

Parks and Open Spaces (POS) Reporting

Executive summary

The report shows a **healthier operational position overall**, but it also highlights some important opportunities to improve how the resourcing team is organised and how the reporting database is structured.

The headline figures are:

- 153 reports were received between 21 July and 22 September 2026, down 30.8% from 221 in the previous period.
- 77.1% were completed, compared with 57.5% previously, leaving 35 ongoing. The report attributes this partly to reduced seasonal growth and additional weekend working.
- Hedges & Shrubs remain the dominant demand, accounting for 61 reports (39.9%), although this was down 37.1%.
- The Hedge Team still has the largest workload, with 63 jobs (41.2% of all work), while Parks & Projects and Swindon Borough Council referrals increased.
- The 30-working-day category remains the largest turnaround requirement, representing 44.4% of jobs.
- The webform is becoming increasingly important: it now accounts for 52.3% of reports, compared with 36.6% when it launched.
- There is still significant reporting through email (27.5%), which creates an opportunity to consolidate reporting into the database rather than having information arrive through multiple channels

Background

Between 21st July and 22nd September 2026, a total of 153 job requests were logged on the POS reporting system.

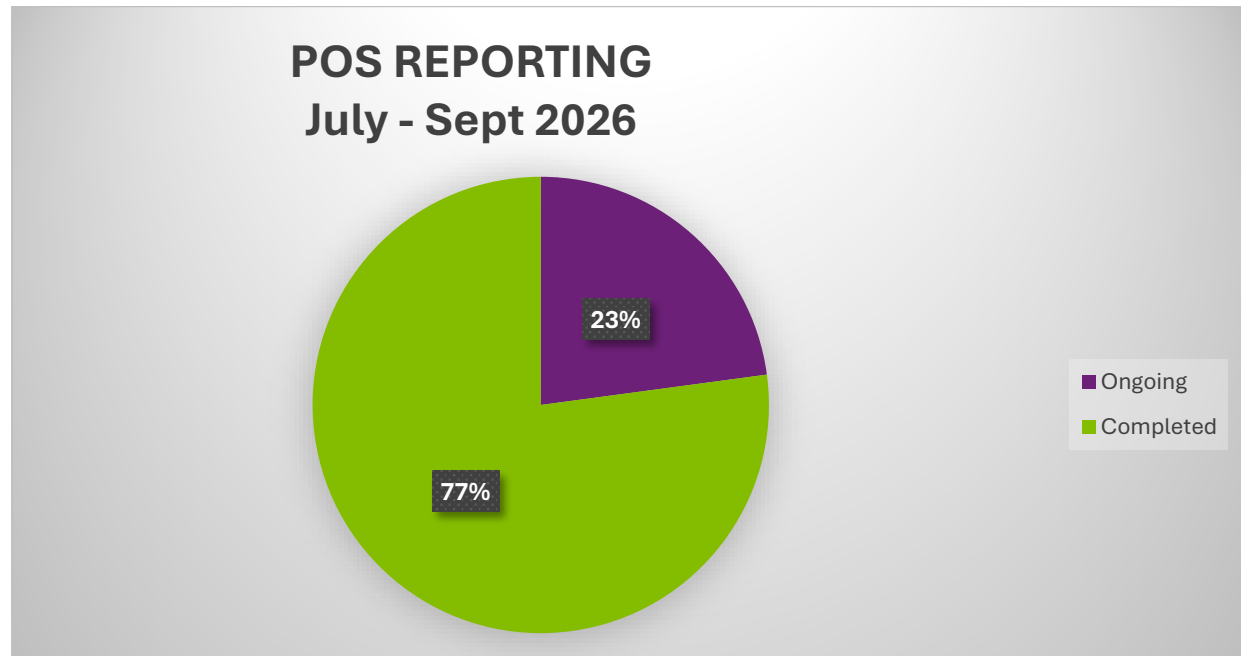
This represents a decrease of 30.8% compared with the previous period (May–July 2026), which recorded 221 job requests in total. This is a substantial fall in overall volume, and the balance between completed and ongoing work has also shifted markedly in the opposite direction to the previous period, as set out below.

Of the 153 requests logged in the July–September 2026 period, 118 have been completed (77.1%) and 35 are ongoing (22.9%), compared with 127 completed (57.5%) and 94 ongoing (42.5%) in the May–July 2026 period.

