

Parks and Open Spaces (POS) Reporting

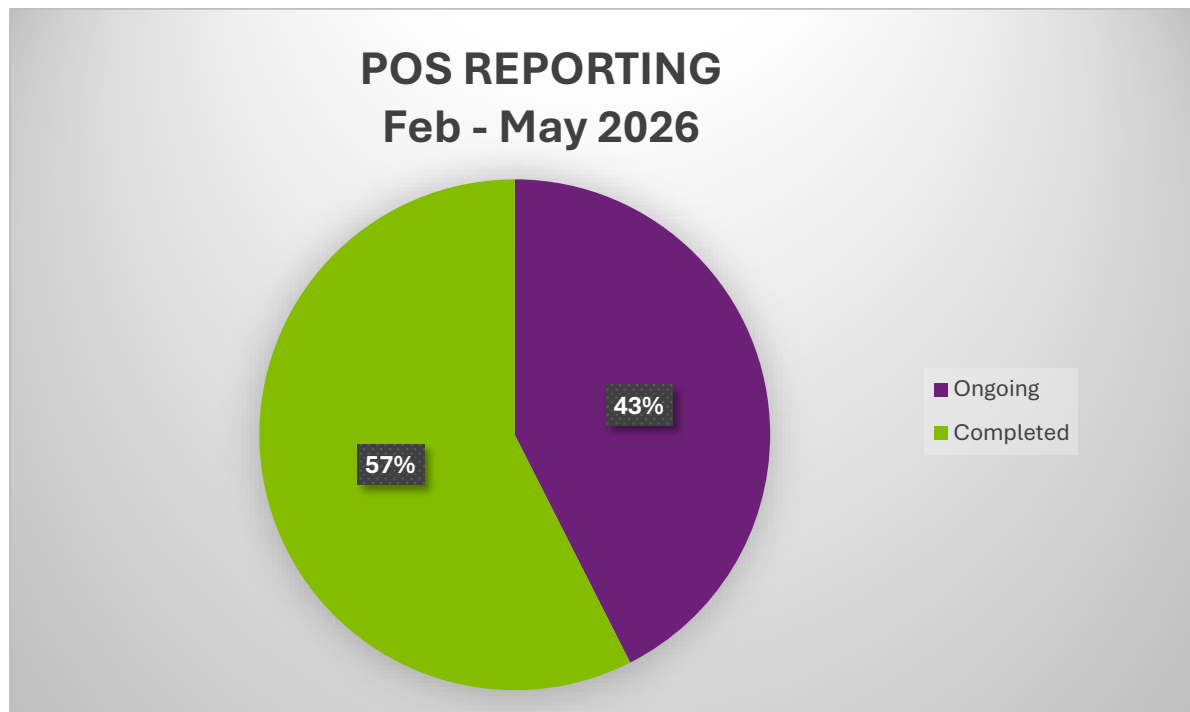
Between 23rd May and 20th July 2026, a total of **221** job requests were logged on the POS reporting system.

The chart below demonstrates the percentage of ongoing and completed requests logged during this period.

This represents a decrease of **1.3%** compared with the previous period (February–May 2026), which recorded **224** job requests in total. Whilst overall volumes were broadly stable between the two periods, the balance between completed and ongoing work shifted considerably, as set out below.

Of the 221 requests logged in the May–July 2026 period, **127** have been completed (**57.5%**) and **94** are ongoing (**42.5%**), compared with 185 completed (82.6%) and 38 ongoing (17.0%) in the February–May 2026 period.

The proportion of ongoing requests has risen markedly, reflecting the transition from Spring into Summer, when rapid growth typically drives a surge in POS reports being submitted — most notably the substantial increase in Hedges & Shrubs work (up 56.5% to 97 requests, now 43.9% of all reports), which typically carries a longer turnaround time. This build-up of in-progress hedge and shrub work, alongside the continued high volume of longer-turnaround categories, is the main driver of the lower completion rate this period.



