



**MAGHULL  
TOWN  
COUNCIL**

## **Maghull Town Hall**

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**Dated this 11<sup>th</sup> Day of October 2018**

**NOTICE IS HEREBY GIVEN that a meeting of the FINANCE AND AMENITIES COMMITTEE will be held in the COUNCIL CHAMBER at MAGHULL TOWN HALL on WEDNESDAY 17<sup>th</sup> OCTOBER 2018**

**The meeting will commence at 7pm (or at rise of Full Council, whichever is the later)**

**Note: DECLARATIONS OF INTEREST – If a Member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote, he/she is advised to contact the Chief Executive at least 24 hours in advance of the meeting.**

### **A G E N D A**

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Public Participation
- 4 To confirm the Minutes of Finance and Amenities Committee held 17<sup>th</sup> September 2018 (Pages 1 – 4)

#### **Finance**

- 5 **Treasurer's Report and Financial Statements as at 30 September 2018 –**  
Members are asked to consider the report (Pages 5 - 8)

#### **Amenities**

- 6 **Litter Picking -** Members to receive a verbal report
- 7 **Tree Survey 2018-** Members to receive a verbal report
- 8 **Recording Table for Operations, Service Requests and Resident's Complaints**  
- Members are asked to consider the report (Pages 9 - 14)
- 9 **Chair's Report –** Verbal report for noting only.

Miss A. McIntyre  
Chief Executive



**MAGHULL TOWN COUNCIL**  
**FINANCE & AMENITIES COMMITTEE MEETING**  
**HELD 12<sup>th</sup> SEPTEMBER 2018**

**PRESENT** - Councillor McKinley (In the Chair) and Councillors (Cllrs): June Burns, Carlsen, Carragher, Desmond, Esterson, Hart, J. Sayers and Y. Sayers.

**ALSO PRESENT** – A. McIntyre (Chief Executive) and A. Spencer (Operations Manager)

A minutes silence was observed before the meeting commenced in remembrance of Councillor Alison Doyle, Melling Parish Councillor.

1. **APOLOGIES FOR ABSENCE** – Apologies received from Cllr Josh Burns, Byrne, J. Deegan, R. Deegan, Mullen, Shaw and D. Healey (Finance Officer)
2. **DECLARATION OF INTERESTS** – None received.
3. **PUBLIC PARTICIPATION** – None notified.
4. **MINUTES OF THE PREVIOUS MEETING** - **RESOLVED** that the Minutes of the meeting held on 4<sup>th</sup> July 2018 were approved as a correct record.

**FINANCE**

5. **TREASURER'S REPORT AND FINANCIAL STATEMENTS AS AT 31<sup>st</sup> AUGUST 2018**

The Chief Executive reported that the budget was in a good position and was heading towards an underspend as it was the start of the new financial year.

The External Audit was still being undertaken by PKF Littlejohn and it was anticipated that the audit would be concluded by 30<sup>th</sup> September and the results would be confirmed at the next Full Council meeting.

**RESOLVED** that the Treasurer's Report and Financial Statements as at 31<sup>st</sup> August 2018 be noted.

**AMENITIES**

6. **ELECTRICAL WORK MAGHULL TOWN HALL**

Members were informed that the Council was required to have a period electrical test of its electrical installations at five yearly intervals. The most recent had just been undertaken. This had given an overall assessment as "Satisfactory". However, some remedial works were needed which included items 1, 2 and 8-20 on the list detailed within the report.

Items 3 and 7 on the list would require a complete shutdown which could affect either the price quoted or the functioning of the Town Hall. Officers would need to seek a temporary home during the period of the shutdown. Full notice would be given to councillors and residents.

Members discussed the need for the closedown and the affect this would have on services and agreed that health and safety would be paramount during the works.

**RESOLVED that**

1. Members approved the quote of £1,995 + VAT for the works,
2. Members approved a temporary shutdown (should it be required) of the Town Hall;
3. The report be noted.

