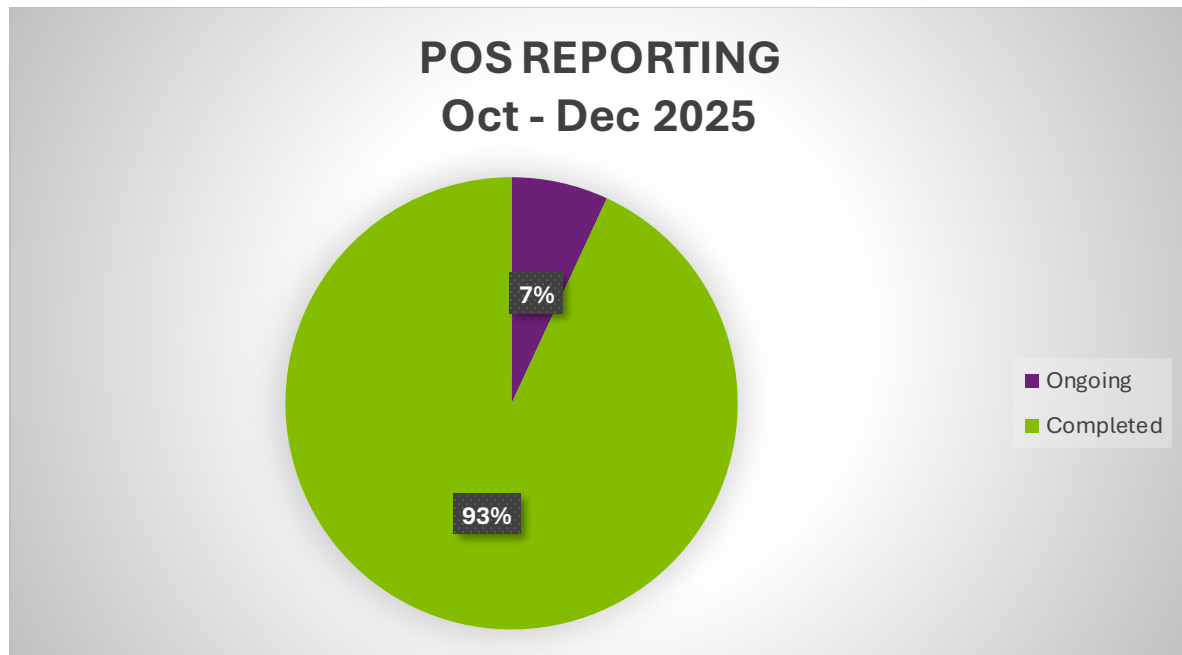


POS REPORTING

Between 22nd October 2025 and 18th December 2025, a total of **101** job requests were logged on the POS reporting system.

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



Period Comparison: August-October 2025 vs October-December 2025

A comparison of POS reporting requests received over the two periods reveals notable shifts in the volume and distribution of issues raised by local residents. Overall, the total number of requests decreased from 104 in the August-October period to 101 in the October-December period, representing a marginal reduction of 2.9%.

Hedges & Shrubs remained the predominant issue type across both periods, though volumes decreased from 40 requests (38.5% of total) in August-October to 30 requests (29.7% of total) in October-December, representing a 25% reduction. This seasonal decrease is likely attributable to the decreased growth rate of vegetation during the Winter months.

Fly-tipping showed a significant increase, rising from 12 reports (11.5% of total) in the first period to 19 reports (18.8% of total) in the second period, marking a 58.3% increase. This represents the second-highest category in the October-December period.

