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Meeting	Parks & Open Spaces
Date	24th November 2026
Report Title	Parks & Open Spaces Reporting
Agenda Reference	10b
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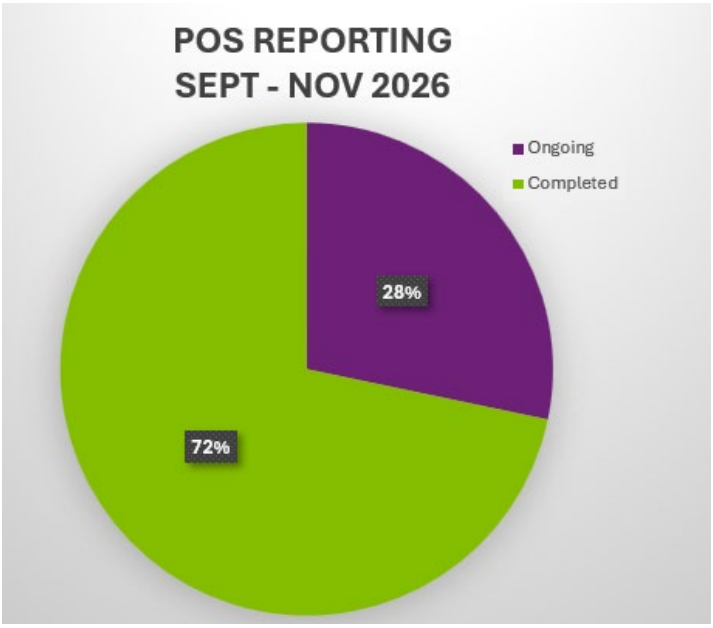
Background
Between 23rd September and 13th November 2026, a total of 99 job requests were logged on the POS reporting system.

This represents a decrease of 35.3% compared with the previous period (July–September 2026), which recorded 153 job requests in total. Overall volume has therefore continued the downward trend seen since the peak of 223 requests in February–May 2026, and the balance between completed and ongoing work has moved slightly back in the opposite direction to the previous period, as set out below.

Of the 99 requests logged in the September–November 2026 period, 71 have been completed (71.7%) and 28 are ongoing (28.3%), compared with 118 completed (77.1%) and 35 ongoing (22.9%) in the July–September 2026 period.

The completion rate has eased slightly (a fall of 5.4 percentage points), though it remains well above the 57.5% recorded in May–July 2026. The number of ongoing requests fell from 35 to 28 (-20%), reflecting the lower volume of new work coming in, with the Hedge Team's workload continuing to ease as the growing season comes to an end. Part of the small reduction in the completion rate is likely to be explained by the fact that a higher proportion of requests this period were logged recently and remain within their turnaround timescales, with 30 working days accounting for almost half of all requests (48.5%).

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



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

Hedges & Shrubs remained the predominant issue type, with requests falling from 61 (39.9% of total) in July–September 2026 to 40 (40.4% of total) in September–November 2026, a decrease of 34.4%. As this fall was broadly in line with the fall in overall volume, the category's share of total reports remained almost unchanged, and it 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 fell from 14 requests (9.2% of total) to 4 (4.0% of total), a decrease of 71.4%. This reverses the rise seen over the Summer holiday period and is consistent with lower outdoor footfall as the weather cools and children return to school.

Play Park reports halved from 8 to 4 (-50%), which is likely linked to reduced use of play equipment following the end of the school Summer holidays.

Broken Glass reports decreased from 9 to 6, a fall of 33.3%. Three of the broken glass reports this period were raised as Urgent! priority requests, as set out below.

Fallen Tree reports rose from 3 to 4 (+33.3%), one of only two issue types to increase this period (alongside Street Sweeper), which may reflect the Autumn weather.