**7. FOOTBALL SEASON 2018-19**

Members were informed that the football pitches for the 2018/19 season would be closed due to concerns regarding the health and safety of players, officials and spectators in light of poor on site drainage, high footfall (footfall) on pitches and inadequate maintenance of pitches owing to a lack of equipment.

Members stated that it was disappointing that football would not be offered on Pimbley Playing Fields but accepted that the field was not in sufficiently good condition to provide the service. Concerns were also raised regarding the timing of the report as the season had already begun. Members were informed that all football teams had been consulted over the state of the pitches and all had found temporary homes elsewhere within the district and were still playing in their leagues. All teams had expressed an interest in returning to Pimbley Fields when the upgrade work had been completed.

Members were also informed that external funding for the works was being sought as the works could cost £70,000. This cost would be for both the drainage works and the new changing rooms' facility.

**RESOLVED that**

1. Members approved the closure of the football pitches for the 2018-19 season;
2. The report be noted.

**8. DEMOLITION OF SCOUT HUT AT MOORHEY**

Members considered the report concerning the Scout Hut at Moorhey Park. The demolition survey had been completed which confirmed that asbestos was not present in the building. Members considered the estimated costing for the demolition and the recommendation that this be deferred until the 2019-20 budget.

**RESOLVED that the update be noted.**

**9. RECORDING TABLE FOR OPERATIONS, SERVICE REQUESTS AND RESIDENTS' COMPLAINTS**

Members were informed that the Recording Table had been updated taking account of their queries and concerns as detailed at the last meeting. The majority of unresolved complaints were tree and hedge related. The overhanging trees issue would be addressed

by the works proposed once the Tree Survey had been completed. Hedge work would recommence as part of the winter duties for the grounds maintenance staff.

**RESOLVED that the report be noted.**

#### 10. TREE SURVEY 2018

Members were informed that the Tree Survey was currently underway and was due to be completed in the next week. The Council had asked the surveyors to provide a priority list for the works which would allow any works to be planned within the budget. Members were also informed that permission would need to be sought from Sefton MBC if any tree works were required within the Conservation Area of Damfield Lane.

The full survey would be presented to the Committee when it was received.

**RESOLVED that the report be noted.**

#### 11. SEFTON MBC PUBLIC SPACES PROTECTION ORDER (DOG FOULING)

Members were informed that in July 2017, a Public Spaces Protection Order (PSPO) relating to Dog Control; obtained by Sefton Council, came into effect across the borough.

The PSPO would seek to ensure greater dog control and owner responsibility, whilst prescribing what behaviour would and would be not acceptable whilst owners and their dogs are on public land such as parks, play areas and cemeteries.

Sefton Council was in the process of rolling out signs within their parks and open spaces which would clearly set out restricted areas within the park/open space (as defined by Schedules 1 to 5 of the PSPO), and would state the level of fine. Restricted areas would be categorised as red, amber or green for the purposes of signs being rolled out by Sefton Council.

Sefton Council have confirmed that fixed penalty notices will be issued by an external enforcement company, who will have designated patrols within areas of the borough. In its current format, only parks and open spaces owned by Sefton Council were stated within Schedules of the PSPO. However, Sefton Council have confirmed that the spirit of the PSPO was such that it applied to all public land within the borough, which by inference included all parks and open spaces owed by Maghull Town Council.

Moving forward, it is proposed that officers work in partnership with Sefton Council Green Spaces officers to determine "restricted areas" within parks and open spaces owned by Maghull Town Council. This work would likely require a variation of the PSPO in order to provide certainty for the purposes of enforcement. Finally, signs currently being rolled out by Sefton Council would be rolled out to those parks and open spaces in Maghull to provide clarity to residents and visitors as to what behaviour was and was not acceptable within the restricted area. An update of this work will be reported to Finance & Amenities Committee in October 2018.