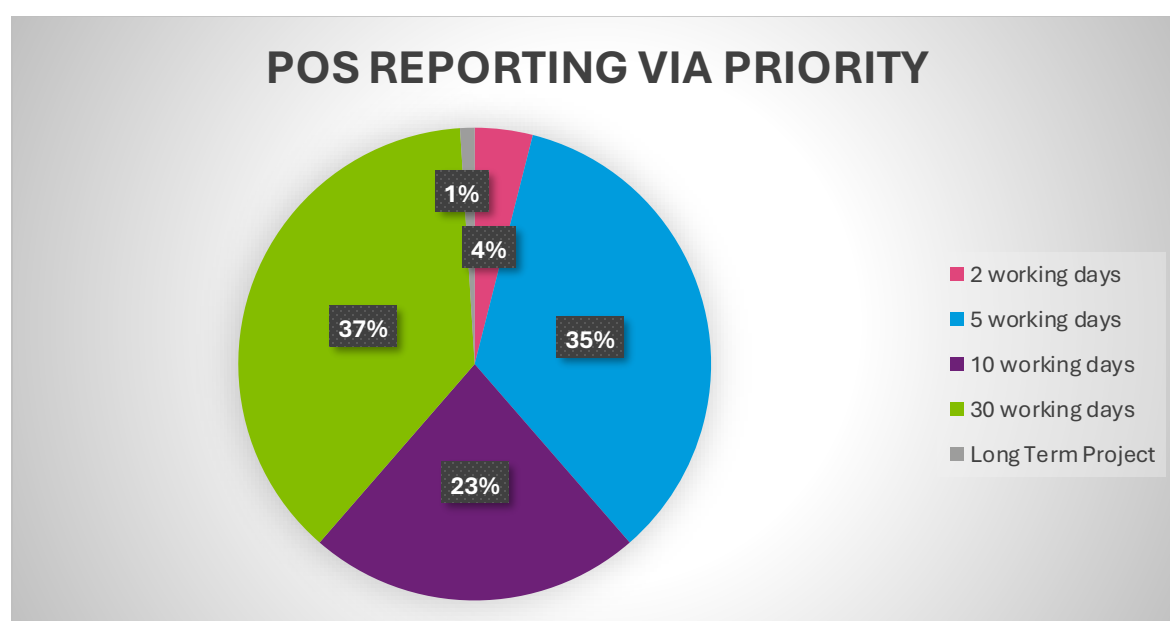
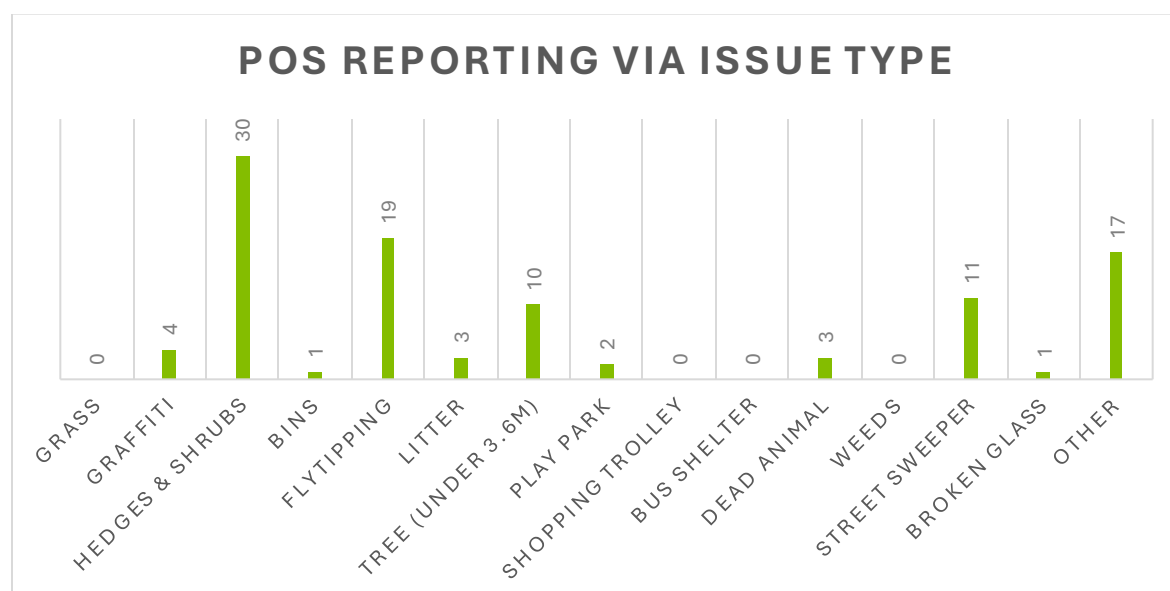
Tree (Under 3m) demonstrated a reduction, decreasing from 15 requests to 10 requests, representing a 33.3% decrease in volume but maintaining its position as a significant concern for local residents.

Street Sweeper requests increased substantially from 4 to 11 reports, representing a 175% rise. This notable increase is likely attributable to seasonal factors such as increased leaf fall during the Autumn months.