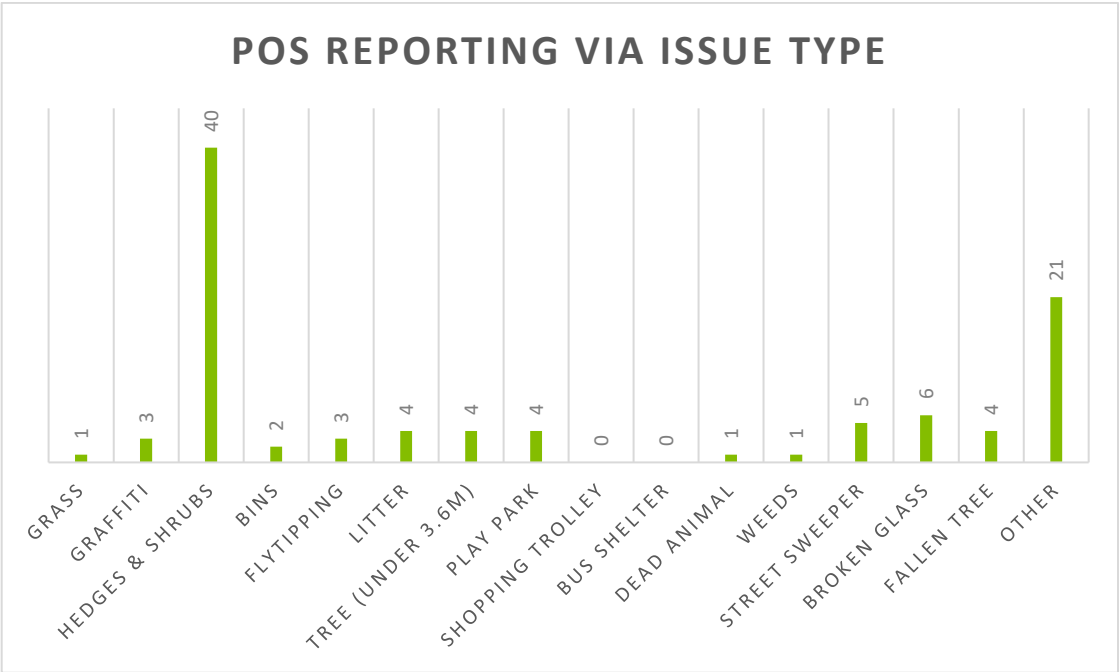
Tree (under 3.6m) reports decreased from 10 to 4, a fall of 60%, while **Fly tipping** fell from 8 to 3 (-62.5%), **Weeds** from 4 to 1 (-75%), **Grass** from 2 to 1 (-50%) and **Graffiti** from 4 to 3 (-25%).

Bins fell from 7 to 2 (-71.4%) and **Bus Shelter** from 1 to none, while **Dead Animal** remained stable at 1 report and **Shopping Trolley** remained at zero. **Street Sweeper** reports returned this period, rising from zero to 5 reports (5.1% of total).

Other (a catch-all category for issues not listed) was unchanged in absolute terms at 21 reports, but its share of the total rose from 13.7% to 21.2% as overall volume fell, making it the second largest category this period behind Hedges & Shrubs.

This period, the Other category predominantly comprised reports that do not have a category of their own: broken gates and fences and cracked footpaths, which are referred to Swindon Borough Council for attention; internal works requiring repair or replacement within the Haydon Wick Parish Council (HWPC) offices; and trees exceeding 3.6 metres, which are also generally referred to Swindon Borough Council for attention. 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.

