



Kidderminster
Town Council

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23 September 2026

The meeting of the **SERVICES COMMITTEE** will be held in the Operations Unit, Unit 2, Forst Industrial Park, Crosbie Grove, Kidderminster at **6:00 PM on Thursday 8th October 2026**.

Yours Sincerely,

Adam Stockhall
Operational Services Manager

Membership: Councillors: H. Dyke (Chair), G. Connolly, N. Gale, S. Miah, L. Carroll, V. Caulfield, B. Brookes

SERVICES COMMITTEE AGENDA – THURSDAY 8 OCTOBER 2026

1. Apologies for absence

N/A

2. Declarations of interest.

To receive declarations under consideration on this agenda in accordance with the Localism Act 2011 s32 and The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012.

Members are reminded that should you declare a pecuniary interest at a meeting; it is your responsibility to inform the Monitoring officer.

3. Public Question Time.

In accordance with Standing Order 3(c), to allow members of the public to make representations, ask questions, and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda.

4. Minutes.

To approve the minutes of the meeting of Services Committee held on Wednesday 1st July 2026.

5. Operational Services Update

To receive an Operational Services Update.

6. Clement Dalley Play Park (Silverwood's)

To receive a report and consider recommendations.

7. Friends of Parks

To receive a copy of the Friends Memorandum of Understanding and update on the current operational position.

8. Procurement of the Parks, Green Spaces and Market Street Public Toilets Maintenance and Cleansing Contract

To receive an updated report and consider recommendations.

9. Dog Waste Dispensers

To receive a report and consider recommendations.

10. Protection of the Forecourt area - St Marys Church

To receive a report and consider recommendations.

11. Operational Services Work Programme

To receive and note upcoming Operational Services Work Programme.

KIDDERMINSTER TOWN COUNCIL OPERATIONAL SERVICES COMMITTEE
Minutes of the meeting held on Wednesday 18th March 2026
Held in Unit 2, Forest Industrial Park at 6pm

Present:

Councillors:

Councillor H. Dyke (Chair)
Councillor J. Beckingham
Councillor V. Caulfield
Councillor S. Miah
Councillor N. Gale

In attendance:

Mr. A. Stockhall – Operational Services Manager (OSM)
Mr. R. Beeston – Operational Services Officer (OSO)

1. Apologies for absence

Councillor George Connolly

2. Absences:

Councillor B. Brookes
Councillor L. Carroll

3. Declarations of interest.

To receive declarations under consideration on this agenda in accordance with the Localism Act 2011 s32 and The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012.

Members are reminded that should you declare a pecuniary interest at a meeting; it is your responsibility to inform the Monitoring officer.

Resolved: Councillor N. Gale declared that she is the Ward Councillor for both the District and Town Councils, for the Silverwood Estate, where Clement Dalley Play Park is located.

4. Public Question Time.

In accordance with Standing Order 3(c), to allow members of the public to make representations, ask questions, and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda.

Resolved: Nil

5. Minutes.

Resolved: That the minutes of the Services Committee meeting held on Wednesday 1st July 2026 be approved as a true record and signed by the Chair.

6. Election of Deputy Chair for the 2026–2027 Services Committees.

To elect a Deputy Chair for the Services Committees for the 2026–2027 municipal year.

Resolved: Members of the Services Committee elected Councillor S. Miah Deputy Chair for the 2026–2027 municipal year.

7. Climate Change and Carbon Reduction.

To receive the report of the climate change and Biodiversity Working Group and agree any actions arising from this report.

Resolved: Members received and noted the actions outlined by officers that have been adopted and implemented within operational service delivery to support climate change and biodiversity objectives, as set out in the Working Group's actions arising from the report.

Cllr V. Caulfield asked how emissions could be recorded and quantified, noted that third-party expertise may be required to provide appropriate support and suggested consideration be discussed with the Climate Change and Biodiversity working group.

8. Operational Services Terms of Reference.

To note the Terms of Reference.

Resolved: Members noted the Terms of Reference. Cllr Caulfield requested that in section 3 Terms of Reference, that the paddling Pool be removed from the list of assets. Officers agreed to this action.

9. Operational Services Work Programme

To receive and note upcoming Operational Services Work Programme.

Resolved: The Committee noted the Operational Services Work Programme and requested that updates on Operational Services biodiversity and climate support initiatives be provided at each meeting of the Services Committee.

10. Operational Services Update

To receive an Operational Services Update.

Resolved: The Committee noted the Operational Services update. During discussion, **Cllr S. Miah** sought clarification from Officers regarding the current working relationships with the various Friends of the Parks groups following the update. Officers acknowledged the valuable contribution made by the Friends groups in supporting and enhancing the Council's parks. It was recognised that, while relationships can occasionally be challenging, all parties share the common objective of maintaining and improving the quality of the parks for the benefit of residents and visitors. Officers confirmed their commitment to continuing to work collaboratively with the Friends groups to foster positive and constructive partnerships.

Cllr H. Dyke suggested holding an annual event for all the Friends of the Parks groups at the Town Hall as a way of recognising and thanking them for their valuable contribution to the maintenance and enhancement of the town's parks. The event could include light refreshments, such as tea and cakes, to acknowledge their ongoing commitment and voluntary work.

11. Friends of Parks

To receive a copy of the Friends Memorandum of Understanding and update on the current operational position.

Resolved: To note the Memorandum of Understanding and reaffirm the Council's commitment to working in partnership with Friends Groups in support of the maintenance, enhancement and promotion of the Council's parks and green spaces.

Councillor H. Dyke requested that officers prepare an updated Memorandum of Understanding for the Friends of the Parks, clearly identifying the respective responsibilities relating to park operations. The revised Memorandum of Understanding should be presented at the meeting on Wednesday, 23 September 2026, for review and approval.

To support the development of improved communication and engagement arrangements between the Council and Friends Groups, including the exploration of alternative meeting formats and mechanisms for regular dialogue.

To agree, in principle, the establishment of a Friends of the Parks Forum, comprising representatives from the Friends Groups, relevant Council officers and a nominated member of the Operational Services Committee, to facilitate constructive engagement, information sharing and collaborative working.

To note the anticipated introduction of additional Landscape and Community-focused roles within the Operations team from April 2027 and the opportunities these posts will provide to strengthen support for Friends Groups and community-led initiatives within the Council's parks and open spaces.

To request that officers continue to engage positively with all Friends Groups and provide a further update to the Committee on partnership working and future arrangements as appropriate.

12. Service Level Agreements

To receive a report and consider recommendations.

Resolved: The Committee agreed to the following:

1. That the Public Realm & Operations Officer is instructed to serve six months' notice to terminate the SLAs (not including the hanging basket and mechanical SLA), to take effect on 31 March 2027.
2. That the Public Realm & Operations Officer be authorised to appraise future service delivery arrangements and the potential incorporation of allotment maintenance, St Mary's Churchyard maintenance and Market Street Toilets cleaning within the Council's wider grounds maintenance procurement exercise due in 2027, whilst also considering the extension of the hanging basket contract with WFDC as a separate arrangement.

13. Operational Services New Posts, Job Descriptions and Person Specifications

To receive a report and consider recommendations.

Resolved: The Committee agreed to the following:

1. To note the review undertaken by Officers regarding the naming of the previously approved posts.
2. To approve the renaming of the Horticulture Officer post to Landscape Officer.
3. To approve the renaming of the Community, Commercial and Engagement Officer post to Parks Commercial & Community Officer.
4. To approve the proposed recruitment timetable, with advertisements for all approved Operational Services posts commencing in October 2026, interviews taking place during November and December 2026, and successful candidates commencing employment in April 2027.
5. Cllr V. Caulfield requested that the Parks Commercial & Community Officer be supported in holding a formal qualification relevant to the role. Officers agreed to explore appropriate industry-recognised qualifications and will identify suitable accredited training opportunities.

14. Procurement of the Parks, Green Spaces and Market Street Public Toilets Maintenance and Cleansing Contract

To receive a report and consider recommendations.

Resolved: The Committee agreed to the following:

1. Services Committee to approve the initiation of a tendering exercise by the Operational Services Manager for the procurement of the Parks, Green Spaces and Market Street Public Toilets Maintenance and Cleansing Contract.
2. Services Committee to approve a three-year fixed-term contract, incorporating a 12-month break clause.
3. Services Committee to approve the proposed tendering timetable.
4. Services Committee to authorise the Operational Services Manager, together with a nominated member of the Committee, to undertake the evaluation and scoring of tender submissions, with a recommendation to be presented for approval at the Operational Services Committee meeting on 9 November 2026.
5. Services Committee to authorise the Operational Services Manager to award the contract to the successful tenderer following Committee approval of the evaluation outcome.