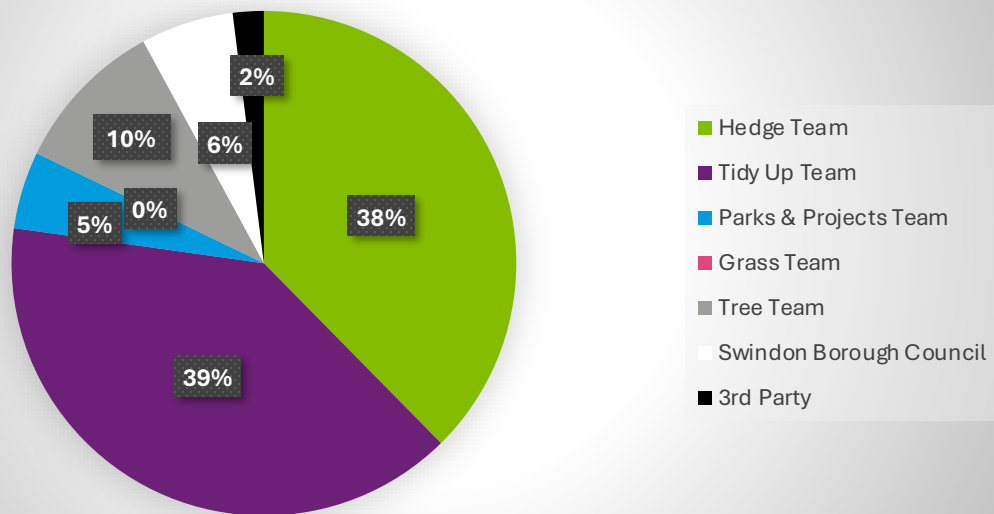
Other category requests decreased from 19 to 17 reports. This category encompasses issues that require referral to third parties, such as broken or damaged streetlights, cracked footpaths, and trees over 12 feet at risk of falling, which are referred to Swindon Borough Council. It also includes environmental concerns such as flooding in underpasses requiring Environmental Agency involvement, as well as community issues like increased dog fouling.

Several categories showed modest changes across both periods. Some categories experienced increases, including Graffiti (2 to 4 reports), Litter (2 to 3 reports), Dead Animal (0 to 3 reports), and Bins (0 to 1 report). Conversely, other categories saw reductions, with Broken Glass decreasing significantly from 5 to 1 report, and both Weeds and Shopping Trolley reports reducing to zero in the second period. Play Park, Bus Shelter, and Grass remained stable with minimal or zero reports across both periods.

The data indicates a shift in POS reporting requests between the two periods, with hedge/shrub maintenance issues declining as expected during Winter months, whilst environmental concerns such as fly-tipping and street cleanliness have increased.