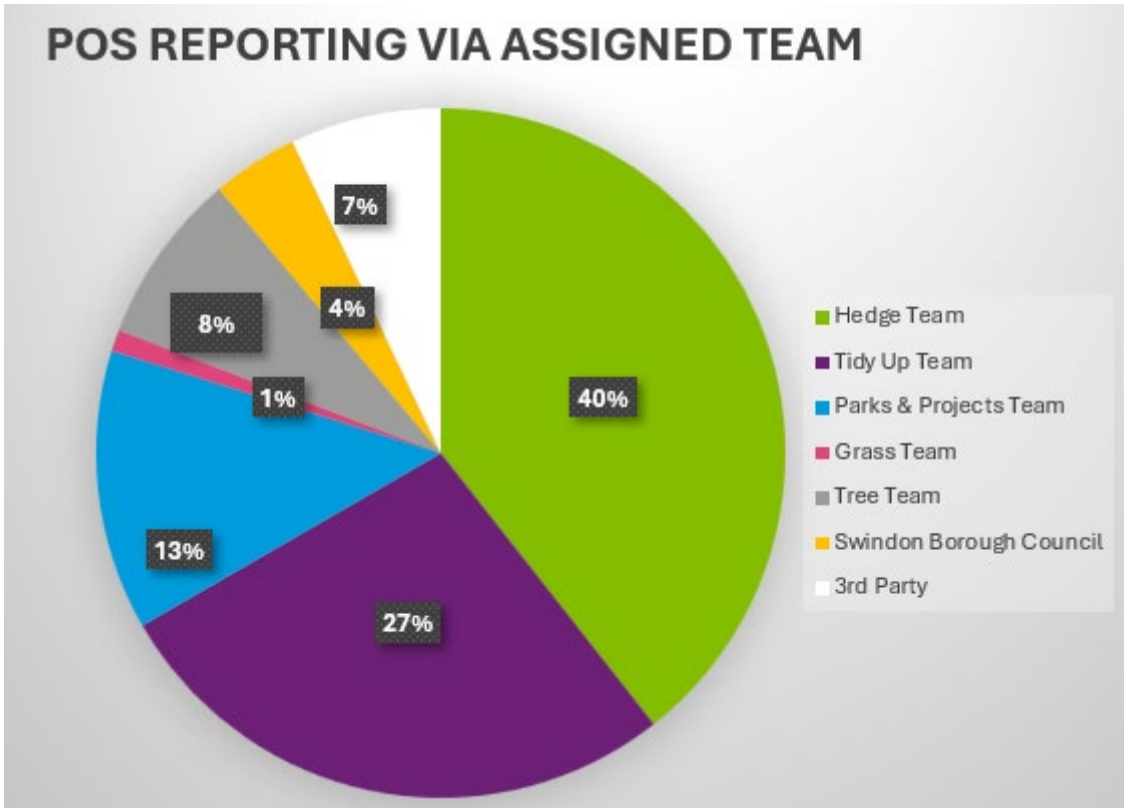
The bar chart below illustrates the volume of reports received by issue type. The pie charts that follow show the distribution of work assigned across teams and the breakdown of tasks by priority level.



Across the assigned teams, the Hedge Team continued to carry the largest workload, falling from 63 requests (41.2% of total) to 39 (39.4% of total), a decrease of 38.1%, reflecting the fall in Hedges & Shrubs reports.

The Tidy Up Team (41 to 27, -34.1%), Parks & Projects Team (22 to 13, -40.9%), Tree Team (13 to 8, -38.5%) and Grass Team (3 to 1, -66.7%) all saw reduced workloads, in line with the overall fall in volume, while Swindon Borough Council referrals fell from 9 to 4 (-55.6%).