The completion rate has improved considerably, reflecting the transition from Summer into Autumn, when the growing season slows and teams are able to make faster progress clearing the backlog of in-progress work — most notably the Hedge Team's workload, which fell back sharply as the surge of Hedges & Shrubs reports seen over the Summer began to ease. This reduction in new growth-related demand, combined with continued progress against the existing backlog, is the main driver of the higher completion rate this period. This has been further supported by some members of the Parks & Open Spaces team recently

taking on weekend working, allowing additional time to be dedicated to clearing the backlog and driving up completion rates.

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



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

Hedges & Shrubs remained the predominant issue type but saw a substantial fall, decreasing from 97 requests (43.9% of total) in May–July 2026 to 61 requests (39.9% of total) in July–September 2026, a decrease of 37.1%. Despite this fall, the category continues to account for the largest single share of all reported issues, consistent with hedge and shrub maintenance remaining the dominant driver of POS reporting activity.

Litter reports increased from 8 requests (3.6% of total) to 14 requests (9.2% of total), a rise of 75%. This is consistent with the higher outdoor footfall typically seen over the Summer holiday period, when parks and open spaces see greater use.

Play Park reports rose sharply from 3 to 8, an increase of 166.7%. This is likely linked to increased use of play equipment during the school Summer holidays.

Broken Glass reports increased from 4 to 9, a rise of 125%. The main locations where incidents of broken glass have been identified are Kennet Avenue, Thames Avenue and Severn Avenue.

Fallen Tree reports rose from 1 to 3, an increase of 200%, and Urgent! priority requests increased from 2 to 7, a rise of 250%. These remain low-volume categories in absolute terms, but the increases suggest the new Fallen Tree and Urgent! options introduced last period are being used as intended to flag jobs requiring immediate attention.

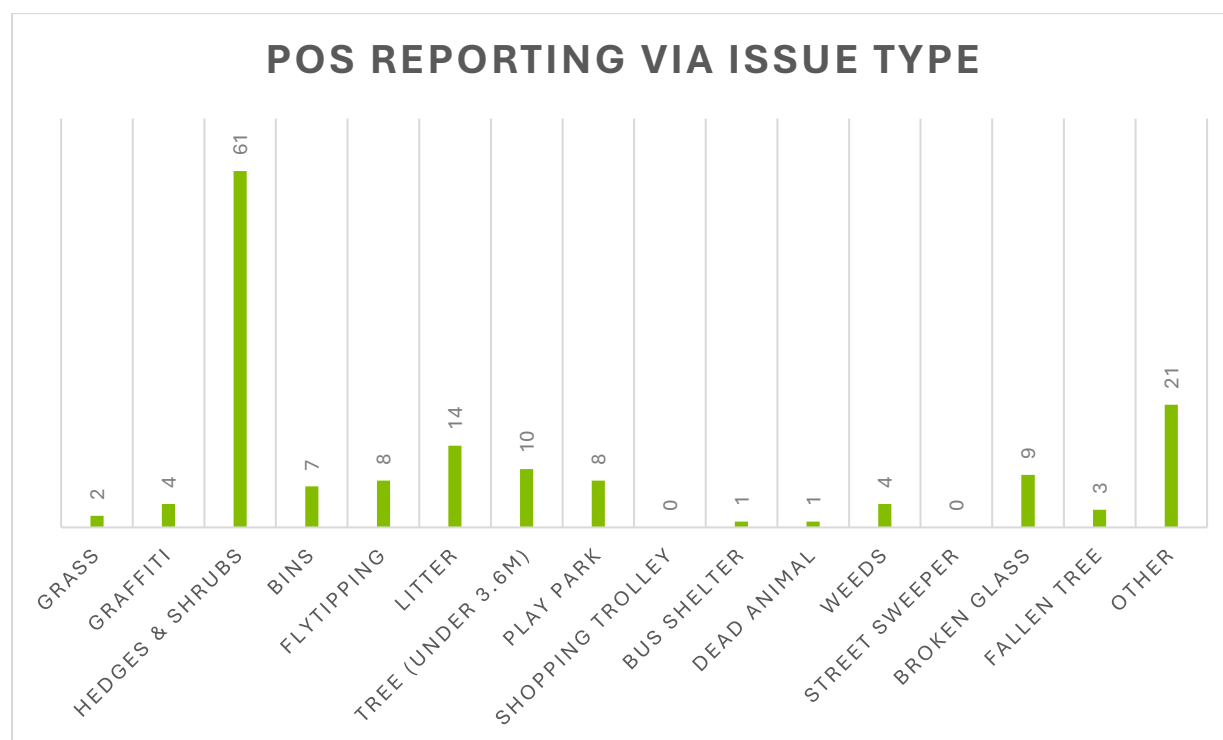
Tree (under 3.6m) reports decreased from 12 to 10, a fall of 16.7%, while **Grass** reports fell from 15 to 2, a decrease of 86.7%, and **Graffiti** reports fell from 10 to 4, a decrease of 60%. **Fly tipping** also decreased, from 16 to 8 (-50%), and **Weeds** fell from 5 to 4 (-20%).