Period Comparison: February–May 2026 vs May–July 2026

A comparison of POS reporting requests received over the two periods shows that overall volumes remained broadly stable, with the total number of requests decreasing slightly from **224** in the February–May 2026 period to **221** in the May–July 2026 period, a change of **-1.3%**. Beneath this stable headline figure, however, there were significant shifts in the composition of issue types, reflecting the transition from Spring into Summer.

Hedges & Shrubs remained the predominant issue type and saw a substantial further increase, rising from 62 requests (27.7% of total) in February–May 2026 to **97 requests (43.9% of total)** in May–July 2026, an increase of **56.5%**. This category now accounts for the largest single share of all reported issues by a considerable margin, consistent with the continued growing season driving sustained hedge and shrub maintenance demand across the Parish.

Tree (under 3.6m) reports fell back from 23 requests (10.3% of total) to **12 requests (5.4% of total)**, a decrease of **47.8%**, suggesting the earlier Spring surge in tree-related growth has eased somewhat as the season progressed.

Grass reports decreased from 19 requests (8.5% of total) to 15 requests (6.8% of total), a fall of 21.1%. This is a modest reduction, and is likely due in part to the Parish's grass cutting maintenance schedule, which started in March 2026 — regular scheduled cutting reduces the need for residents to report overgrown grass themselves, which would help offset what might otherwise be expected to be a period of higher demand.

Play Park reports fell sharply from 17 to **3**, a decrease of **82.4%**. Following the jet wash procured in the previous period and the associated deep clean of play equipment, this significant reduction is a positive indicator that the improvement works have had a lasting effect.

Broken Glass reports decreased from 10 to **4**, a fall of **60%**. This is an encouraging reduction, though the category will continue to be monitored given the safety implications.

Litter reports decreased from 11 to **8**, a fall of **27.3%**, reversing the upward trend seen in the previous period.

Street Sweeper requests decreased from 9 to **4**, a fall of **55.6%**.

Flytipping, Graffiti, Bins, Weeds, Shopping Trolley, Dead Animal and **Bus Shelter** categories all remained broadly stable between the two periods, with each category changing by only 1 or 2 requests.

Other (a catch-all category for issues not listed) increased slightly from 33 reports (14.7% of total) to **36 reports (16.3% of total)**, a rise of **9.1%**.

The requests captured within the **Other** category cover a broad range of miscellaneous issues that fall outside the standard reporting types. Common examples include fallen or deceased trees, oil leaks, and highway-related matters such as vehicles parked in locations causing an obstruction or requests for new road markings; the latter are referred on to Swindon Borough Council as the responsible highways authority. Whilst varied in nature,

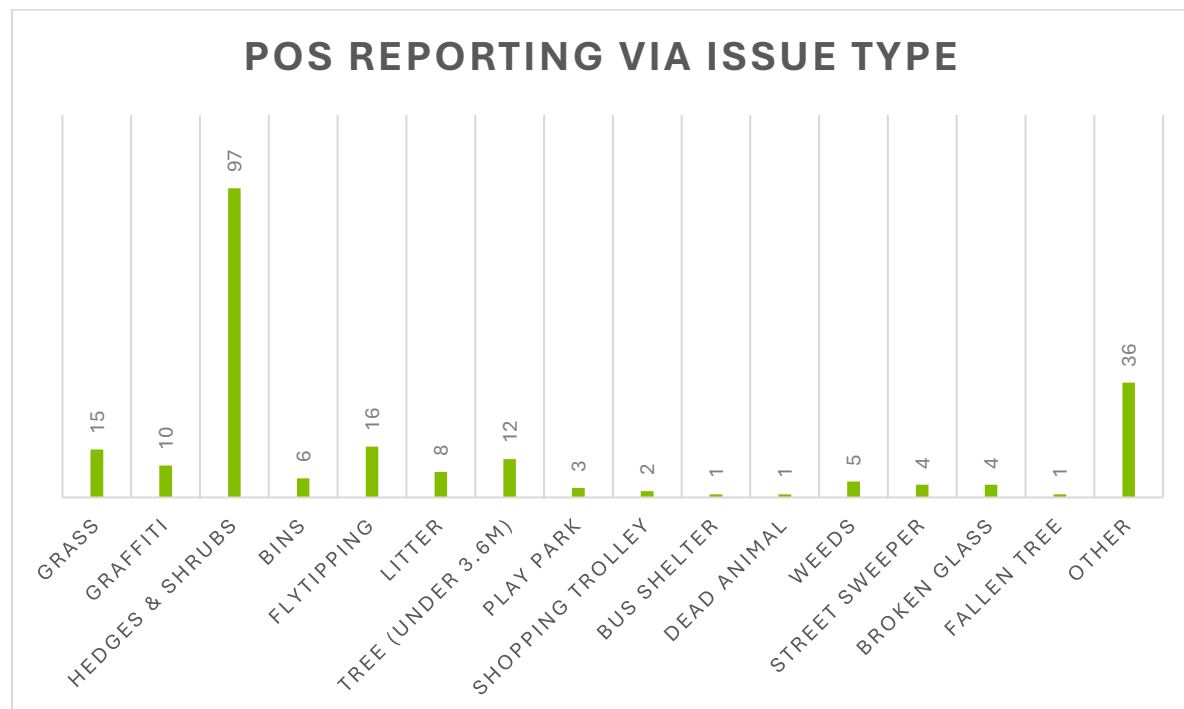
these reports remain an important part of the Parish's overall reporting activity and are triaged and directed to the appropriate team or authority accordingly.

