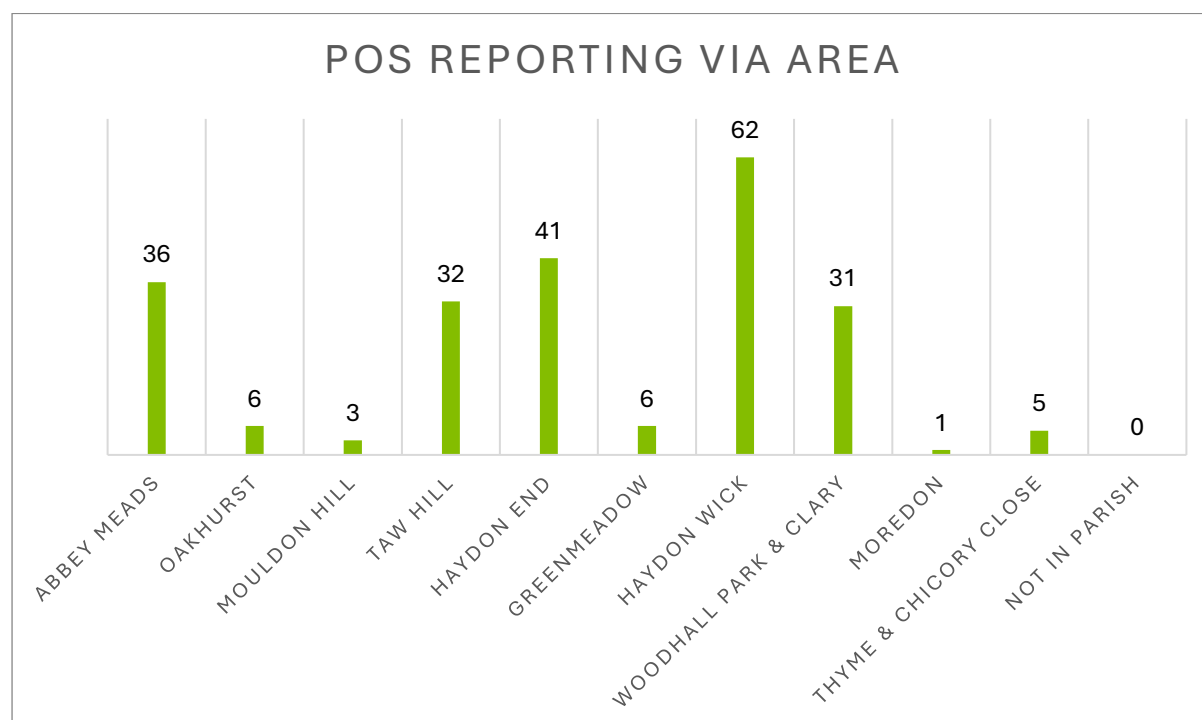
Abbey Meads saw an increase from 16 reports (13.4% of total) to 36 reports (16.1% of total), a rise of 125%, maintaining its position as one of the higher-reporting areas of the Parish.

Woodhall Park & Clary recorded an increase from 22 reports (18.5% of total) to 31 reports (13.8% of total), a 40.9% rise, though its proportional share of total reports decreased as other areas grew more rapidly.

Taw Hill saw a substantial increase, rising from 5 reports in December 2025–February 2026 to 32 reports in February–May 2026, a 540% increase. Having seen a significant decline in the previous period, Taw Hill has returned to a higher level of reporting activity in this period.

Oakhurst remained broadly stable, with a slight decrease from 7 to 6 reports. **Mouldon Hill** recorded a small decrease from 4 to 3 reports. **Greenmeadow** remained stable at 6 reports. **Moredon** decreased from 4 to 1 report.

Thyme & Chicory Close saw an increase from 0 reports to 5 reports, suggesting some emerging reporting activity in this previously low-activity area. No reports were submitted from outside the Parish in either period.



Period Comparison by Reporting Platform: December 2025–February 2026 vs February–May 2026

The comparison of reporting platforms across the two periods shows continued and strong growth in direct online reporting, alongside a notable increase in overall report volumes. In December 2025–February 2026, the POS Reporting System (Direct) accounted for 69 of 119 total reports (58%). In February–May 2026, this rose to 122 of 224 total reports (54.5%). Whilst the percentage has reduced slightly, the absolute number of direct reports increased by 76.8%, reflecting the overall growth in total reporting activity during this period.

POS Reporting System (Direct) remained the dominant reporting channel by a considerable margin, accounting for more than half of all reports received in February–May 2026. The continued high usage of this channel is encouraging and reflects the sustained success of efforts to migrate residents towards online reporting as the primary channel.

Email saw a substantial increase from 17 reports (14.3% of total) to 50 reports (22.3% of total), a rise of 194.1%. This increase may in part be driven by the significant overall growth in reporting activity, as well as seasonal factors. Continued efforts to redirect email reporters to the POS Reporting System (Direct) will remain important.