Shopping Trolley and **Street Sweeper** categories both fell to zero reports this period (from 2 and 4 respectively), while **Bins** rose slightly from 6 to 7 (+16.7%). **Bus Shelter** and **Dead Animal** categories remained stable at 1 report each.

Other (a catch-all category for issues not listed) decreased from 36 reports (16.3% of total) to 21 reports (13.7% of total), a fall of 41.7%.

This period, the Other category predominantly comprised reports of dead trees, trees and vegetation within flood defences or watercourses requiring referral and escalation to the Environment Agency, vandalism to gates and fences, and cracked pathways ultimately referred to Swindon Borough Council. As with previous periods, these reports remain an important part of the Parish's overall reporting activity and are directed to the appropriate team or authority accordingly.

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.

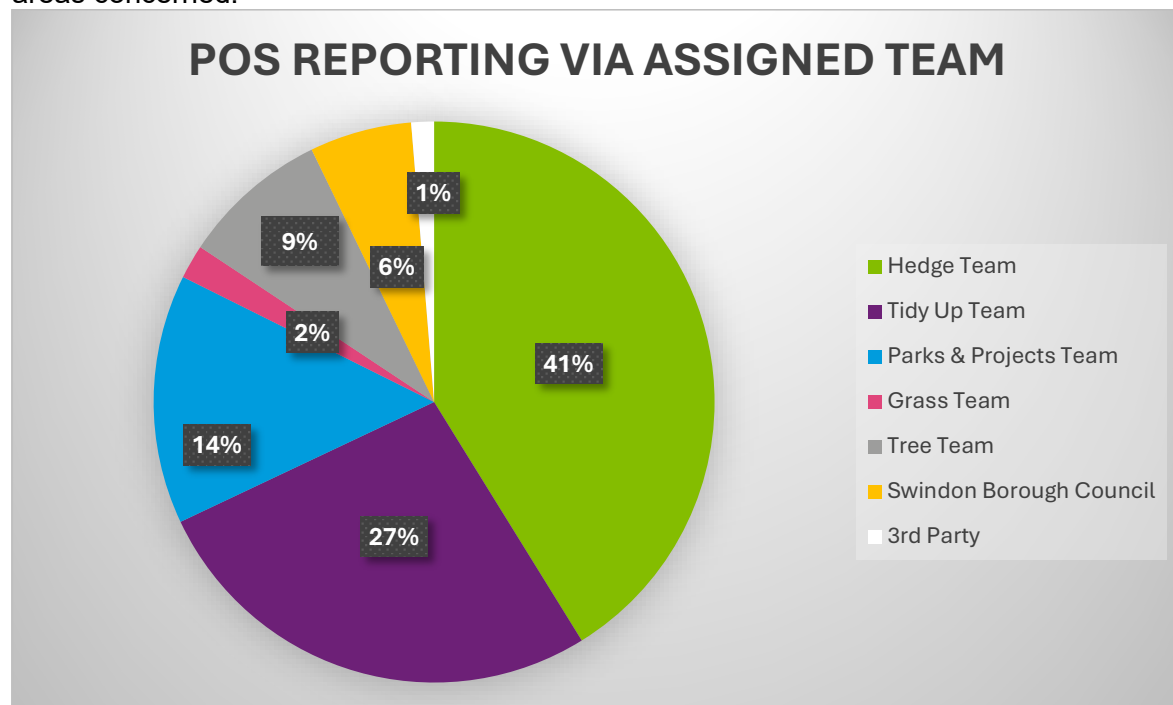


Across the assigned teams, the **Hedge Team** continued to carry the largest workload but saw a significant reduction, falling from 102 requests (46.2% of total) to 63 (41.2% of total), a decrease of 38.2%, reflecting the fall in Hedges & Shrubs reports.