**RESOLVED that**

1. **Members approved the implementation of Sefton Council's Public Spaces Protection Order (Dog Control) (PSPO) in all parks and open spaces owned by Maghull Town Council;**
2. **Members approved that officers' work with Sefton Council Green Spaces Officers to determine "restricted areas" (as per Schedules 1,2,3,4 and 5 within the PSPO) within parks and open spaces owned by Maghull Town Council;**
3. **The report be noted.**

#### **12. MAGHULL COMMUNITY ASSOCIATION**

Members received a verbal update regarding the lease negotiations with the football club. The Club had received the draft lease and were obtaining legal advice before signing.

**RESOLVED that the update be noted.**

#### **13. MAGHULL FOOTBALL CLUB**

Members were informed that Maghull Football Club had requested to use the football pitch on a Sunday for womens' league matches. This was an extension to their lease for the ground and would need to have an additional charge placed on it. It was noted that Maghull Football Club's lease was due for renegotiation and this would commence during the winter. The new lease would include all weekend matches.

**RESOLVED that the update be noted.**

#### **14. CHAIRS REPORT**

No report given

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**CHAIRMAN**

TOWN HALL

Department 1

Codes

<u>INCOME</u>		<u>BUDGET</u>	Actual	Budget Remaining
			MTH 6	MTH 6
<b><u>INCOME</u></b>				
4001	PRECEPT	338,672	338,672.00	0.00
4010	BANK INTEREST	1,000	0.00	1,000.00
4101	COUNCIL CHAMBER ROOM HIRE	300	625.05	-325.05
4102	POLICE STATION LEASE	11,000	8,250.00	2,750.00
4103	ACTIVITIES ROOM	4,500	4,039.94	460.06
4330	BOWLS INDOOR	1,070		1,070.00
4395	MISC. INCOME	1,041	19,570.38	-18,529.38
4396	SOLAR PANEL INCOME	3,500	724.18	2,775.82
4301	ADMIN CHARGE FOR F/SUITE	1,200	692.00	508.00
4300	FUNCTION SUITE LEASE		11,704.35	8,295.65
4353	CRICKET CLUB LEASE	2,000	2,000.00	0.00
		<b>384,283.00</b>	<b>386,277.90</b>	<b>-1,994.90</b>
<b><u>EXPENDITURE</u></b>				
<b><u>SUPPLIERS</u></b>				
5100	SECURITY	58,300.00	24,765.31	33,534.69
5101	CCTV	1,070.00	1,667.00	-597.00
5102	ALARM	2,300.00	76.00	2,224.00
5103	FIRE	1,600.00	295.15	1,304.85
5104	AIR-CON	200.00		200.00
5105	BOILER	0.00		0.00
5106	LIFT	2,500.00	2,989.32	-489.32
5107	CLEANING SERVICES	21,000.00	12,445.00	8,555.00
5108	HYGIENE	3,000.00	3,043.33	-43.33
5109	PEST CONTROL	500.00	347.35	152.65
5110	KITCHEN CLEANSING	1,030.00	799.56	230.44
5111	WASTE DISPOSAL	200.00	50.00	150.00
5114	HEALTH & SAFETY GENERAL		145.00	
5116	CLEANING SUPPLIES	500.00	297.12	202.88
		<b>92,200.00</b>	<b>46,920.14</b>	<b>45,424.86</b>
<b><u>OVERHEADS</u></b>				
7000	BROADBAND	2,707		2,707
7002	TELEPHONES	3,500	154.08	3,346
7003	MOBILE PHONES	200	-13.99	214
7010	POSTAGE	100	5.47	95
7021	STATIONERY	1,400	479.55	920
7031	PRINTING	50		50
7036	BOOKS/TECHNICAL PUBLICATIONS	50		50
7041	OFFICE EQUIPMENT & FURNITURE	1,040	312.42	728
7061	IT	5,200	153.81	5,046
7068	SAGE	2,000	1,039.86	960
7071	PHOTOCOPIER	2,000	1,076.26	924
7082	BANK CHARGES	100	454.38	-354
7100	SALARIES	113,921	54,026.10	59,895