15. Clement Dalley Play Park (Silverwood's)

To receive a report and consider recommendations.

Resolved: That the Committee agreed to defer making a recommendation to Full Council on the adoption of the play area pending the receipt of further information and clarification.

Before making a formal recommendation, Members requested that Officers obtain additional information on a number of matters to ensure that the Council has a full understanding of the financial, legal and operational implications associated with the proposed transfer.

The Committee requested that Officers seek confirmation of the following:

- That the third-party landowner will meet Kidderminster Town Council's reasonable legal costs associated with the transfer of the play area.
- Confirmation that residents of the estate will not continue to be charged any service or maintenance fees for the upkeep of the play area once ownership has transferred to the Town Council.
- A draft Heads of Terms setting out the proposed arrangements for the transfer.
- Confirmation of any grant funding or financial contribution that may be available to support the first years of maintenance and assist with the transition of the asset to the Town Council.

The Committee agreed that, once this information has been obtained and reviewed, a further report should be presented to enable Members to determine whether a recommendation should be made to Full Council.

16. Kidderminster Allotments

To seal the Kidderminster Town Council pressed stamp to allotments self-management leases.

Resolved: The Committee agreed to the following:

Following approval by the Services Committee on 18 March 2026, authority is sought to affix the Common Seal of Kidderminster Town Council to each individual allotment lease and to execute and issue the leases to the respective parties, thereby formalising the continuation of the arrangements for a further seven-year term.

13 Franche Allotment

To consider report and consider recommendations.

Resolved: The Committee agreed to the following:

That the Committee authorises the transfer of the land as described and approves the affixing of the Common Seal of Kidderminster Town Council to all necessary transfer documentation.

Kidderminster Town Council

Report Title: Public Realm and Operations Update

Meeting: Operational Services Committee

Date of Meeting: 8th October 2026

Author: Rob Beeston – Operational Services Officer

Date of Report: 23rd September 2026

1. Summary

The purpose of this report is to update Members on the current operational position related to the Public Realm and Operations.

2. Background

Current list of assets which are currently being managed and maintained within Operational Services.

- St Georges Park
- Broadwaters Mill Park
- Baxter Gardens
- St Marys grounds adjacent to the Church
- Street Furniture, Inc benches, bus shelter, Welcome to Kidderminster Boundary Nameplates
- Directional Finger Posts
- Kidderminster Allotments (8 in total)
- Waterfall
- Market Street Toilets
- Kidderminster Market
- Grit Bins (Not all)
- Monuments/Clocks, Horse sculpture and War Memorials
- Floral and Hanging Baskets
- Christmas Lights
- Health and Safety

3. Current Operational Position

Currently all public realm has a schedule of works, which ranges from cleaning to inspections, repairs and maintenance, for example painting.

Parks Ground Maintenance are undertaken by a third-party contractor MG&B with a schedule of works, which is monitored and inspected, this includes grass cutting, litter picking and bin emptying.

Trees are inspected through a detailed inspection regime which was conducted in July this year. All all high and medium risk works have either been completed or are booked in for completion this financial year.

Play areas are checked and maintained and follow a strict health and safety regime.

We have a number of SLA (Service Level agreements) in place with WFDC, for toilet cleaning, supply floral and hanging flower baskets, mechanical sweeping and allotment trees and St Marys Ground maintenance.

4. Snapshot of works since July

➤ Parks

- Reviewing a restoration project on the totem pole at Broadwaters
- Repairs made to electrical lights at Broadwaters
- Re-seeding of grassed areas across the tree parks
- Play Equipment repairs
- Clearing waterways
- Tree removal across the pond at Broadwaters
- Re-seeding of grass across all parks
- Wildflower Meadows cut

➤ Public Realm

- Continuing to keep all KTC public realm street furniture, boundary plates and benches in a cleaned condition.
- RB met with the BID to discuss Incredible Edible planters
- Management of Kidderminster Markets
- Progressing painting of street furniture
- Removal of graffiti on Town Council land
- Essential repairs to Market Street toilets

➤ Back Office/Safety

- Expanding office furniture for 2027 additional staff
- Continuing to grow our social media presence.
- Health and safety monitoring system (Play Inspection App)
- Implemented detailed risk Assessments and Inspections
- Agreed and re-designed Service Level Agreements with partners
- Grow our inventory of tools and equipment.
- Implemented Operational Policies
- Expanding staff work programmes

Works Pictures – Parks

Sluice repair Broadwaters



Tree removal at Broadwaters



Lenghthsman work at Spennells



Grit Bin Installed Puxton Lane



Replacement Bin Installed St Georges



Public Realm

Lengthsman Works Spennells



Lengthsman Works Offmore



5. Friends Groups updates

➤ Friends Of St Georges Park

KTC officers continue to maintain regular communication with the Friends of St George's Park, providing updates on activities, works and developments taking place within the park.

Officers are committed to maintaining positive and open communication with the group, sharing information on operational matters, projects and planned improvements, and welcoming feedback and local insight. The Council values the contribution of the Friends group and is keen to work collaboratively to support the ongoing development and enjoyment of the park.

➤ Friends Of Broadwaters Park

The Friends of Broadwaters Mill Park continue to be an active and engaged group, working positively and collaboratively with Kidderminster Town Council. Their contribution supports the park's continued success in achieving the prestigious Green Flag Award.

The group maintains regular activities including litter-picking and supporting the maintenance of areas in their care, alongside positive communication with Council officers. A new Chairperson has recently been elected, with the group looking forward to continuing its work and strengthening its relationship with the Council.

6. Operational Issues and Developments

➤ Greatfield Road Allotments – Badger Sett:

Officers are currently dealing with an issue relating to badgers occupying a sett on an unregistered section of land adjoining the Greatfield Road Allotments. The presence of the badgers is affecting a neighbouring residential property. Officers are working alongside Wyre Forest District Council's Legal Team to establish the Council's responsibilities and potential liability, while also seeking to assist the affected household in identifying an appropriate solution.

The land on which the sett is located is currently unregistered, and despite enquiries, officers have so far been unable to identify the landowner. Initial indications are that works required to appropriately manage/relocate the badgers and implement suitable measures to protect the affected area could be in the region of £20,000. No commitment to expenditure has been made at this stage, and the Council is continuing to establish the legal position and responsibilities of the relevant parties.

➤ **St George's Park Bandstand**

Officers have begun exploring potential improvements to the St George's Park bandstand to improve its usability, appearance and accessibility. Current work is focused on obtaining costs for improvements to the existing floor finish, improving the gradient of the disabled access ramp and installing a suitable balustrade alongside the ramp.

These works are currently at the costing and feasibility stage, and further information will be brought forward once costs and the appropriate scope of works have been established.

7. Finances

Total Operational Budget £350,000

MB&G Grounds Maintenance Contract £51,000

Service Level Agreements

- St Marys Grounds maintenance £13,605
- Allotment Tree Inspections £2,800
- Floral and Hanging Baskets Supply and Maintain (May – Sep) £14,913
- Mechanical Sweeping, Parks and Park Car Parks £5,850
- Market Street Toilet Cleaning £24,690
- Christmas Lights £23,000

8. Looking Ahead

- Set our detailed work programs in conjunction with the Friends Groups as set out in the Memorandum of Understanding
- Continue to develop bio-diversity across our site
- Improve partnership working
- Be more self-efficient
- Grow Operational team
- Continually drive improvements
- Look in to grant funding for repurposing Broadwaters Toilet Block
- Improve Biodiversity
- Operational Services corporate branding

Kidderminster Town Council

Report Title: Clement Dalley Drive Play Park (Silverwood's Estate) Park Transfer

Meeting: Operational Services Committee

Date of Meeting: 8 October 2026

Author: Adam Stockhall – Operational Services Manager

Date of report: 23 September 2026

1. **Summary:** To Agree the Council's approach to this matter, including asset and service transfer and financial arrangements following
2. **Background:** The Operational Services Committee met on Wednesday 1 July 2026 and considered the attached report. Following consideration, the Committee resolved to approve the recommendations contained within the report.

The agreed resolutions are set out below, together with the matters subsequently agreed with the current developers. For ease of reference, the developer agreements and associated amendments are highlighted in red.

- That the third-party landowner will meet Kidderminster Town Council's reasonable legal costs associated with the transfer of the play area.

**Yes, Stour Valley has agreed to contribute £1,000 towards the legal costs.
This will 100% cover costs.**

- Confirmation that residents of the estate will not continue to be charged any service or maintenance fees for the upkeep of the play area once ownership has been transferred to the Town Council.