It should also be noted that two new options were recently introduced to the POS reporting system: **Fallen Tree** as an issue type, and **Urgent!** as a priority type.

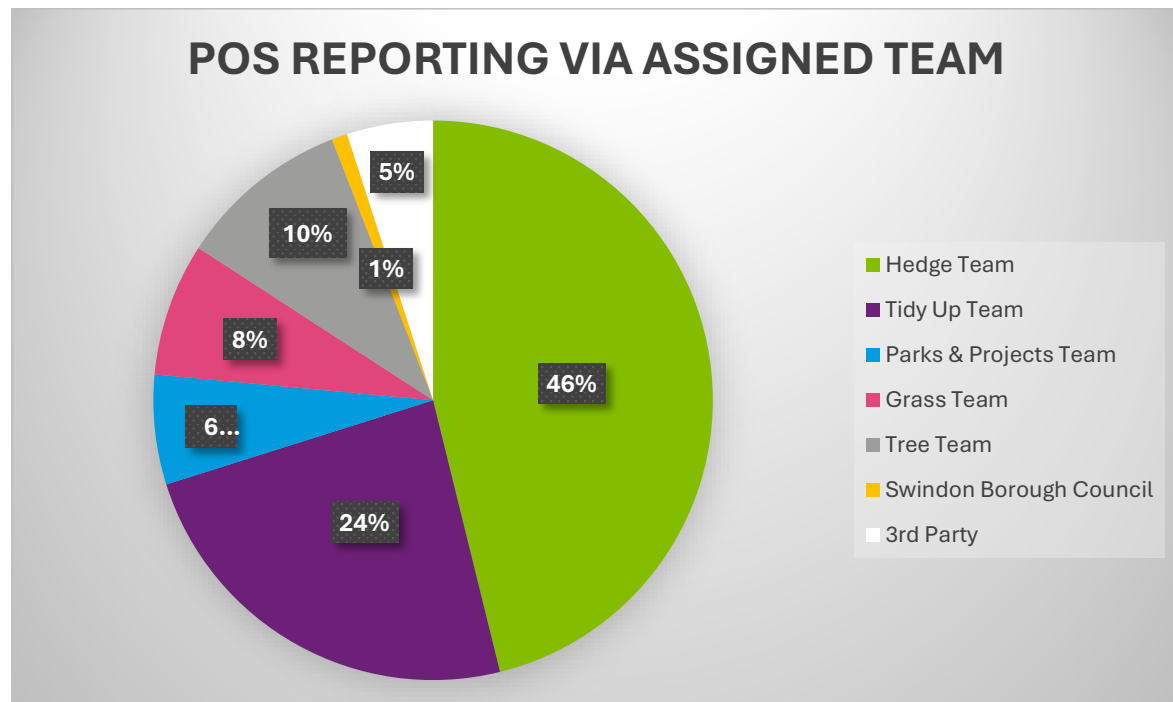
Previously, reports of fallen trees were recorded under the general **Other** issue type, and as there was no appropriate priority option to reflect the immediacy of such jobs, these were typically logged as **2 working days**, despite requiring attention right away.