7106	EMPLOYER'S NI	10,124	4,692.72	5,431
7107	PENSIONS	22,329	10,589.15	11,740
7200	INSURANCE FEES	22,300	8,558.42	13,742
7221	PROFESSIONAL FEES	1,500	152.19	1,348
7224	AUDIT FEES	2,835		2,835
7232	WEBSITE DEVELOPMENT	216	90.00	126
7236	PERSONNEL CONSULTANCY	5,500		5,500
7237	TRAINING	3,000	573.21	2,427
7254	SUBSCRIPTIONS	2,000	3,641.14	-1,641
7300	RATES	20,000	10,944.00	9,056
7303	ELECTRICITY	9,400	8,569.68	830
7308	GAS	6,000	1,818.36	4,182
7309	WASTEWATER & METERED WATER	4,775	2,927.07	1,848
7320	CIVIC HOSPITALITY	400	87.50	313
7359	MAYOR'S ALLOWANCE	2,000	542.43	1,458
7801	CONFERENCES/TRAVEL/SUBS	200		200
7810	LICENCES	2,000	742.82	1,257
7823	PHOTOGRAPHS	300	290.75	9
7846	MISCELLANEOUS EXPENDITURE	334	28.00	306
		<b>247,481.00</b>	<b>111,935.38</b>	<b>135,545.62</b>

**LOANS**

7916	2000 PROJECTS LOAN	7,008.37	3,652.70	3,356
7967	2000 PROJECTS INTEREST	1,383.79	543.38	840
7918	LIFT REPLACEMENT LOAN	8,686.80	4,503.66	4,183
7968	LIFT REPLACEMENT INTEREST	3,953.68	1,816.58	2,137
7919	PROJECTS 2009 LOAN	5,816.94	2,999.97	2,817
7969	PROJECTS 2009 INTEREST	3,838.22	1,827.61	2,011
7920	ROOF SIDES & SOLAR PANELS LOAN	6,565.78	3,250.87	3,315
7960	ROOF SIDES & SOLAR PANELS INT	7,348.28	3,706.16	3,642
		<b>44,601.86</b>	<b>22,300.93</b>	<b>22,300.93</b>

## Codes

<u>INCOME</u>		<u>BUDGET</u>	<u>Actual</u>	<u>Budget Remaining</u>
		<u>MTH 6</u>	<u>MTH 6</u>	
<b>INCOME</b>				
4001	PRECEPT	272,185.00	272,185.00	-
4321	PLAYING FIELDS	3,500.00	- 300.00	3,800.00
4331	BOWLS OUTDOOR	1,070.00	1,137.40	67.40
4345	TENNIS CLUB	1,200.00	1,070.17	129.83
4346	TENNIS OTHER (Fencing)	168.00	140.00	28.00
4350	RENT BOWLING HUT	2,500.00	1,040.00	1,460.00
4351	ATC RENT	1,500.00	1,500.00	-
4352	RENT MOORHEY ROAD			-
4399	MISC FACILITIES		22,885.00	- 22,885.00
4354	FACILITIES INCOME	26,500.00	11,604.50	14,895.50
		<b>308,623.00</b>	<b>311,262.07</b>	<b>- 2,639.07</b>

EXPENDITURE

<u>SUPPLIERS</u>				
5112	WATER QUALITY	1,500.00	529.00	971.00
5113	ELECTRICAL SAFETY	600.00		600.00
5114	HEALTH & SAFETY GENERAL	500.00	380.00	120.00
5115	PLAYGROUND INSPECTIONS	700.00	658.35	41.65
5200	ENGINEERING - NEW EQUIPMENT	1,200.00	63,045.68	-61,845.68
5201	EQUIPMENT REPAIRS	2,200.00	300.33	1,899.67
5202	ENGINEERING - CONSUMABLES	1,500.00	823.46	676.54
5203	PLAY EQUIPMENT REPAIRS	2,000.00	1,244.00	756.00
5204	PARKS MANAGEMENT	7,951.00	479.95	7,471.05
5205	FOOTBALL PITCHES	1,000.00	348.00	652.00
5206	BOWLING GREENS	1,500.00	223.00	1,277.00
5207	GROUND MAINTENANCE - CONSUMABLE	1,000.00	448.36	551.64
5330	NEIGHBOURHOOD ACTIVITIES		93.19	
		<b>21,651.00</b>	<b>68,573.32</b>	<b>-46,829.13</b>