Yes, they have confirmed that residents will not continue to be charged service or maintenance fees.

- A draft Heads of Terms setting out the proposed arrangements for the transfer.

Agreed.

- Confirmation of any grant funding or financial contribution that may be available to support the first years of maintenance and assist with the transition of the asset to the Town Council.

Stour Valley Management Company has agreed to the following,

2027-28 - £3,000 per annum

2028-29 - £3,000 per annum

Agreed to ensure all play equipment is in good working order in accordance with a professional play inspection before agreeing transfer, any works will be undertaken if needed.

3. Conclusion

Officers are satisfied with the financial arrangements agreed and are now in a position to support the proposed transfer of the park, in line with these arrangements. Subject to the necessary formal approvals, Kidderminster Town Council can therefore proceed towards assuming full ownership and responsibility for the park.

4. Recommendation

It is recommended that Services Committee RESOLVES:

- The Operational Services Committee recommends that Officers proceed to seek Full Council approval.

Appendices – Clement Dalley Drive Play Park (Silverwood's) 1 July 2026 Report

Kidderminster Town Council

Report Title: Clement Dalley Drive Play Park (Silverwood's Estate) Park Transfer

Meeting: Operational Services Committee

Date of Meeting: 1 July 2026

Author: Adam Stockhall – Operational Services Manager

Date of report: 1 June 2026

1. **Summary:** To Agree the Council's approach to this matter, including asset and service transfer and financial arrangements.
2. **Background:** Kidderminster Town Council (KTC) were approached on the 25 March 2026 regarding Clement Dalley Drive Play Park, which is located off Clement Dalley Drive, [Clement Play Park - Google Maps](#), which is still currently owned by the developer Vistry Homes, with the ownership and responsibility eventually transferring to the residents of Stour Valley management Phase 1 Limited.
3. **Purpose of report:** KTC may have an interest in adopting and assuming responsibility for the play area, as this would align with the Council's ongoing programme of park and open space transfers, including sites that have already been adopted and those currently progressing through the adoption process. Officers consider that the play area may represent a logical addition to the Town Council's existing portfolio of community assets, providing an opportunity to support the long-term management, maintenance, and enhancement of local recreational facilities for residents.
4. **Residents Comments and Feedback:** Please see attached comments indicating a survey carried out on the Stour Valley Facebook Group seeking feedback on KTC taking ownership of the park, located in Clement Dalley Drive.

5. Proposed Asset Transfers:

Parks/Play Areas – April 2027	Facilities/Equipment/Features	Notes
Clement Dalley Drive Play Park	Basketball Court, swings and slides, tunnel, wooden play beams, climbing wall, benches, bins, footpath and grassed area.	A condition survey of all play equipment will be required, with the equipment subsequently serviced, upgraded, and repaired as necessary to ensure it remains safe, functional, and fit for purpose.

6. **Service Delivery:** It is recommended that, given the play area's close proximity to the Operational Unit and its accessibility within walking distance, responsibility for its routine maintenance be undertaken in-house through existing staffing resources. This approach would enable the site to be incorporated efficiently into current operational schedules, with grass cutting, play inspection, litter collection, and the emptying of waste bins carried out by the Public Realm Operative as part of established maintenance programmes.

7. Financial Overview: **Officers consider a further £2,000 per annum to ensure play equipment and grounds remain in good working order.**

7. Legal Representation: It is anticipated that legal support will be required to facilitate the transfer of the play area and ensure that all statutory, property, and contractual matters are appropriately addressed. Subject to the provisions of the existing Service Level Agreement, legal representation may be sought from the Wyre Forest District Council Legal Services Team. At this stage, the associated legal costs have not been determined and would need to be confirmed as part of the due diligence process should the transfer proceed.

8. Resolution: That this Committee recommends that Full Council approves the transfer of Clement Dalley Drive Play Park and authorises officers to progress the transfer in accordance with the arrangements agreed by Council and Committee.

9. Appendices:

- Park Pictures
- Resident Comments

Kidderminster Town Council

Report Title: Friend Groups and Volunteers Memorandum of Understanding

Meeting: Operational Services Committee

Date of Meeting: 8 October 2026

Author: Adam Stockhall – Operational Services Manager

Date of Report: 17 August 2026

1. **Aim:** To provide the Operational Services Committee with an updated Memorandum of Understanding.
2. **Background:** The Council works in partnership with the Friends Groups through an agreed Memorandum of Understanding, which sets out the respective roles, responsibilities and expectations of both parties.

For several years, the Friends Groups associated with St George's Park, Broadwater's Mill Park and Baxter Gardens have provided support to Kidderminster Town Council in the maintenance, enhancement and promotion of these important community assets. Their contributions have included litter picking, the maintenance of flower beds, tree planting, shrub management and the organisation of community events, including family fun days and other local activities.

Officers now feel with the upcoming transfer of 9 additional parks, with in the main have no Friend Groups operating other than Springfield Park, although we are led to believe, they are due to seize operating as of 2027.

3. **Moving Forward:** The continued development of Kidderminster Town Council's parks and open spaces presents an opportunity to strengthen the way in which they are managed, maintained and enhanced. As the Council assumes responsibility for additional parks, it is important that there is a consistent approach to maintenance, decision-making and community engagement, supported by clearly defined roles and responsibilities for the Council, Friends Groups and volunteers.

To support this approach, the Council will recruit four additional posts within the Operational Services Team. These roles will increase the Council's operational capacity and provide dedicated professional resource to oversee the management, maintenance and development of the Town's parks and open spaces. They will also strengthen the Council's ability to work collaboratively with Friends Groups, volunteers and local communities, ensuring that community involvement is well coordinated and aligned with the Council's strategic objectives.

The proposed Memorandum of Understanding has been developed to provide a clear framework for this partnership. It defines the respective roles and responsibilities of the Council and Friends Groups, establishes clear arrangements for communication and volunteer activities, and sets out the approval process for projects and maintenance works. This will ensure that all parties have a shared understanding of their responsibilities and that expectations are clear from the outset.

As the landowner and statutory authority, Kidderminster Town Council will retain overall responsibility for the management, maintenance and operation of its parks and open spaces. The Council will determine maintenance standards, operational priorities, health and safety requirements, legal compliance and the approval of all works undertaken on its land. Council Officers are accountable through the Council's established governance arrangements and report directly to the Council and its Committees. They do not report to, nor operate under the direction of, Friends Groups or other volunteer organisations.

The Council greatly values the contribution, local knowledge and commitment of Friends Groups and volunteers and is committed to maintaining positive, open and constructive working relationships with them. Friends Groups will continue to play an important role in supporting and enhancing the Town's parks and will be consulted where appropriate and kept informed of relevant decisions. However, responsibility for operational management, strategic direction and decision-making will remain with Kidderminster Town Council.

By establishing clear governance arrangements and strengthening partnership working, the Council will ensure that all activities are delivered safely, consistently and in accordance with its policies, statutory obligations, available resources and long-term objectives. This approach provides clear accountability while continuing to encourage and support meaningful community involvement in the enhancement and enjoyment of Kidderminster's parks and open spaces.

- 4. Memorandum of Understanding:** The Memorandum of Understanding (MoU) has been reviewed and updated to reflect Kidderminster Town Council's operational responsibility for the management and maintenance of its parks, while recognising the valuable contribution made by Friends Groups and volunteers in supporting and enhancing these important community assets.

The MoU provides a clear framework for partnership working by defining the respective roles and responsibilities of the Council and Friends Groups, setting out the scope of the agreement, establishing governance arrangements, and clarifying the processes for communication, volunteer activities and the approval of projects and maintenance works. This ensures that all parties have a shared understanding of their responsibilities and promotes consistent, transparent and effective working relationships.

It should be noted that the MoU is not a legally binding contract. By signing the document, Friends Groups are not entering into any contractual obligation; rather, they are confirming their commitment to working collaboratively with the Council to support the enhancement, enjoyment and environmental improvement of the agreed park or open space.

Whilst the Council hopes that all existing and future Friends Groups will choose to adopt the Memorandum of Understanding, the Council's governance arrangements and operational model will be implemented regardless of whether an individual Friends Group elects to sign the document. The MoU provides the mechanism for formal partnership working; however, the Council will continue to fulfil its statutory and operational responsibilities for the management, maintenance and development of its parks and open spaces, with all activities expected to operate in accordance with the principles and arrangements set out within the MoU.

- 5. Attendance at Friends of the Parks Meetings:** Friends of the Parks groups typically arrange their meetings during evenings or at times outside the Council's normal operating hours. Whilst officers recognise the value of maintaining positive engagement with these groups, attendance at every meeting is not always practicable due to personal commitments and contracted working hours where we need to prioritise the delivery of Council services. Council officers will however attend a minimum of one a year.