The **Tidy Up Team** (53 to 41, -22.6%), **Grass Team** (17 to 3, -82.4%) and **Tree Team** (22 to 13, -40.9%) all saw reduced workloads, while the **Parks & Projects Team** increased (14 to 22, +57.1%) and **Swindon Borough Council** referrals rose sharply (2 to 9, +350%), reflecting the highway-related matters referred on this period.

3rd Party work decreased from 11 to 2 (-81.8%). Both 3rd Party requests this period related to anti-social behaviour, which is generally reported on to another authority; in these cases,

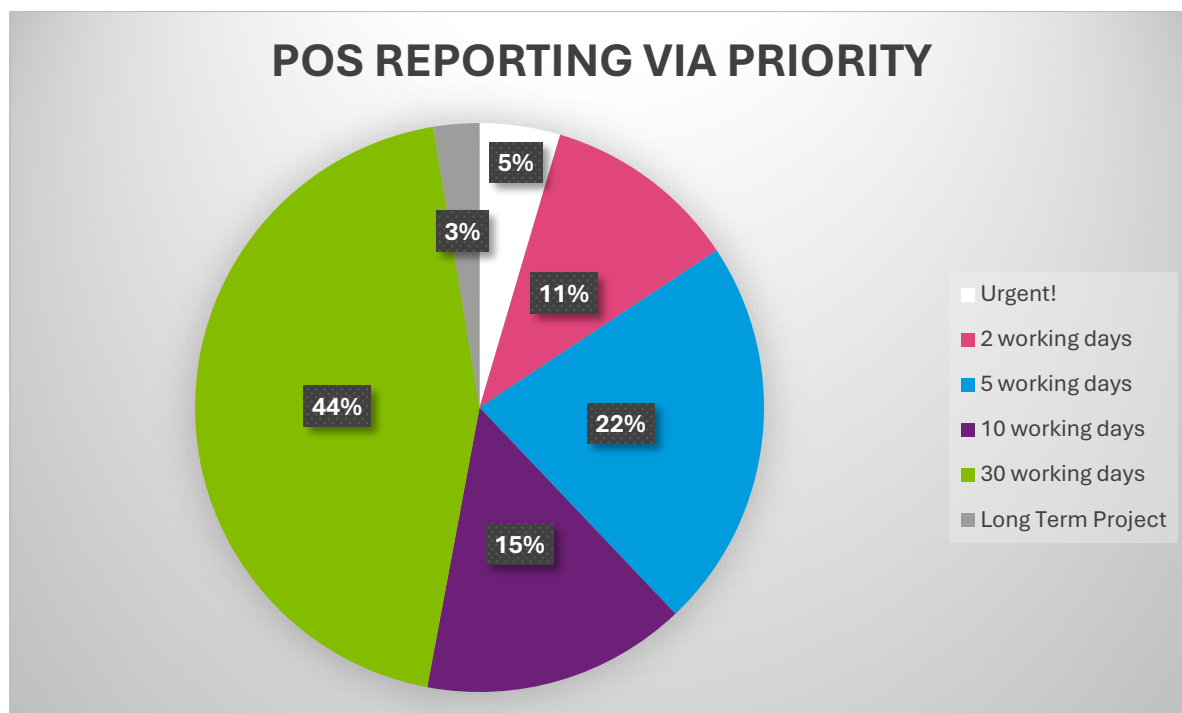
the PCSOs would be notified and asked to provide extra vigilance and monitoring in the areas concerned.



On priority/turnaround, **30 working days** continued to account for the largest share of requests, and its proportional share rose slightly from 42.5% to 44.4%, even though the absolute number decreased (94 to 68, -27.7%), consistent with the general fall in total volume. This turnaround period generally relates to routine hedge, shrub and tree cutting requests, which ties in with Hedges & Shrubs remaining the most commonly reported issue type this period.

All standard turnaround categories decreased in absolute terms: **2 working days** (23 to 17, -26.1%), **5 working days** (51 to 34, -33.3%), **10 working days** (42 to 23, -45.2%) and **Long Term Project** (9 to 4, -55.6%).