OVERHEADS

7003	MOBILE PHONES	1,000.00	616.94	383.06
7029	UNIFORMS	1,536.00	573.99	962.01
7100	SALARIES	206,772.00	97,209.10	109,562.90
7106	EMPLOYER'S NI	16,313.00	7,935.11	8,377.89
7107	PENSIONS	22,748.00	8,954.22	13,793.78
7200	INSURANCE	6,000.00	6,514.46	-514.46
7301	RATES - GARAGE	3,216.00	2,074.82	1,141.18
7302	RATES - JUDO HUT	650.00	296.00	354.00
7304	ELECTRIC - GLENN PARK	315.00	181.21	133.79
7305	ELECTRIC - PIMBLEY	445.00	63.23	381.77
7306	ELECTRIC - WHINNEYBROOKE	150.00		150.00
7307	ELECTRIC - BALLSWOOD & MOORHEY	150.00	125.49	24.51
7308	GAS - MOORHEY		200.81	No budget
7310	WATER - GARAGE	700.00	553.83	146.17
7311	WATER - BALLSWOOD		791.17	-791.17 No budget Yearly Wastewater
7312	WATER - WHINNYBROOKE	100.00		100.00
7313	WATER - PIMBLEY	100.00	132.37	-32.37
7314	WATER - GLENN PARK	100.00	76.38	23.62
7315	FLEET REPAIRS	2,342.00	1,166.37	1,175.63
7316	VEHICLE TAX	800.00		800.00
7317	DIESEL	4,400.00	2,142.04	2,257.96
7318	RED DIESEL	4,000.00	1,734.30	2,265.70
7319	LEASES	635.00	8,413.05	-7,778.05
7846	MISCELLANEOUS		225.00	No Budget set
7851	ASSET MAINTENANCE	12,000.00	12,611.10	-611.10
		<b>284,472.00</b>	<b>152,590.99</b>	<b>132,306.82</b>



Community Support

Department 3

Codes

	<u>INCOME</u>	<u>BUDGET</u>	Actual	Budget Remaining
			MTH 6	MTH 6
<u>INCOME</u>				
4001	PRECEPT	32,490	32,490.00	0.00
4391	FESTIVAL EVENTS INCOME	2,510	764.00	1,746.00
4392	FIREWORK DISPLAY	5,000		5,000.00
4395	MISCELLANEOUS INCOME	0	301.50	-301.50
		<u>40,000</u>	<u>33,555.50</u>	<u>6,444.50</u>
<u>EXPENDITURE</u>				
	<u>SUPPLIERS</u>			
5330	NEIGHBOURHOOD ACTIVITIES	11,500	3,872.77	7,627.23
5331	EVENTS	10,000	5,100.00	4,900.00
5332	FIREWORK DISPLAY	9,300	5,935.00	3,365.00
5333	CHRISTMAS ACTIVITIES	1,200		1,200.00
5334	YOUTH PROVISION	8,000	3,093.46	4,906.54
		<u>40,000</u>	<u>18,001.23</u>	<u>21,998.77</u>
	<u>OVERHEADS</u>			
7846	MISCELLANEOUS EXPENDITURE	0	100.00	-100.00
<u>TOTAL</u>		<u>0</u>	<u>15,454.27</u>	<u>-15,454.27</u>

**Report to:** Finance & Amenities Committee  
**Date of Meeting:** 17<sup>th</sup> October 2018  
**Agenda Item Number** 8  
**Subject:** Recording Table of Service Requests and Complaints  
**Report of:** Operations, Contracts & Business Development  
 Manager  
**Exempt / Confidential Report:** No

**Summary**

To provide Members with an overview of service requests and complaints received by Maghull Town Council since the last meeting of Finance & Amenities Committee in September 2018.