Where attendance is not possible, officers will, where appropriate and resources permit, prepare a written update for circulation to the relevant Friends group. This will provide an overview of ongoing maintenance activities, current projects, forthcoming works and any other relevant operational matters, ensuring that volunteers remain informed of key developments. This approach supports effective communication whilst enabling officers to continue meeting their wider operational responsibilities.

It should be noted that the preparation of written updates is a discretionary measure intended to promote openness and constructive engagement. It is not a statutory or contractual requirement, nor does it create any formal reporting obligation.

6. Recommendation:

It is recommended that the Operational Services Committee **RESOLVES:**

- That the Committee notes the contents of this report and approves the adoption of the revised Memorandum of Understanding as the Council's governance framework for managing and supporting the involvement of Friends Groups and volunteers within Kidderminster Town Council's parks and open spaces.

Appendices:

- Appendix 1 - Memorandum of Understanding

Memorandum of Understanding

Between

Kidderminster Town Council

And

Friends of **St Georges Park** (Registered Charity)

This MEMORANDUM OF UNDERSTANDING is hereby made and entered into by and between the Friends of **St Georges Park** herein after referred to as the Friends Group, and the Kidderminster Town Council, herein after referred to as the Council.

• INTRODUCTION

It is important that everyone living in Kidderminster has the opportunity to have access to public open space. The Council is committed to supporting local groups who wish to participate in the maintenance of those spaces. As an ambition the Council wishes to engage with Friends groups to foster a joint sense of custodianship for areas, they have both affection and concern for. It is also working to ensure that friends groups are made aware of health and safety issues surrounding the use of volunteers on Council owned land. This will ensure the level of expectations and aspirations are effectively managed and realised in a way that does not compromise both the safety of volunteers and other grounds maintenance/biodiversity issues.

It should be recognised that, in signing the memorandum of understanding, Friends Groups are not entering into any form of contractual obligation, rather it is a statement of commitment to supporting environmental improvements within the agreed area. Where appropriate, this support can include financial support and/ or the provision of equipment/ services to the friends group.

• DEFINING FRIENDS GROUPS

The term 'Friends Group' embraces all forms of volunteering. For the purpose of this document this relates to formal/informal groups who have a desire to support/improve the physical appearance of parks and open spaces in the ownership of the Council. The Council has the right to determine which groups it will recognise; based on the view of what added value they would bring to a given area.

• INDIVIDUAL AGREEMENT

Memorandum of Understanding between Kidderminster Town Council and the Friends of **St Georges Park**

The purpose of this memorandum of understanding (MOU) is to define the roles and responsibilities of the Council and Friends Group in respect of the maintenance and improvement of **St Georges Park**.

➤ The Town Council

As landowner the Council has ultimate responsibility for all works carried out at **St Georges Park**. This includes routine repair and maintenance of all areas, based on planned programmes, subject to change, depending on the availability of resources. The Council is also responsible for carrying out any works that arise as a result of health and safety concerns. The Council shall also, from time to time, carry out more intensive works, aimed at improving the location. Where possible, The Council will consult the Friends of any such works.

➤ ***The Friends Group***

The friends have the option to carry out a variety of tasks ranging from, general service improvements and practical tasks, for example hedge and shrub maintenance, bulb planting, bedding out, weeding, litter picking and painting, fundraising for projects, holding events in the park.

➤ ***Joint Working***

An annual work programme shall be jointly agreed between the Council and Friends at the start of each Year. This will detail work to be carried out by the Friends and any tasks, over and above routine repair and maintenance, carried out by the Council. It will also identify, as appropriate, any projects that may be jointly delivered. In these cases, it will be up to the Council to determine the scope of works volunteers will be allowed to carry out.

Where appropriate the Town Council will provide materials, tools and expertise on request.

➤ ***Special Projects***

These are projects where the scope of works requires more than existing resources can support. Examples of such work may include providing/enhancing children's play areas, installation of new structures or the construction of new footpaths. If the Friends are generating such projects, then they must get prior approval from the Council to ensure that,

- a. They are appropriate to the setting.
- b. That there is sufficient external funding to cover the cost.
- c. That any ongoing maintenance costs can be contained within existing budgets.

➤ ***Operational Reporting***

Council Officers are accountable through the Council's established governance arrangements and report directly to the Council and its Committees. Officers do not report to, nor operate under the direction of, Friends Groups or other volunteer organisations.

➤ ***Attendance at Friends of the Parks Meetings***

Kidderminster Town Council recognises the important role that Friends of the Parks groups play in supporting and promoting the Council's parks and open spaces.

Friend groups tend to hold meetings during evenings or outside the Council's normal working hours. Due to officers' contracted working hours, personal commitments and the need to prioritise the delivery of Council services, it may not be possible for officers to attend every meeting.

The Council will aim to attend **at least one Friends of the Parks meeting each year**.

Where an officer is unable to attend a meeting, the Council may, where appropriate and where resources allow, provide a written update to the relevant Friends group. This may include:

- Current and planned maintenance works.
- Ongoing or forthcoming projects.
- Planned improvements or works within the park.
- Other relevant operational information.

The Council's **responsibility for the operational management, strategic direction and decision-making** relating to its parks and open spaces will remain with Kidderminster Town Council. Engagement with Friends groups is intended to support communication, collaboration and community involvement, but does not transfer operational responsibility or decision-making powers to the Friends group.

Any written updates provided by officers are intended to support positive communication and transparency. They are discretionary and do not form a statutory, contractual or formal reporting requirement.

Both the Council and Friends groups are encouraged to maintain open and constructive communication and to raise any significant issues or concerns through the appropriate Council channels.

- **DECLARATION**

The Friends of **St Georges Park** accept the principles contained within this memorandum of understanding and, more specifically, will only carry out works at **St Georges Park** with the prior approval of the Council

Signed	
Position	

Kidderminster Town Council

Report Title: Procurement Update

Meeting: Operational Services Committee

Date of Meeting: 8 October 2026

Author: Adam Stockhall – Operational Services Manager

Date of report: 23 September 2026

1. **Aim:** To update Operational Services Committee on the current progress of the procurement for the Market Street Public Toilets and Grounds Maintenance Contract and Open Spaces.

2. **Background:** At its meeting on 13 October 2025 the Staffing Committee approved the proposed Public Realm and Operational Services Team restructure as set out in the report and appendices, should the devolution progress as set out in the report.

At its meeting on 22 April 2026, Full Council approved the expansion of the Council's Operational Services, including an additional 9 parks, to commence from April 1, 2027.

The following extract resolved,

10.1 Procurement – Grounds Maintenance Contractor

It is recommended that the procurement process for the Grounds Maintenance Contractor be progressed toward the end of 2026, with a proposed contract commencement date of 1 April 2027. Initiating procurement during this period will allow sufficient time for the preparation of tender documentation, market engagement (if required), evaluation, and contract award in accordance with governance and approval processes.

This approach will help ensure that contractual arrangements are in place to support a smooth commencement on 1 April 2027, minimising service disruption and enabling appropriate mobilisation and transition planning. As part of this process, consideration may also be given to opportunities for **local employment and community benefit**, ensuring that where possible the delivery model supports the employment of local staff and contributes to the local economy while maintaining high standards of grounds maintenance across the town.

RESOLVED: That the Council approve the transfer of parks as set out in the report and endorses the recommendations of the KTC Services Committee, and

That Full Council proceeds with the preferred option to outsource the grounds maintenance contract, while continuing to monitor performance and review future delivery options as part of a longer-term strategic approach.

3. Procurement Specialist Support

The use of specialist procurement support provides the Council with additional assurance that significant procurements are undertaken in a legally compliant, transparent and robust manner. Public-sector procurement is subject to specific requirements relating to competition, transparency, equal treatment of suppliers, appropriate tender procedures, conflicts of interest, evaluation and award decisions, and the maintenance of a clear audit trail. Specialist advice can therefore help ensure that the Council's procurement decisions are fair, proportionate and capable of being clearly evidenced and defended if subsequently challenged.

Specialist procurement support also provides an additional layer of protection and governance for the Council, particularly where contracts are high value, complex, long-term or carry significant financial, operational or reputational risks. This is particularly relevant to the forthcoming Grounds Maintenance procurement, which represents a significant financial commitment and will require a detailed service specification, robust contractual arrangements, measurable performance standards, appropriate evaluation criteria, pricing schedules, social value requirements and effective mobilisation arrangements. Errors or omissions at the procurement stage can have significant consequences once a contract is operational and can be difficult or costly to rectify.