Urgent! is a newly introduced category within the priority list, created to ensure that matters requiring immediate attention are identified and actioned without delay. Examples of **Urgent!** cases raised this period include fallen trees, damaged play area equipment posing a risk of injury if used, and broken glass found within play areas and other frequently used open spaces. One notable case involved a loose manhole cover that had caused an injury to a member of the public after she fell through it; this was reported to Swindon Borough Council as a matter of urgency for immediate repair or replacement.



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

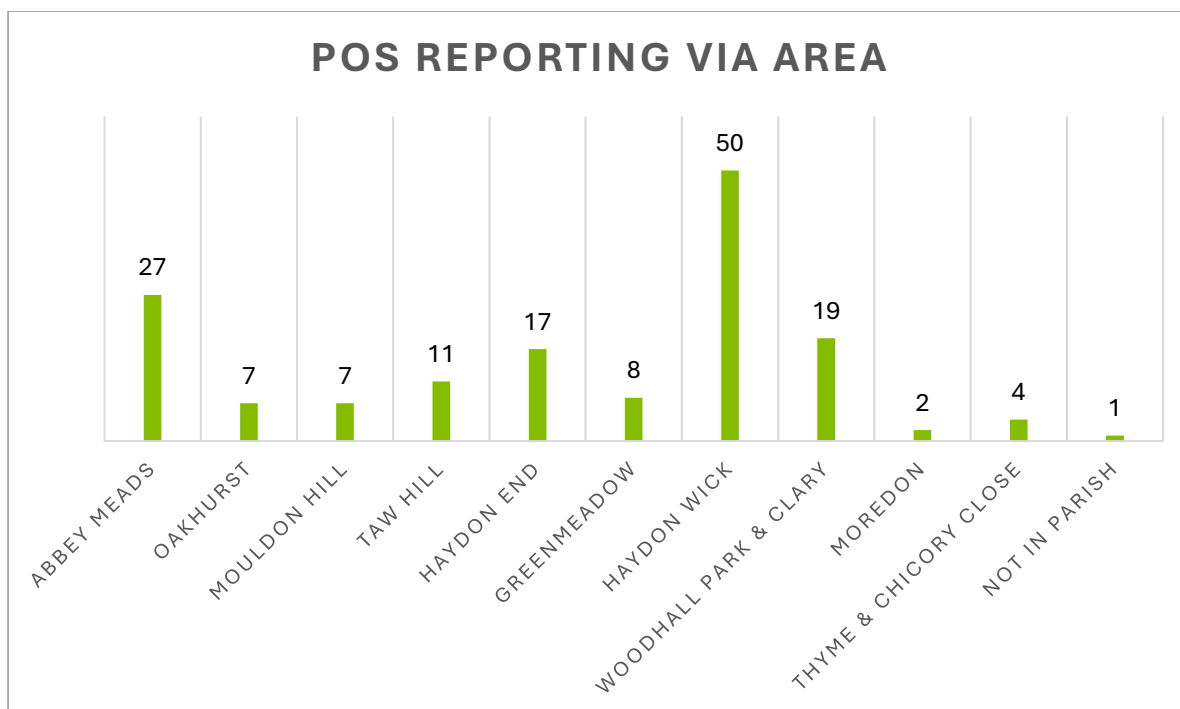
Haydon Wick decreased from 103 reports (46.6% of total) to 50 reports (32.7% of total), a fall of 51.5%, though it continues to record substantially more reports than any other area, consistent with the concentration of hedge and shrub work described above.

Abbey Meads increased slightly from 25 reports (11.3% of total) to 27 reports (17.6% of total), a rise of 8%, and now ranks as the second highest-reporting area.

Haydon End decreased from 22 to 17 reports, a fall of 22.7%, and **Woodhall Park & Clary** decreased slightly from 20 to 19 reports (-5%).

Oakhurst fell from 15 to 7 reports (-53.3%), and **Taw Hill** fell from 13 to 11 reports (-15.4%), and **Mouldon Hill** decreased from 9 to 7 (-22.2%).

Greenmeadow saw a notable rise from 3 to 8 reports (+166.7%), and **Thyme & Chicory Close** increased from 3 to 4 reports. **Moredon** fell from 8 to 2 reports (-75%). A single report was received from **outside the Parish** this period, having recorded none in either of the two previous periods.



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

The comparison of reporting platforms across the two periods shows the POS Reporting System (Webform) remaining the dominant channel, though its share of overall volume fell in line with the general reduction in reports this period.