<b>Maghull Town Council Priority</b>	<b>Yes/No</b>
1. Development of a Neighbourhood Plan	No
2. Financial Prudence	Yes
3. Implementation of a Green Strategy	Yes
4. Development and consolidation of leisure and community activities	Yes
5. Develop services for older residents and those who may be socially isolated	No
6. Develop services for younger people	No
7. Expansion of apprenticeship programme and community-based learning	No
8. Closer collaboration with Voluntary, Community and Faith Sector	No
9. Development of Maghull Business and Community Forum	No

**Recommendation(s)**

Finance & Amenities Committee is requested to:-

1. Note the contents of this report.

**Reasons for Recommendation(s)**

Service requests and complaints are an important part of Maghull Town Council's transactions with the community. It is important that this information is monitored to ensure that as an organisation, we are responsive to the needs and requests of our community.

**Alternative Options Considered and Rejected**

None.

## What will it cost and how will it be financed?

### (A) Revenue

Costs for the resolution of service requests and/or complaints are met by 2018/19 core budgets.

### (B) Capital

None

### Implications of Recommendations:

<b>Financial Implications</b>	Costs for the resolution of service requests and/or resident complaints will be met through 2018/19 core budgets.
<b>Resource Implications</b>	Officer time in terms of resolution of service request and/or resident complaint.
<b>Legal Implications</b>	Legislation may apply depending on the nature of complaint raised e.g. Wildlife & Countryside Act 1981 regarding hedge cutting.
<b>Equality &amp; Diversity Implications</b>	None.

### Implementation Date for Decision

Immediately following the conclusion of Finance & Amenities Committee.

### Appendices

None

### Background Papers

None

<b>Contact Officer</b>	Alex Spencer – Operations, Contracts & Business Development Manager
<b>Telephone Number</b>	0151 526 3705
<b>Email Address</b>	<a href="mailto:Alex.spencer@maghull-tc.gov.uk">Alex.spencer@maghull-tc.gov.uk</a>

## 1. Background

During the 2016/17 municipal year, a recording table for operations, service requests and residents' complaints was introduced in order to more effectively prioritise and direct council resources.

The recording table continues to be maintained by officers, who update on a regular basis.

This is the eleventh occasion on which information from the recording table has been reported to members.

For completeness, information reported in the 2016/17 and 2017/18 municipal years has been included to enable a comparison with the same point of the year.

**Table 1.0 – Service Requests / Complaints received, Number Resolved and Number Requiring Resolution at Time of Writing Report**

<b>TABLE 1.0</b>				
	<b>Service Requests / Complaints Received</b>	<b>Number Resolved</b>	<b>Number Requiring Resolution</b>	<b>Number of Unresolved Carried Forward from last meeting*</b>
Meeting One – 2016/17	9	7	2	
Meeting Two – 2016/17	14	12	2	
Meeting Three – 2016/17	9	4	5	
Meeting Four – 2016/17	18	16	2	
Meeting One – 2017/18	37	31	6	
Meeting Two – 2017/18	42	24	18	
Meeting Three – 2017/18	24	14	10	
Meeting Four – 2017/18	22	16	6	
Meeting One – 2018/19	31	22	9	
Meeting Two – 2018/19	27	19	8	
Meeting Three – 2018/19	17	10	7	5 of 6

**Table 2.0 – Categorisation of Service Requests / Complaints Received Since Last Meeting of Finance and Amenities Committee**

<b>TABLE 2.0</b>		
<b>Category of Service Request / Complaint</b>	<b>Resolved</b>	<b>Unresolved</b>
Grounds Maintenance	7	6
Grounds Maintenance Contracts	2	0
Flooding	1	0
Vandalism	0	1
<b>TOTAL</b>	<b>10</b>	<b>7</b>