A procurement specialist can also provide market knowledge and ensure that the procurement approach is appropriate to the particular service being commissioned. The objective should not simply be to secure the lowest price, but to achieve best overall value for money by considering quality, service delivery, risk, whole-life costs, performance and the long-term sustainability of the contract.

Importantly, specialist procurement support does not remove responsibility or decision-making from the Council. The most appropriate approach is for operational officers to retain responsibility for defining the Council's service requirements and operational outcomes, with specialist procurement support providing advice on the procurement process, compliance, tender

documentation, evaluation methodology and contractual arrangements. Members would continue to exercise the appropriate governance and decision-making responsibilities in accordance with the Council's constitutional arrangements.

For the forthcoming Grounds Maintenance procurement, there is a particularly strong justification for specialist support due to the scale and complexity of the contract, the financial implications for the Council, the requirement for effective mobilisation and the limited timeframe available to complete the procurement and appoint a contractor ahead of the planned commencement of the new contract on **1 April 2027**.

The proposed approach would therefore be for **operational officers to define the Council's requirements and retain operational ownership, with an appropriately qualified procurement specialist providing independent advice and assurance throughout the procurement process**. This would provide the Council with the benefit of specialist procurement expertise while ensuring that Members and officers retain appropriate ownership, accountability and decision-making authority.

4. Current Position

Officers instructed the West Mercia Police Contracts and Procurement Team, as the Council's preferred specialist procurement support, to undertake the procurement process in accordance with the timetable approved by Full Council on 22 April 2026. The use of a specialist procurement team provides additional assurance that the process is undertaken in a compliant, transparent and robust manner, while ensuring that the Council's procurement requirements and the agreed timetable are properly managed.

The first stage of the procurement process has now been completed. This involved issuing a Request for Information (RFI) to the market to establish the level of supplier interest and to identify organisations that may have the capacity, experience and resources required to deliver the contract. This early market engagement was intended to provide potential suppliers with an opportunity to understand the Council's requirements and to ensure that those considering tendering had sufficient time to assess the opportunity and prepare accordingly.

A total of five expressions of interest were received during this initial stage. The criteria and information requested from prospective suppliers at this stage are attached to this report. It should be noted that the RFI was undertaken as an initial market-engagement exercise and does not restrict participation in the subsequent formal tender process. It is therefore anticipated that additional suppliers may express an interest once the full tender opportunity is published.

The opportunity was advertised through the UK Government's national procurement platform, find a Tender, providing an open and transparent route to market and enabling suitably qualified suppliers to identify and participate in the procurement process.

The formal tender will be evaluated against a weighted assessment of **40% price and 60% quality**. The quality element will ensure that, in addition to achieving value for money, appropriate consideration is given to the supplier's proposed approach, capacity, experience, service delivery arrangements and ability to meet the Council's operational requirements.

The formal tender process is now live on InTend and the notice published the links to the Tender and timetable can be seen below.

[Sell2](#)

[Parks, Green Spaces and Market Street Public Toilets Maintenance and Cleaning Contract for Kidderminster Town Council - Find a Tender](#)

Stage/ Event	Key Date
STAGE 1 – CONDITIONS OF PARTICIPATION STAGE	
Tender Notice & associated documents published	9 th September 2026
Deadline for Request to Participate Submission	12.00noon on 5th October 2026
Conditions for Participation Assessment	6 th to 12 th October 2026
STAGE 2 – TENDER STAGE	
ITT Publication	14 th October 2026
Deadline for ITT clarifications	30 th October 2026
Site Visits (To be organised and communicated by the Authority via the InTend Portal)	TBC
Deadline for Stage 2 Tender Submissions	12:00noon on 9th November 2026
Tender Assessment	10 th to 20 th November 2026
Contract Award (standstill period 8-working days)	24 th November 2026 8 working days minimum from the date after issuing assessment summaries
Implementation period	December 2026 to March 2027
Contract commencement	1 st April 2027

5. Next Steps

The formal tender process will remain live for approximately two months, providing an appropriate period for the opportunity to be advertised and for prospective contractors to fully understand the requirements, undertake any necessary site visits and prepare a comprehensive and competitive tender submission. This timeframe is intended to support a robust and transparent procurement process while allowing sufficient opportunity for suitably qualified and experienced contractors to participate.

The proposed contract has an estimated annual value of £290,000 exc VAT. This figure incorporates the grounds maintenance and associated services for the three parks currently managed by Kidderminster Town Council, together with the cleaning contract for Market Street Public Toilets and the grounds maintenance requirements for St Mary's Church. The inclusion of these existing services within a single procurement exercise is intended to provide a comprehensive specification and ensure that the Council is able to secure best value, consistent service standards and effective contract management across the various sites.

Following the formal closing of the tender process, all submissions will be subject to a structured evaluation in accordance with the published procurement and evaluation criteria. An evaluation panel comprising the Operational Services Manager, Operational Services Officer, Chair of the Operational Services Committee and the appointed Procurement Officer will review and assess the submissions. The panel will consider the tender responses against the agreed criteria, including quality, methodology, capacity, experience, compliance and overall value for money, before reaching a recommendation on the preferred contractor.

Subject to completion of the evaluation process and the necessary procurement checks, the outcome and recommendation will be presented to the Operational Services Committee for consideration.

Due to the timings of the tender process, it is proposed that the Committee meeting currently scheduled for **9 November 2026** be rescheduled to **18 November 2026**. This will allow sufficient time for the evaluation process, and all necessary procurement checks to be completed, enabling the Committee to consider the recommendation and formally approve the contract award.

This approach will allow sufficient time for the evaluation process to be completed and for the necessary procurement and governance checks to be undertaken, while ensuring that the contract award is supported by a clear audit trail, appropriate professional procurement oversight and a transparent decision-making process.

6. Recommendations:

It is RECOMMENDED that the staffing Committee RESOLVES:

- That the Operational Services Committee notes the progress made to date in relation to the procurement of the Grounds Maintenance, Market Street Public Toilets Cleaning and associated Open Spaces contract.
- That the Committee notes the completion of the initial Request for Information (RFI) exercise, including the five expressions of interest received, and the subsequent progression to the formal tender stage.
- That the Committee endorses the continued use of the West Mercia Police Contracts and Procurement Team as the Council's specialist procurement support throughout the remainder of the procurement process, providing appropriate professional advice, governance and assurance.
- That the Committee notes the proposed contract value of approximately £290,000 per annum and the scope of services included within the procurement, comprising grounds maintenance for the Council's existing parks, the Market Street Public Toilets cleaning service and St Mary's Church grounds maintenance.
- That the Committee endorses the proposed evaluation methodology of 40% price and 60% quality, ensuring that the procurement considers overall value for money, service quality, capacity, experience, methodology and the contractor's ability to meet the Council's operational requirements.
- That the Committee notes the proposed evaluation panel comprising the Operational Services Manager, Operational Services Officer, Chair of the Operational Services Committee and appointed Procurement Officer, with all tenders to be assessed against the published criteria and procurement requirements.
- That, following completion of the tender evaluation and all necessary procurement checks, the Committee considers the recommendation to award the contract at its proposed meeting on 18 November 2026.
- That the Committee delegates authority to the appropriate officers, in consultation with the Chair of the Operational Services Committee and the Council's procurement specialist, to undertake any necessary clarification, due diligence and mobilisation activity required to support the implementation of the contract following approval of the award.

7. Appendices

- Request for Information results.

RFI - Parks, Green Spaces and Public Toilets Maintenance KTC26-2735

Provision of Parks, Green Spaces and Market Street Public Toilets Maintenance and Cleaning Contract Ref: KTC26-2735.
Request for Information (RFI)

All information submitted as part of this pre-market engagement exercise is considered **confidential** and will be used **exclusively for internal research and procurement planning purposes** to inform the Authority's upcoming tender. No information will be disclosed to third parties.

* Required

Introduction

Kidderminster Town Council (The Authority) is committed to ensuring that the forthcoming Parks, Green Spaces and Market Street Public Toilets Maintenance and Cleaning tender process, and the resulting contracts, are conducted in a manner that is fair, compliant, robust, and demonstrably delivers value for money. In parallel, the Authority is seeking to embed meaningful social value outcomes, whilst supporting the successful supplier in achieving their commercial objectives through a collaborative and transparent partnership approach. To support these aims, the Authority is seeking to develop a clear understanding of current industry standards, market capability, and best practice. This pre-market engagement exercise is intended to inform and refine the Authority's specification and contractual requirements, helping to ensure that the future tender is proportionate, deliverable, and aligned with market conditions. The information gathered through this engagement will be considered alongside the Authority's existing draft specification. Together, this will support informed decision-making and the design of a procurement that delivers the best possible outcome for the Authority and the wider public interest.