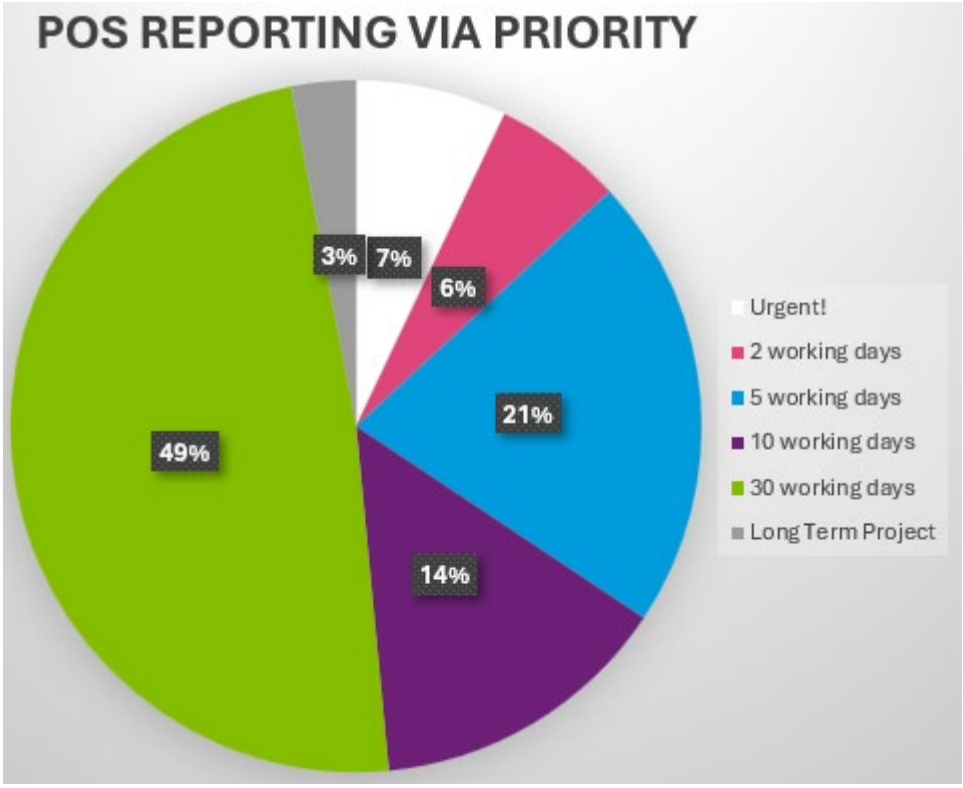
3rd Party requests rose from 2 to 7 (+250%), the only work category to increase this period. 3rd Party refers to the external contractors and other parties that work is referred to when it cannot be carried out by the Parks & Open Spaces team or Swindon Borough Council. This period's cases included issues on private property, internal issues within the HWPC offices that required an electrician to be called, and one issue that fell within the remit of another Parish.



On priority/turnaround, 30 working days continued to account for the largest share of requests, and its proportional share rose from 44.4% to 48.5%, even though the absolute number decreased (68 to 48, -29.4%), 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 other standard turnaround categories also decreased in absolute terms: 2 working days (17 to 6, -64.7%), 5 working days (34 to 21, -38.2%), 10 working days (23 to 14, -39.1%) and Long Term Project (4 to 3, -25%).

Urgent! requests, which are used to ensure that matters requiring immediate attention are identified and actioned without delay, remained unchanged at 7 (7.1% of total, compared with 4.6% in the previous period). The Urgent! cases raised this period comprised 3 fallen tree cases, 3 broken glass cases and 1 graffiti case in a play park, which contained inappropriate language.