**Table 3.0 – Nature of Unresolved Service Requests / Complaints**

<b>TABLE 3.0</b>		
<b>Category of Service Request / Complaint</b>	<b>Unresolved</b>	<b>Nature</b>
Grounds Maintenance	6	<ol style="list-style-type: none"> <li>1. Overhanging trees and maintenance of land at Glenn Park.</li> <li>2. Maintenance of grassed areas at Moss Park and Lathom Gardens.</li> <li>3. Maintenance of grassed areas at Round Meade Park.</li> <li>4. Maintenance of grassed areas at Lathom Gardens.</li> <li>5. Maintenance of grassed areas at West Meade</li> <li>6. Maintenance of grassed areas at West Meade.</li> </ol>
Vandalism	1	<ol style="list-style-type: none"> <li>1. Vandalism of litter bin and children's play area fencing in Old Hall Park.</li> </ol>
<b>TOTAL</b>	<b>7</b>	

**Table 4.0 – Unresolved Service Requests / Complaints Carried forward from Last Meeting of Finance and Amenities Committee in September 2018**

<b>TABLE 4.0</b>		
<b>Category of Service Request / Complaint</b>	<b>Unresolved</b>	<b>Nature</b>
Grounds Maintenance (Parks, Trees & Hedges)	4	<ol style="list-style-type: none"> <li>1. Maintenance of trees at Old Hall Park (Sefton Council Responsible)</li> <li>2. Maintenance of privet bordering Brendale Avenue</li> <li>3. Overhanging Tree from Whinneybrook Playing Field</li> <li>4. Overhanging Tree from Ballswood</li> </ol>
Flooding	1	<ol style="list-style-type: none"> <li>1. Round Meade resident complaining of flooding to rear of garden from park.</li> </ol>
<b>TOTAL</b>	<b>5</b>	

## Summary of Operations From Contracts, Operations & Business Development Manager

Since the last meeting of Finance and Amenities Committee, a total of 17 service requests and/or complaints have been received. 10 of those received have been resolved (58%), though at the time of writing 7 remain unresolved (42%).

Of the 17 service requests and/or complaints received, all are the responsibility of Maghull Town Council to resolve.

The vast majority of the 7 service requests/complaints which are unresolved relate to the maintenance of parks – namely the length of grass in both outfields and children's play areas.

As previously reported to this committee in September 2018, operations have been challenging as a direct result of staff shortages attributable to annual leave, sickness and officer suspension. These challenges have been further compounded by our commitment to honour grounds maintenance contracts; which has resulted in some parks not being maintained for three, four or sometimes five weeks.

Operations have been managed as effectively as possible, having due regard to staff numbers and commitments under our grounds maintenance contracts. In some instances, grounds maintenance contracts have been suspended in order to redirect officers to maintain parks or complete facilities works such as football pitch maintenance.

In addition, I have drawn on outside support from West Lancashire District Council and Sefton Council to support our most essential operations – play equipment inspections for example, in order to provide service continuity in light of available resources.

There is no doubting that operations have been significantly impacted upon as a result of low staff numbers, coupled with our commitments under grounds maintenance contracts. This has resulted in a substantial departure from our parks maintenance schedule i.e. fortnightly grass cutting, and has prompted a significant increase in complaints/service requests from residents.

With regards to the five unresolved complaints carried forward from the last meeting of this committee in September 2018 (Table 4.0 above), two issues are the responsibility of Sefton Council to resolve and/or support (maintenance of trees in Old Hall Park and flooding at Round Meade Park). I continue to liaise with Sefton Council colleagues in the resolution of these issues.

The three remaining issues (overhanging trees in Whinneybrook and Ballswood, and maintenance of privet in Brendale Avenue) are the responsibility of Maghull Town Council and will be resolved as part of our winter works maintenance programme; whilst being informed by our completed tree survey.

**Recommendation(s):-**

**Finance & Amenities Committee is requested to:-**

1. Note the contents of this report.