POS REPORTING VIA ASSIGNED TEAM

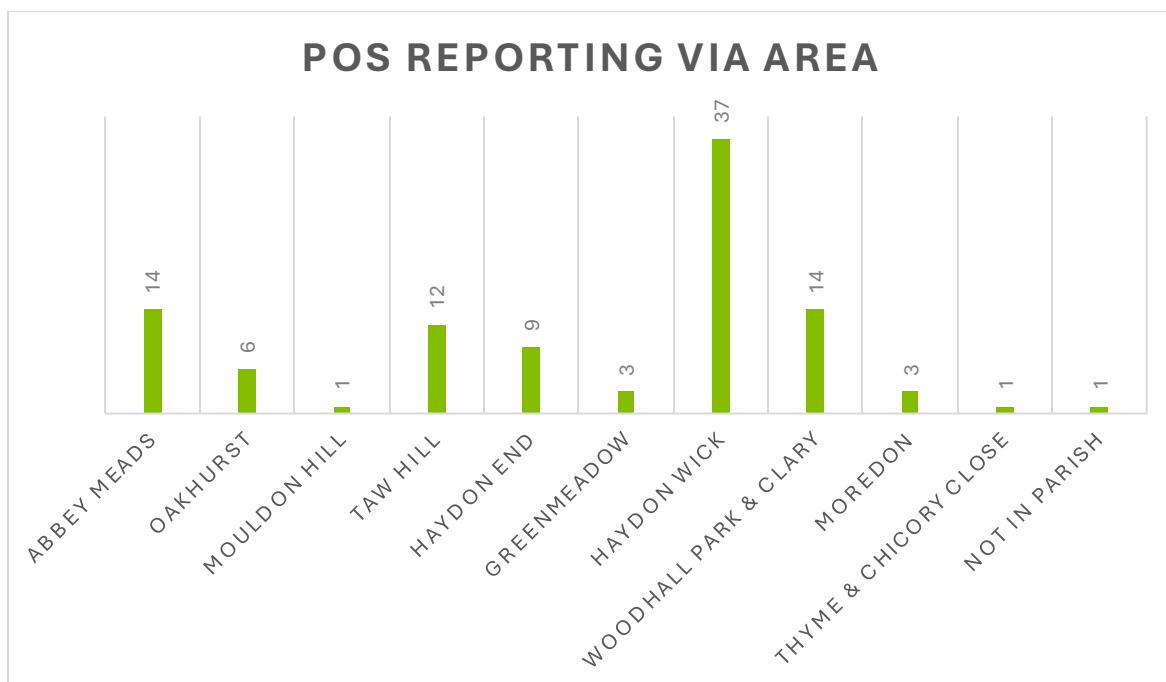


New 'Area' Category

The introduction of the new 'area' category has proven highly effective in enhancing operational efficiency. This approach enables the team to track and log reactive requests within appropriate zones, facilitating a more streamlined workflow between the Administration Team and the Parks & Open Spaces Team. The system now allows requests to be easily searched and filtered by area. When members of the Parks & Open Spaces Team (POST) who are working on the tractor have completed the scheduled work in one area, they can then collect and address all outstanding requests for that specific area before moving on, creating a much more effective and efficient way of working.

Analysis of requests by area reveals that **Haydon Wick** generated the highest volume with 37 reports, representing over a third of all requests. **Abbey Meads** and **Woodhall Park & Clary** followed with 14 reports each, whilst **Taw Hill** and **Haydon End** also recorded notable activity with 12 and 9 reports respectively. Several areas received minimal requests, with **Mouldon Hill** and **Thyme & Chicory Close** each recording just 1 report.

A **Not in Parish** category was established to facilitate the appropriate referral of requests received that fall outside the Parish boundary, enabling these to be redirected to the relevant Parish Council with jurisdiction over the affected area.



Reporting Platforms

A comparison of the platforms through which residents submit POS reporting requests reveals significant shifts in reporting behaviour between the two periods.

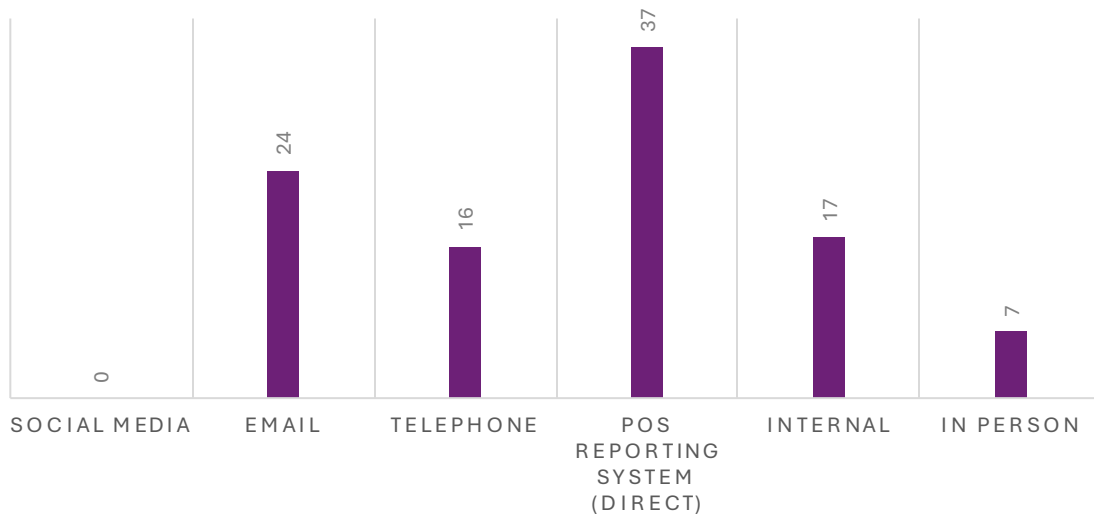
The **POS Reporting System (Direct)** remained the most utilised platform, with usage increasing from 25 reports (24.0% of total) in August-October to 37 reports (36.6% of total) in October-December, representing a 48% increase. This substantial growth demonstrates increasing resident confidence and familiarity with the direct reporting system.

Email and Telephone submissions are more frequently used platforms than reporting in person or over social media. **Email** submissions decreased from 35 reports (33.7% of total) in August-October to 24 reports (23.8% of total) in October-December, representing a 31.4% reduction, and **Telephone** reports have reduced from 23 to 16 (30.4%). This decline suggests a successful migration of residents towards the dedicated POS reporting platform.

The data demonstrates a positive trend towards increased use of the direct POS Reporting System, whilst traditional methods such as email and telephone have seen corresponding decreases. This shift indicates successful promotion of the dedicated reporting platform and suggests that residents are finding it accessible and effective for submitting their concerns.

There is also a chart below showing the percentage of staff/Councillor reports and reports made by the public (local residents), which demonstrates that 70% of the reports on Webform were made by the public and shows that the new reporting system and submitting requests directly is proving effective with the increased usage.

POS REPORTING PLATFORMS OCT - DEC 2025



STAFF/COUNCILLOR & PUBLIC USING WEBFORM