In May–July 2026, the POS Reporting System (Webform) accounted for 118 of 221 total reports (53.4%). In July–September 2026, this was 80 of 153 total reports (52.3%), a decrease of 32.2% in absolute terms, though its proportional share remained broadly stable and it continues to be the dominant reporting channel.

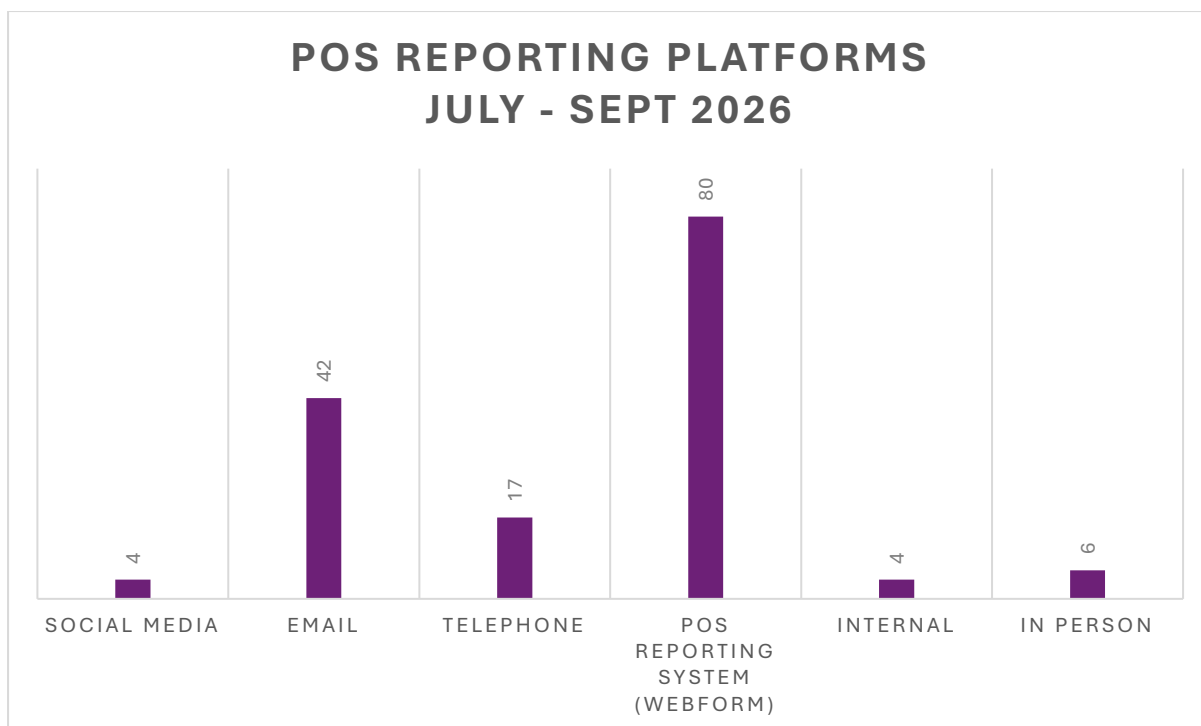
Email decreased from 46 reports (20.8% of total) to 42 reports (27.5% of total), a fall of 8.7% in absolute terms, though its proportional share rose given the larger fall in overall volume.

Telephone reports decreased notably from 35 to 17, a fall of 51.4%, reversing the sharp rise seen in the previous period.

Internal reports — those noted and logged by staff rather than submitted directly by residents — decreased from 8 to 4, a fall of 50%, and **In Person** reports decreased from 11 to 6, a fall of 45.5%.

Social Media reports increased slightly from 3 to 4 (2.6% of total) in July–September 2026.

Overall, the POS Reporting System (Webform) continues to be the primary channel for residents, staff and Councillors to log requests, maintaining a share of over half of all reports received despite the fall in overall volume.



POS Reporting System (Webform): Usage Trend Since Launch

A measure of usage across the different reporting platforms, along with the split of POS Reporting System (Webform) usage between Staff/Councillors and the Public, was first recorded in the Oct–Dec 2025 report. Comparing that period to July–September 2026 shows a clear upward trend in usage of the system overall.