1. Please confirm the name of your organisation *

2. How would you classify your organisation by size *

- ☐ Micro Enterprise
- ☐ Small Enterprise
- ☐ Medium Enterprise
- ☐ Small and Medium Enterprise
- ☐ Large Enterprise
- ☐ Other
- ☐ Prefer not to say

3. Does your organisation currently provide any of the following services? *

☐ Grounds Maintenance

☐ Parks Management

☐ Public Toilet Cleaning

☐ Waste Collection

☐ Litter Picking

☐ Graffiti Removal

☐ Fly-Tipping Removal

☐ Tree Maintenance

☐ Other

Pass/Fail Requirements

4. The Authority has identified a number of draft minimum requirements that may form part of any future procurement process. These are intended to ensure that suppliers possess the necessary experience, accreditations, competencies, insurances and compliance arrangements to deliver the services safely and effectively. The Authority welcomes feedback on whether these requirements are considered proportionate, achievable and aligned with current industry practice.

Would your organisation currently meet the following proposed requirements? *

	Yes	No
Health & Safety at Work Act 1974	☐	☐
Management of Health and Safety at Work Regulations 1999	☐	☐
Control of Substances Hazardous to Health Regulations COSHH (2002)	☐	☐
Provision and Use of Work Equipment Regulations (PUWER)	☐	☐
Personal Protective Equipment at Work Regulations	☐	☐
Manual Handling Operations Regulations 1992	☐	☐
Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013	☐	☐
Health and Safety (First-Aid) Regulations 1981	☐	☐
Environmental Protection Act 1990	☐	☐
Waste Duty of Care Code of Practice	☐	☐
Registration as an Upper Tier Waste Carrier (where required)	☐	☐

	Yes	No
Waste (England and Wales) Regulations 2011	☐	☐
Controlled Waste Regulations 2012	☐	☐
Workplace (Health, Safety and Welfare) Regulations 1992	☐	☐
Equality Act 2010	☐	☐
BICSc or equivalent evidence of competence	☐	☐
Wildlife and Countryside Act 1981;	☐	☐
BS 7370 Landscape Maintenance or equivalent;	☐	☐
BS 3998:2010 Tree Work or equivalent evidence of competence	☐	☐
BS EN 1176 or equivalent evidence of competence	☐	☐

5. Continue of the above legislation and standards *

	Yes	No
BS EN1177 or equivalent evidence of competence	☐	☐
Control of Pesticides Regulations 1986 (as amended)	☐	☐
Plant Protection Products Regulations 2011 (as amended)	☐	☐
Compliance to the Procurement Act 2023	☐	☐
CHAS, Constructionline Gold or SafeContractor or equivalent evidence of competence	☐	☐
ISO 9001 Quality Management or equivalent evidence of competence	☐	☐
ISO 14001 Environmental Management or equivalent evidence of competence	☐	☐
ISO 45001 Occupational Health & Safety or equivalent evidence of competence	☐	☐

6. Please provide any comments that you wish to provide to supplement the response above, or if you have selected "no" for any of the legislations or standards listed. *

7. The Authority has identified the legislation and standards listed below as **desirable (“nice to have”) requirements** for the future tender, rather than mandatory criteria at this stage. As part of this pre-market engagement, the Authority is seeking feedback from the market to confirm whether this proposed list of legislation and standards is recognised, achievable, and commonly adopted within the industry. Please confirm whether your organisation complies with the applicable statutory and legislative requirements relevant to the delivery of the Services, including (but not limited to) those listed below, and where full compliance is not currently achieved, provide brief commentary if appropriate. *

	Yes	No
Real Living Wage Employer	☐	☐
CIWM Membership	☐	☐
Professional Indemnity £2m (only applicable where professional advice, design services or consultancy services are provided under the contract)	☐	☐

8. Please provide any comments that you wish to provide to supplement the response above, or if you have selected "no" for any of the legislations or standards listed. *

9. Do you have the following insurances required or will commit to obtaining if successful? Please provide comments. *

	Yes	No
Employers Liability £10m	☐	☐
Public Liability £10m	☐	☐
Product Liability £5m	☐	☐
Professional Indemnity £2m (only applicable where professional advice, design services or consultancy services are provided under the contract).	☐	☐

10. Please provide any comments relating to the insurance levels above. *

11. Are there any proposed Pass/Fail requirements that you consider:

- Disproportionate;
- Unnecessary;
- Restrictive to competition; or
- Difficult for the market to achieve?

*

12. Are there any additional standards, accreditations, qualifications or legislative requirements that the Authority should consider including? *

13. The Authority is considering requiring all staff assigned to the contract to hold Enhanced DBS clearance. Do you consider this requirement proportionate for the proposed scope? *

- ☐ Yes
- ☐ No
- ☐ Other

Market Capability & Interest

14. Would your organisation be interested in bidding for this opportunity if tendered? *

- ☐ Yes
- ☐ No
- ☐ Other

15. Do you consider the proposed contract scope to be a logical and deliverable package of services? *

- ☐ Yes
- ☐ No
- ☐ Other

16. If No or Partially, please explain. *

17. Do you consider the expansion from 3 parks to 12 parks, churchyard and public toilets to be attractive to the market? *

- ☐ Yes
- ☐ No
- ☐ Other

18. Are there any service elements you believe should be removed, amended or added? *

Commercial & Affordability

19. The Authority currently anticipates an annual contract value in the region of £250,000–£280,000 per annum. Based on the draft scope, KPIs and SLA requirements, does this budget appear realistic and achievable? *

- ☐ Yes
- ☐ No
- ☐ Other

20. Based on your response above, what cost split does your organisation typically prefer between labour and non-labour elements? Please provide an indicative percentage split (e.g. 70% labour / 30% non-labour, where non-labour includes consumables, materials, equipment, overheads, and profit). *

21. If No or Unsure, please identify:

- key cost drivers;
- services likely to create affordability challenges;
- opportunities for efficiencies.

*

22. The Authority is considering allowing annual price adjustments from Year 2 onwards. Which of the following best reflects current market expectations? *

- ☐ Annual CPI uplift only
- ☐ Annual National Living Wage uplift only
- ☐ Combination of CPI and National Living Wage uplift
- ☐ Fixed pricing with no uplift
- ☐ Other

23. In your experience, which of the following best reflects the typical labour cost element of a contract comprising grounds maintenance, public toilet cleaning, litter collection and waste management services? *

☐ Less than 50%

☐ 50% to 60%

☐ 61% to 70%

☐ 71% to 80%

☐ More than 80%

☐ Other

Mobilisation - Market Research

24. What mobilisation period would you typically require? *

- ☐ Less than 3 months
- ☐ 3–6 months
- ☐ 6–9 months
- ☐ More than 9 months
- ☐ Other

25. Do the Authority's proposed mobilisation timescales appear realistic? *

26. What information would you expect to receive in relation to TUPE before tender submission?
*

Contract Management - Market Research

27. Do you believe the proposed Core Contract KPIs are: *

- ☐ Appropriate and achievable
- ☐ Appropriate but challenging
- ☐ Too onerous
- ☐ Not appropriate
- ☐ Other

28. Please provide any comments on the proposed Core Contract KPIs. *

29. Do you believe the proposed Compliance KPIs are: *

- ☐ Appropriate and achievable
- ☐ Appropriate but challenging
- ☐ Too onerous
- ☐ Not appropriate
- ☐ Option 2
- ☐ Other

30. Please provide any comments on the proposed Compliance KPIs. *

31. Do you believe the proposed SLA response times are achievable? *

- ☐ Yes
- ☐ No
- ☐ Other

32. Please provide any comments on the proposed SLA response times, including:

- Offensive graffiti (24 hours)
- Non-offensive graffiti (5 working days)
- Fly-tipping
- Hazardous waste
- Public toilet failures
- Overflowing bins

*

Service Credits

33. Are service credits commonly used within comparable local authority contracts delivered by your organisation? *

- ☐ Yes
- ☐ No
- ☐ Other

34. If service credits were introduced, which service areas would be most appropriate? *

- ☐ Public Toilet Cleaning Standards
- ☐ Public Toilet Availability
- ☐ Offensive Graffiti Removal
- ☐ Waste Management
- ☐ Litter Bin Servicing
- ☐ Fly-Tipping Removal
- ☐ Grounds Maintenance
- ☐ None of the Above
- ☐ Option 2
- ☐ Other

35. Please provide comments on suitable service credit triggers, thresholds or alternative approaches to performance management. *

Site Visits & Innovation

36. The Authority currently anticipates that formal bidder site visits will not be required due to the public accessibility of the locations. Do you agree with this approach? *

- ☐ Yes
- ☐ No
- ☐ Other

37. If No please explain what additional value organised site visits would provide. *

38. Are there any innovations, technologies or efficiencies that the Authority should consider as part of the future tender? Examples may include:

- Smart waste monitoring
- QR code defect reporting
- Digital audits
- Sustainability initiatives
- Route optimisation

*

Additional Information

39. Are there any recognised industry standards, accreditations or best practice requirements that the Authority should consider including within the future tender? *

40. Please provide any additional comments, observations or recommendations that may assist the Authority in shaping the future procurement. *

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Kidderminster Town Council

Report Title: Dog Waste Bag Dispenser Trial on KTC Parks

Meeting: Operational Services Committee

Date of Meeting: 8 October 2026

Author: Adam Stockhall – Operational Services Manager

Date of Report: 19 August 2026

1. Summary

At the request of the Mayor, Cllr Shazu Miah, Officers have considered the introduction of dog waste bag dispensers at selected Kidderminster Town Council parks and open spaces.