To address this, **Fallen Tree** and **Urgent!** have been added as selectable options within the dropdown boxes for issue type and priority type respectively. This ensures such reports are clearly and immediately visible to staff at the point the POS report is generated, and when passed on to the Parks & Open Spaces Team for action.

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.



Across the assigned teams, the **Hedge Team** saw the largest change, rising from 67 requests (29.9% of total) to **102 (46.2% of total)**, an increase of **52.2%**, directly reflecting the sharp rise in Hedges & Shrubs reports. The **Tidy Up Team** (69 to 53, -23.2%) and **Parks & Projects Team** (30 to 14, -53.3%) both saw reduced workloads, while the **Grass Team** increased slightly (14 to 17, +21.4%) and the **Tree Team** remained broadly stable (24 to 22, -8.3%).

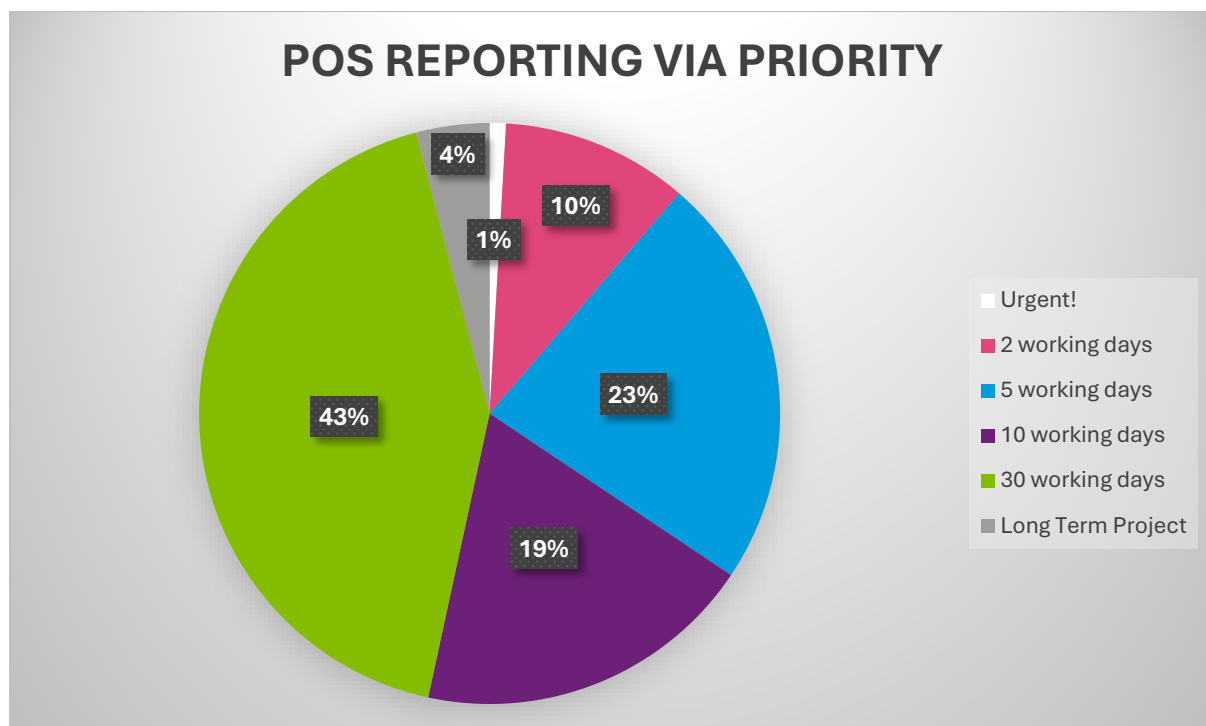


On priority/turnaround, the profile remained broadly similar between periods, with **30 working days** continuing to account for the largest share (42.4% to 42.5%).