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

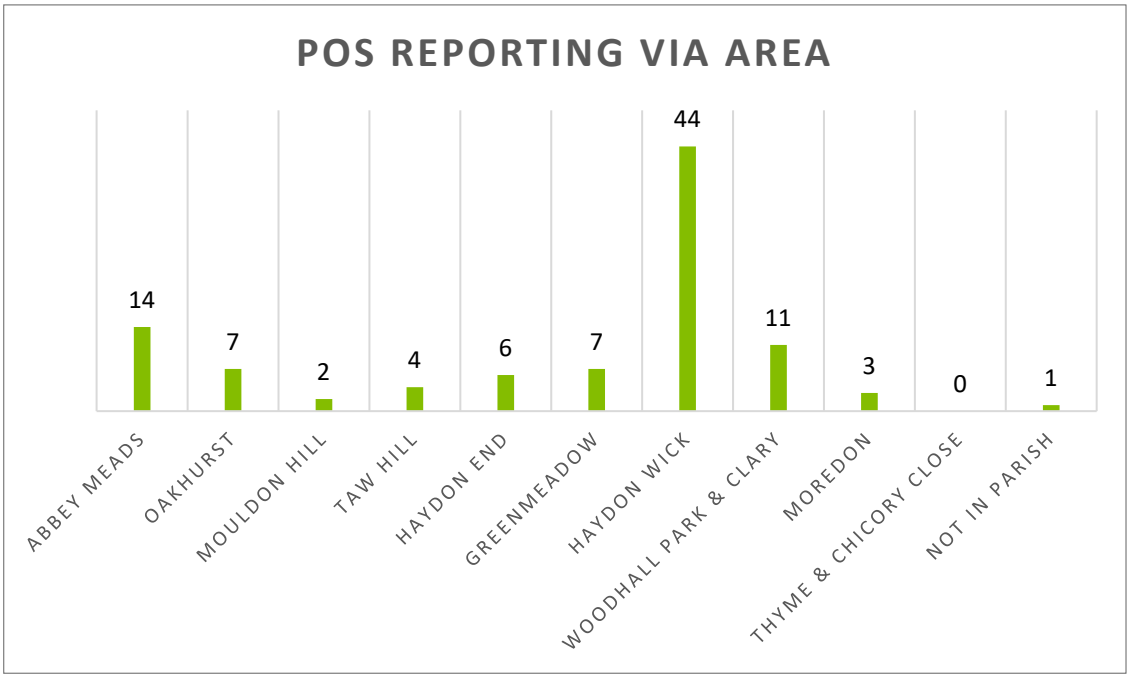
Haydon Wick decreased from 50 reports (32.7% of total) to 44 reports (44.4% of total), a fall of 12%. Although the number of reports fell, its share of all reports rose considerably and it remains the highest-reporting area by a wide margin.

Abbey Meads decreased from 27 reports (17.6% of total) to 14 (14.1% of total), a fall of 48.1%, but remains the second highest-reporting area.

Woodhall Park & Clary decreased from 19 to 11 reports (-42.1%) and Haydon End from 17 to 6 (-64.7%).

Taw Hill fell from 11 to 4 reports (-63.6%) and Mouldon Hill from 7 to 2 (-71.4%), while Oakhurst was unchanged at 7 reports and Greenmeadow decreased only slightly from 8 to 7 (-12.5%).

Moredon was the only area to record an increase, rising from 2 to 3 reports (+50%), while Thyme & Chicory Close fell from 4 reports to none. A single report was again received from outside the Parish this period.



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

The comparison of reporting platforms across the two periods shows the POS Reporting System (Webform) strengthening its position as the dominant channel, with its share of overall volume rising to the highest level recorded since the system launched, even as the overall number of reports fell.

In July–September 2026, the POS Reporting System (Webform) accounted for 80 of 153 total reports (52.3%). In September–November 2026, this was 65 of 99 total reports (65.7%), a decrease of 18.8% in absolute terms but an increase of 13.4 percentage points in its proportional share.

Email decreased from 42 reports (27.5% of total) to 14 reports (14.1% of total), a fall of 66.7%, the largest fall in absolute terms of any platform.

Telephone reports decreased from 17 to 12, a fall of 29.4%, though its proportional share rose from 11.1% to 12.1%.

Internal reports — those noted and logged by staff rather than submitted directly by residents — rose from 4 to 6 (+50%), now accounting for 6.1% of total reports, while In Person reports decreased from 6 to 1 (-83.3%).

Social Media reports fell from 4 to 1 (-75%), accounting for 1.0% of total reports in September–November 2026.

Overall, the POS Reporting System (Webform) continues to be the primary channel for residents and Councillors to log requests, and in this period accounted for around two thirds of all reports received (65.7%).