The proposal is intended to support responsible dog ownership, reduce incidents of dog fouling and improve the general appearance and cleanliness of Council-managed parks. The provision of dispensers would give visitors convenient access to dog waste bags at key locations, while also supporting the Council's wider objectives around maintaining attractive, welcoming and well-managed public spaces.

It is recommended that the Council introduce a **12-month trial** at one of our selected parks, St Georges, Broadwater's and Baxter, with dispensers positioned at an appropriate entrance and/or areas experiencing higher levels of dog walking and reported dog fouling. The trial would allow Officers to assess demand, ongoing costs, maintenance requirements and whether the provision has a measurable positive impact before any wider rollout is considered.

2. Background

Dog fouling continues to be an issue within parks and open spaces and can have a negative impact on the appearance and enjoyment of these facilities. It can also create health and safety concerns for park users, particularly children and other vulnerable users.

Whilst responsibility for picking up dog waste ultimately rests with the dog owner, the provision of dog waste bag dispensers can act as a practical measure to encourage responsible behaviour and provide users with an additional facility when they have not brought bags with them.

The proposed dispensers would be located in carefully selected positions to maximise their usefulness while minimising the potential for vandalism, misuse or unnecessary ongoing expenditure. Officers would also consider proximity to existing litter bins, as bags should only be provided where there is a suitable disposal facility available.

It is proposed that the initial trial focuses on one per park. This would provide an opportunity to establish the level of demand and whether the scheme represents good value for money.

Officers would monitor the dispensers throughout the trial period, including usage levels, frequency of replenishment, damage or vandalism, maintenance requirements and any feedback received from residents and park users.

3. Financial Implications

The indicative costs provided for the scheme are:

Item	Indicative Cost
Dog waste bag dispenser	£150 per dispenser
Installation	£100 per dispenser
Bags – approximately 800	£60
Initial cost per dispenser, including installation £250	

For example, a trial involving **one dispenser** would have an estimated initial installation cost of approximately **£250**, comprising £150 for the dispenser and £100 for installation.

The additional cost of bags would depend upon usage. At approximately £60 per 800 bags, the ongoing revenue cost can be monitored during the trial to establish the actual level of demand.

The trial should be managed within an agreed budget allocation, with Officers seeking to minimise ongoing expenditure through appropriate dispenser locations and regular monitoring of consumption.

Any proposal to expand the scheme beyond the initial trial would be brought back to the Services Committee for consideration, together with evidence of usage, costs and the effectiveness of the scheme.

4. Proposed Trial

It is recommended that a **12-month trial** is undertaken at one of the three parks, either Baxter, Broadwater's or St Georges.

The initial locations should be determined by Officers based on factors including:

- levels of dog walking and visitor numbers;
- known or reported incidents of dog fouling;
- suitability of the location for installation;
- proximity to existing litter bins;
- visibility and accessibility;
- potential risk of vandalism or misuse; and
- the ability for Council staff to monitor and replenish the dispensers as part of routine operational activities.

The proposed trial would provide the Council with a practical evidence base before any decision is taken to introduce dog bag dispensers as a permanent provision. The trial would enable officers to assess actual demand, usage levels, ongoing costs and any operational issues, ensuring that future investment decisions are informed by evidence and value for money considerations.

It is also important to recognise that the Council is expected to take ownership of a further nine parks. Any decision to introduce a permanent dispenser scheme would therefore need to consider the potential wider financial and operational implications of extending provision across the expanded portfolio of parks.

At the conclusion of the trial, officers would present a report to Committee setting out the costs incurred, usage levels, operational issues identified, public feedback and the overall effectiveness of the scheme. The report would then provide an evidence-based assessment of whether the scheme should be continued, amended or expanded to additional parks.

5. Recommendations

The Operational Services Committee is recommended to:

1. Support the introduction of a 12-month trial of dog waste bag dispensers at a selected Kidderminster Town Council park.
2. Delegate authority to Officers to identify suitable locations for the trial, taking account of visitor numbers, levels of dog walking, reported dog fouling, existing litter bin provision and operational considerations.
3. Approve an initial trial provision of up to one dog waste bag dispensers, at an estimated initial cost of approximately £150, subject to the availability of funding within the Operational Services budget.
4. Authorise Officers to purchase and install the dispenser and provide dog waste bags during the trial period, with expenditure and usage monitored as part of normal operational management.
5. Require Officers to monitor the effectiveness and ongoing costs of the scheme, including bag consumption, maintenance, vandalism, user feedback and any observed reduction in dog fouling.
6. Request that the results of the trial are reported back to the Operational Services Committee following completion of the 12-month period, with recommendations regarding continuation, modification or wider rollout of the scheme.
7. Support the scheme as a practical measure to encourage responsible dog ownership and contribute to maintaining clean, safe and attractive Council-managed parks and open spaces.

Kidderminster Town Council

Operational Services Committee – 8th October 2026

Agenda Item: Protection of the forecourt area at St Mary's Church

Report by: Rob Beeston – Public Realm and Operations Officer

1. AIM

To seek approval to install a lockable drop-down bollard at the entrance to the paved forecourt area adjacent to St Mary's Church in order to prevent unauthorised vehicle access, protect the Council's infrastructure from further damage and preserve the appearance and safety of the public realm.

2. BACKGROUND

Kidderminster Town Council is responsible for the management and maintenance of the public realm surrounding St Mary's Church, including the paved forecourt immediately in front of the church entrance.

The forecourt comprises of decorative paving slabs intended to provide a high-quality pedestrian space that complements the historic setting of St Mary's Church and the surrounding area. The paved surface was not designed or constructed to accommodate regular vehicular traffic or parking.

Despite this, vehicles associated with church activities frequently access and park on the paved area. Officers have engaged with representatives of St Mary's Church on several occasions to highlight the damage being caused and to request that routine parking ceases. Whilst these discussions have been constructive, regular vehicle access continues.

The continued use of the area by vehicles has resulted in:

- cracked paving slabs;
- loose and rocking slabs;
- increased maintenance requirements;
- deterioration of the visual appearance of the forecourt; and
- potential trip hazards for pedestrians.

If the current situation continues, further deterioration of the paving is inevitable, leading to increased repair costs and the potential need for more extensive replacement works in the future.

3. KEY ISSUES

Protection of Council Assets

The Council has a duty to maintain its public spaces in a safe and serviceable condition whilst ensuring public money is used efficiently. Allowing continued unauthorised vehicle access will accelerate deterioration of the paved surface and increase future maintenance liabilities.

Previous Engagement

Officers have contacted representatives of St Mary's Church on several occasions regarding the issue and have requested that parking on the paved area be limited. Whilst these discussions have been positive, they have not resulted in a lasting change in behaviour.

Operational Requirements

The Council recognises that occasional vehicular access is necessary for official church functions, including:

- weddings;
- funerals;
- emergency access;
- maintenance activities; and
- other approved ceremonial events.

The proposal is therefore not to prohibit all vehicle access but to control it through the installation of a lockable drop-down bollard. This would enable authorised access when required whilst preventing routine and unauthorised parking.

Proposed Bollard

It is proposed that a lockable, removable or drop-down bollard is installed at the entrance to the paved forecourt.

The bollard would normally remain in the upright position, preventing vehicles from accessing the paved area. Authorised users would be provided with controlled access for approved occasions, ensuring operational flexibility whilst significantly reducing damage to the paving.

4. OPTIONS CONSIDERED

Option A – Continue Existing Arrangements

- Continued deterioration of paving slabs.
- Increasing maintenance and repair costs.
- Ongoing safety risks from loose paving.
- Does not resolve the underlying issue.