Hedge and shrub work is generally prioritised on a 30 working day basis, unless it presents a potential hazard — for example, a hedge that has grown over a footpath and is forcing pedestrians into the road, or overgrown hedges causing visibility issues for drivers — in which case it is escalated and actioned more urgently.

A small number of **Urgent!** requests (2) were recorded for the first time this period, all relating to fallen trees.

Long Term Project cases nearly halved (18 to 9, -50%), a positive sign for the clearance of longer-standing works; this category typically includes larger jobs such as tree works requiring contractors, broken benches needing removal and/or replacement, and requests or proposals for new bins (dog waste or general). Play park equipment requiring refurbishment or replacement can also fall into this category, though this period saw an overall decrease in play park requests.



Period Comparison by Area: February–May 2026 vs May–July 2026

Haydon Wick saw a substantial rise in reporting volume and moved further ahead as the most active reporting area, while several other areas that had seen sharp Spring increases eased back.

Haydon Wick increased from 62 reports (27.7% of total) to **103 reports (46.6% of total)**, a rise of **66.1%**, further extending its position as the Parish's highest-reporting area and consistent with the concentration of hedge and shrub work described above.

Haydon End fell back from 41 reports (18.3% of total) to **22 reports (10.0% of total)**, a decrease of **46.3%**, easing from its notable spring peak.

Abbey Meads decreased from 36 reports (16.1% of total) to **25 reports (11.3% of total)**, a fall of **30.6%**.

Woodhall Park & Clary decreased from 31 to **20** reports, a fall of **35.5%**.

Taw Hill fell from 32 to **13** reports, a decrease of **59.4%**, easing back after its sharp rise in the previous period.

Oakhurst (6 to 15, +150%), **Mouldon Hill** (3 to 9, +200%) and **Moredon** (1 to 8, +700%) all saw notable increases, though each remains a comparatively low-volume reporting area in absolute terms.

Greenmeadow decreased from 6 to 3 reports, and **Thyme & Chicory Close** decreased from 5 to 3 reports. No reports were submitted from outside the Parish in either period.

Period Comparison by Reporting Platform: February–May 2026 vs May–July 2026

The comparison of reporting platforms across the two periods shows the POS Reporting System (Webform) remaining the dominant channel, alongside a notable rise in telephone reporting.

In February–May 2026, the POS Reporting System (Webform) accounted for 122 of 224 total reports (54.5%). In May–July 2026, this was **118 of 221 total reports (53.4%)**, a decrease of **3.3%**, broadly in line with the small overall reduction in total volume.

POS Reporting System (Webform) remained the dominant reporting channel by a considerable margin, continuing to account for over half of all reports received in May–July 2026.

Email decreased from 50 reports (22.3% of total) to **46 reports (20.8% of total)**, a fall of **8%**.

Telephone reports increased notably from 22 to **35**, a rise of **59.1%**. The increase in telephone reporting this period may in part reflect the nature of some of the issues raised, such as fallen trees or hazards like overgrown hedges obstructing footpaths or affecting driver visibility, where residents encountering these in person are more likely to phone in for an immediate response.

Increased outdoor footfall over the summer months may also mean residents are more inclined to report issues on the spot by phone, rather than waiting to submit a report online.

Internal reports — those noted and logged by staff rather than submitted directly by residents — decreased from 13 to **8**, a fall of **38.5%**.

In Person reports remained stable at **11** in both periods.

Social Media reports decreased from 5 to **3** (1.4% of total) in May–July 2026.

Overall, the POS Reporting System (Webform) continues to be the primary channel for residents, staff and Councillors to log requests. The rise in telephone reporting this period is worth noting, and continued promotion of the Web Form as the preferred channel will help sustain the strong share of direct online reporting going forward.