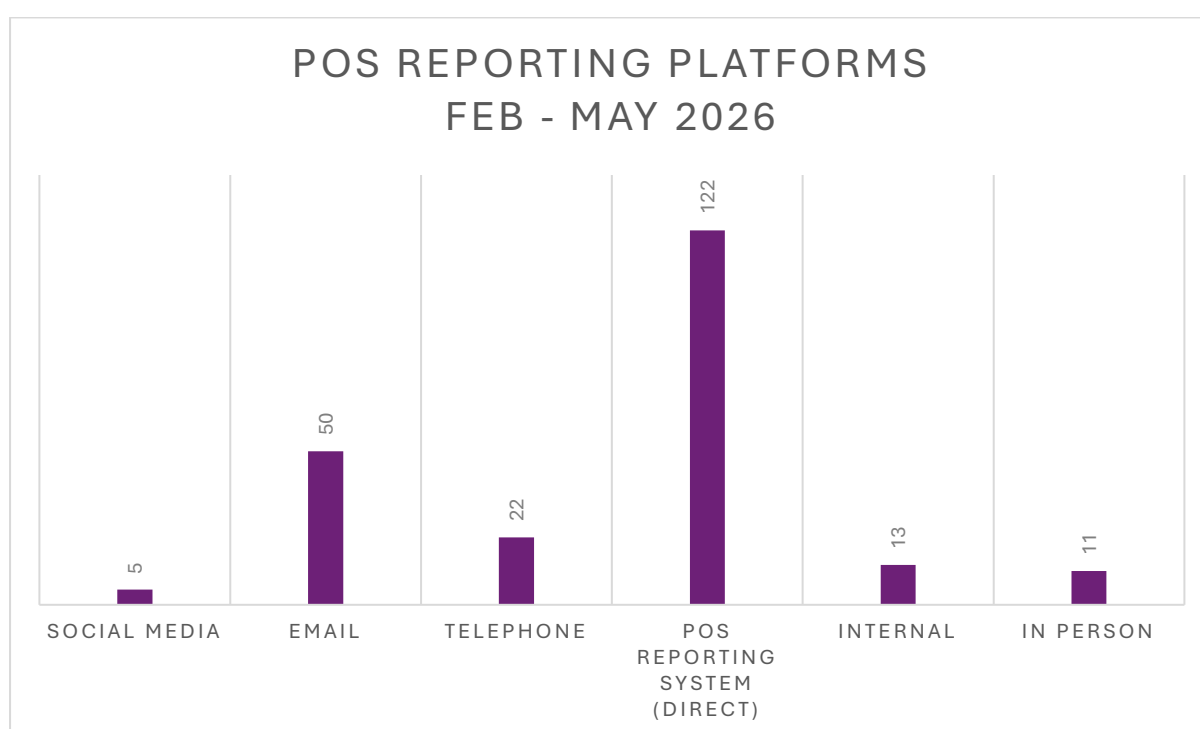
Telephone reports increased from 12 to 22, a rise of 83.3%. As with email, residents contacting the Parish by telephone continue to be actively encouraged to use the online POS Reporting System for future submissions.

Internal reports — those noted and logged by staff rather than submitted directly by residents — decreased slightly from 14 to 13, remaining a small but consistent element of total reporting.

In Person reports increased from 7 to 11, a 57.1% rise, representing a small but growing proportion of total reporting.

Social Media reports increased from 0 to 5 reports (2.2% of total) in February–May 2026.

Overall, the data continues to reflect a positive trajectory for direct online reporting. Whilst the proportional share of POS Reporting System (Direct) decreased marginally from 58% to 54.5%, the absolute volume of direct reports grew substantially alongside the overall increase in reporting activity. Sustained promotion of the Web Form reporting channel, particularly when responding to email and telephone enquiries, will be key to maintaining and improving this proportion in future periods.



POS Reporting System (Web Form): Continuous Improvement

The POS Reporting System (Web Form) continues to be an evolving platform. Ongoing improvements and refinements are actively being made to the system to ensure it remains as intuitive, accessible, and effective as possible for residents, staff and Councillors wishing to report issues across the Parish.

This includes reviewing and updating the range and options of categories available and ensuring that the information captured at the point of submission is as detailed and actionable as possible for the operational team.

A notable recent enhancement has been the introduction of a horizontal scroll bar within the reporting dashboard; previously, the volume of data columns extended beyond the visible screen width, meaning that staff were unable to view all information without adjusting their

display settings. The addition of the scroll bar now allows users to navigate across all columns with ease, significantly improving the usability of the system for the team managing and actioning reports.

These continuous enhancements reflect Haydon Wick Parish Council's commitment to embracing digital solutions that improve the resident experience, increase reporting efficiency, and ultimately enable the POS team to respond to issues in a more timely and targeted manner. It is anticipated that these ongoing developments will further increase both the volume and quality of direct online reports received in future periods.