Option B – Install a Lockable Drop-Down Bollard

- Prevents routine unauthorised vehicle access.
- Protects the Council's paved infrastructure.
- Reduces future maintenance costs.
- Maintains controlled access for weddings, funerals, maintenance and emergency services.
- Improves the long-term appearance and safety of the area.

5. FINANCIAL IMPLICATIONS

The cost of supplying and installing a lockable drop-down bollard is expected to be met from the existing Public Realm maintenance budget.

Preventing further damage to the paving is anticipated to reduce future repair and replacement costs, representing a prudent investment in the protection of Council assets.

6. LEGAL IMPLICATIONS

The Council has responsibility for maintaining the area in a safe condition and has a duty of care to users of the public realm. The proposed bollard would assist in mitigating risks associated with damaged and uneven paving.

7. RECOMMENDATIONS

It is **RECOMMENDED** that the Services Committee **RESOLVES**:

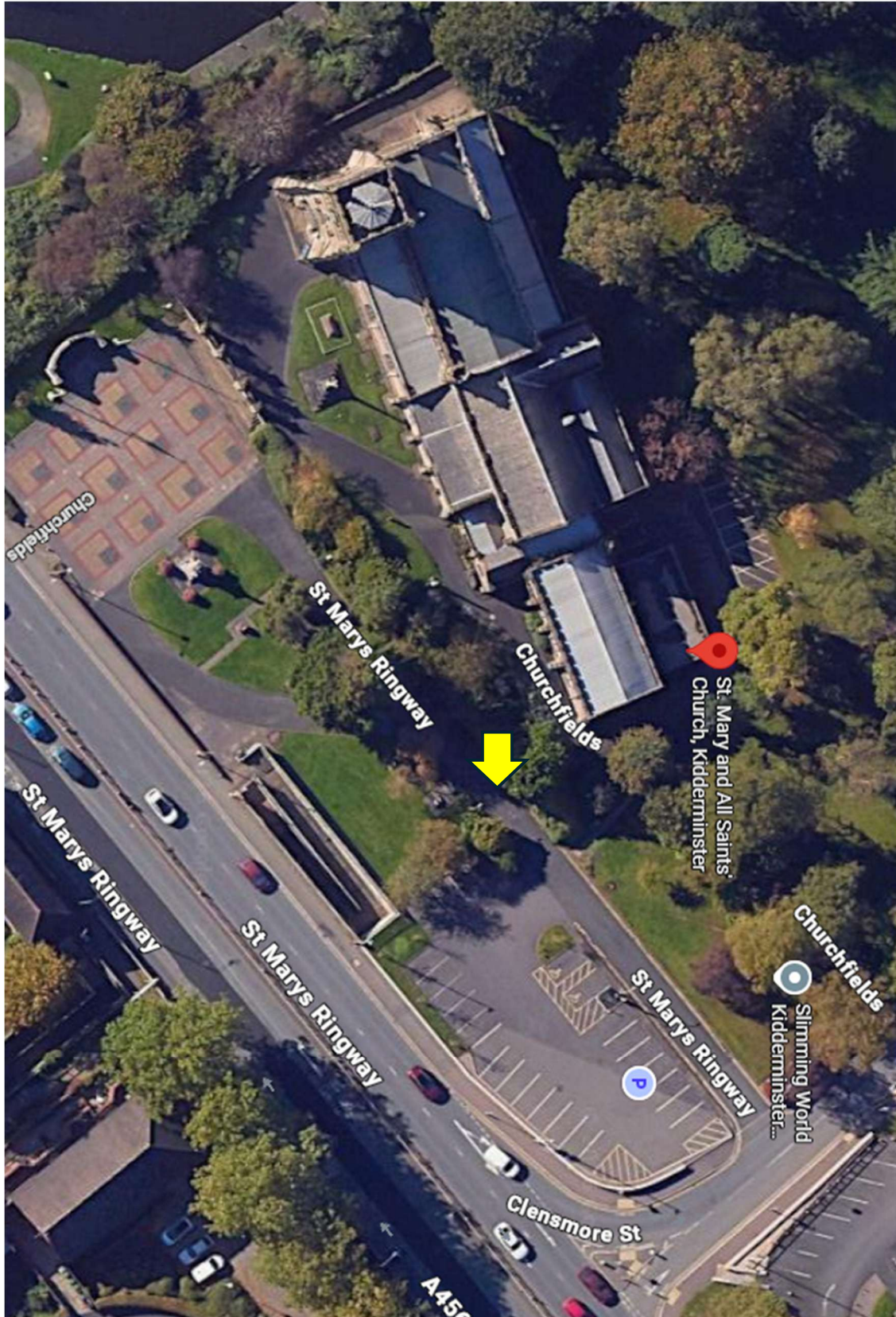
1. To approve the installation of a lockable drop-down bollard at the entrance to the paved forecourt area in front of St Mary's Church.
2. That vehicle access to the forecourt be restricted to authorised occasions only, including weddings, funerals, emergency access, maintenance operations and other approved church services.
3. To delegate authority to the Public Realm & Operations Officer to agree the operational arrangements for access with representatives of St Mary's Church and oversee the installation of the bollard.

Appendix 1 – Proposed Bollard Location

Location plan showing the proposed position of the lockable drop-down bollard at the entrance to the paved forecourt area adjacent to St Mary's Church

Appendix 1.

Location of proposed bollard near St Marys Church



Kidderminster Town Council Work Programme for Services and Public Realm Committee Meetings for the Municipal Year 2026/27.

Standing Items on each (ordinary meeting) agenda:

1. Apologies
2. Declarations and Dispensations
3. Approval of Minutes of previous meeting
4. Questions/ Petitions from members of the Public
5. Other items of Business

Meeting Date	Item
3 June 2025	Kidderminster Markets To recommend for approval to extend KTC – WFDC Extension of the Market Agreement and award Bescott Promotions as new provider.
	St Georges Paddling Pool To recommend for approval by Operational Services Committee
2 July 2025	Terms Of Reference To note Operational Services Terms of Reference.
	Operational Services Progress Report To update on current status
	Operational Business Continuity To recommend for approval, implementation of Services Business Continuity.
	Ring Road Waterfall To recommend approval for the proposed options for improved lighting and landscaping.
	Review of Operational Service Level Agreements with WFDC. To recommend for approval,
	Implementation of a Health and Safety System for Operational Services. To recommend approval for a dedicated Health and Safety System for Operational Services.
13 August 2025	St Georges Paddling Pool To recommend approval for the proposed options and recommend permanent closure to Full Council.
	Mitchell Wall & Waterfall Report. To acknowledge the Interpretation Board.
8 December 2025	M&BG Presentation To receive a presentation, Grounds Maintenance.
	Operational Services Work programme To receive and note upcoming Operational Services Work Programme.
	Operational Services Update Report To update on current status
	Waterfall Report To recommend for approval softscape design and enhancement of lighting
	Kidderminster Tennis Club To recommend for approval, to seek and review current agreement and investigate proposed suggestions.
18 March 2026	Solar Power Explore options for integrating solar power into assets such as public toilets and the waterfall area.
	Tennis Club Service Level Agreements Conduct further investigation into the legal aspects of the agreement.
	Allotments To recommend for approval to extend Service level Agreements with associated allotment tenants on new terms.
	Operational Update To update on current status.
	Waste Core Strategy To recommend Kidderminster Town Council responds and undertakes survey.
1 July 2026	Operational Services Update Report To update on current status
	Service level Agreements To receive a report and consider recommendations

	Operational Services – New Jobs To receive a report and consider recommendations
	Grounds Maintenance procurement To receive a report and consider recommendations
	Silverwood's Park To receive a report and consider recommendations
	Kidderminster Allotments Seal Lease agreements.
	Climate Change and Carbon Reduction To note attached.
	Franchise Allotment To consider report and consider recommendations.
	Friends Of the Parks To receive a copy of the Friends Memorandum of Understanding and update on the current operational position.
8 October 2026	Operational Services Update Report Positional Update
	Clement Dally Park (Silverwood's) To receive a report and consider recommendations
	Friends Of the Parks To receive a copy of the updated Friends Memorandum of Understanding
	Grounds Maintenance, Market Street Toilets and St Mary's procurement update To receive a report and consider recommendations
	Dog Waste Dispensers To receive a report and consider recommendations.
	St Marys Parking To receive a report and consider recommendations.
	Operational Services Terms of Reference. To note the Terms of Reference.
	Operational Services Work Programme To receive and note upcoming Operational Services Work Programme.