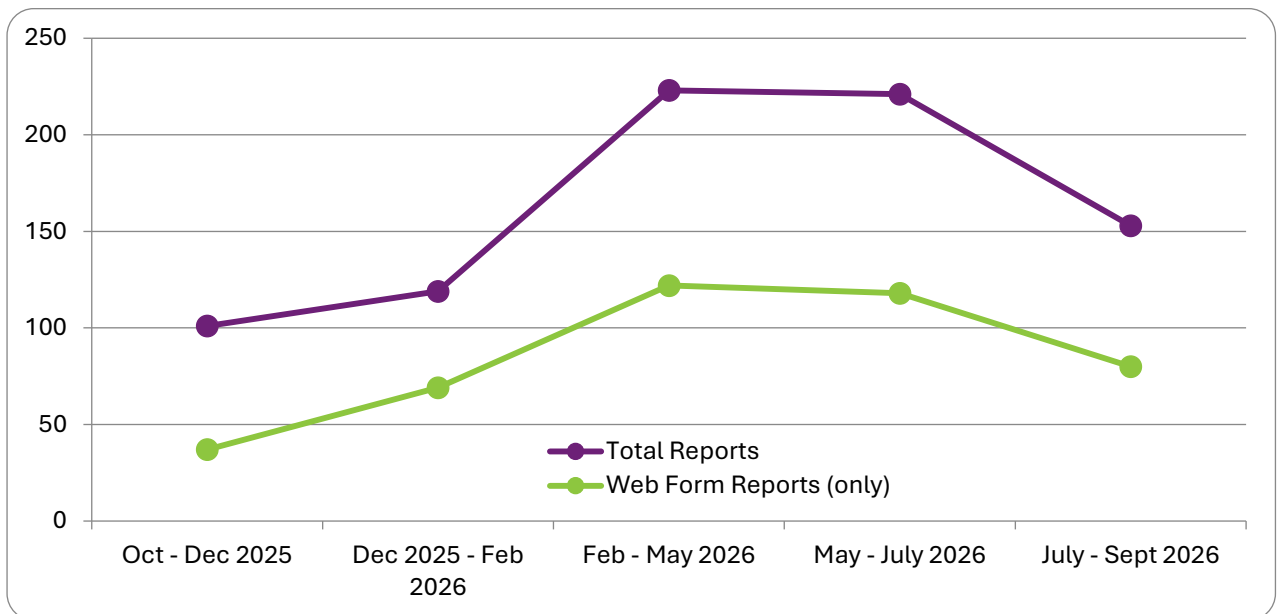
Since the POS Reporting System (Webform) went live for residents in October–December 2025, overall usage has grown substantially. In Oct–Dec 2025, 101 requests were logged across all platforms, of which 37 (36.6%) were submitted via the Webform — already the highest-reporting platform at that time, ahead of Email on 24 reports. By July–September 2026, total reports had risen to 153, an increase of 51.5%, while Webform submissions had risen to 80, an increase of 116.2%.

As a proportion of all reports, Webform usage has grown from 36.6% to 52.3%, a rise of 15.7 percentage points, confirming the Webform's continued establishment as the Parish's primary reporting channel.

The split between Staff/Councillors and the Public has also shifted. In Oct–Dec 2025, Staff/Councillors accounted for 11 (29.7%) of Webform reports and the Public for 26 (70.3%). By July–September 2026, Staff/Councillor use had risen to 36 (45.0%), an increase of 227.3%, while Public use had risen to 44 (55.0%), an increase of 69.2%.

Period	Total Reports	Web Form Reports (only)
Oct - Dec 2025	101	37
Dec 2025 - Feb 2026	119	69
Feb - May 2026	223	122
May - July 2026	221	118
July - Sept 2026	153	80

POS Reporting Trend: Total Reports vs Web Form Reports (Oct 2025 – Sept 2026)



"Other" with structured subcategories

This is probably one of the clearest database improvements.

21 reports (13.7%) were categorised as "Other". But the report then tells us what "Other" contained:

- dead trees
- vegetation in flood defences/watercourses
- vandalism to gates/fences
- cracked pathways
- matters requiring Environment Agency referral
- matters ultimately referred to Swindon Borough Council.

That's evidence that **"Other" is hiding meaningful demand categories**. We can consider amending it with structured options such as:

- Dead/dangerous tree
- Watercourse/flood defence
- Pathway/highway
- Gate/fence damage
- Vandalism
- Drainage
- External authority matter
- Other — with mandatory free text