



Parks and Open Spaces – Service Charter



Introduction

East Cambridgeshire District Council has responsibility for the management and maintenance of all council-owned parks and open spaces. Our main work includes the planting and maintenance of trees, hedges and shrubs; grass cutting on highway verges, parks, public open spaces, and some closed churchyards; and the maintenance of some watercourses across the district.

This Charter sets out our aim to enhance the quality of life in the community by providing access to good quality, well maintained public open spaces.

Why do we need a Parks & Open Spaces Service?

East Cambridgeshire is one of the fastest growing districts in the country, set in an area of uniquely beautiful countryside. It is the Council's job to manage this growth while preserving the special character of the district. An important aspect of this responsibility is to conserve existing public areas of green space within our towns and villages, and to ensure that additional public open space is provided and maintained within new housing developments, for the benefit of the community.



Under the relevant planning agreements, housing developers must create sufficient new green space to provide for the number of new houses that they build, and in return the Council takes responsibility to provide on-going maintenance of these areas.

The district council also manages a number of open spaces linked to former council housing estates, which are now in the ownership of Hereward Housing. Additionally, the service



looks after eleven closed churchyards, where burials have come to an end and responsibility for maintenance has passed to the local authority.

Added to this, the council has a statutory responsibility to

manage and maintain approximately 26 miles of watercourses that run across the district. These form an important part of the water management in this low-lying fenland area, and they require periodic maintenance to allow effective drainage from neighbouring farmland.

What we offer...

The service is committed to providing a high standard of management and maintenance for the council's parks and open spaces for the enjoyment of all members of the community.



Jubilee Gardens in Ely has recently secured Green Flag status. The award is designed to recognise and reward standards of excellence and is recognition of the high quality green space that the gardens provide to the local community in East Cambridgeshire. The award scheme is run by the Civic Trust on behalf of the Office of the Deputy Prime Minister and represents the national standard for parks and green spaces across England and Wales.



We are keen to develop our service through consultation with members of the public to help in the management and development of the service and find out what you would like to see improved.

Our service objectives include to:

- Carry out grass cutting of public open spaces every 14 days during the growing season.
- Recycle green waste and adopt other environmentally friendly practices such as minimising the use of pesticides.
- Introduce initiatives to encourage wildlife into the open spaces e.g. by creating wildflower meadows.
- Work with The Wildlife Trust on guidance for protecting and enhancing existing wildlife habitats and creating new ones.
- Build partnerships working with local groups and a wide range of organisations to meet our improvement plans.
- Promote our parks & open spaces with site information publicised through our website or notice boards.

We aim to provide a responsive service and will:

- return telephone calls within 1 working day;
- reply to letters within 10 working days
- deal with enquires in a helpful and courteous manner.

How to get help & advice...

If you need help or advice about the management of open spaces you can do so in one of the following ways:

Telephone: 01353 616276

Email: parcs&openspaces@eastcamb.gov.uk

Or Write to: Parks & Open Spaces,
East Cambridgeshire District Council
The Grange, Nutholt Lane,
Ely, Cambs CB7 4PL

If things go wrong...

If you find any problems with an area of open space, please let us know without delay by calling the number above, so that we can try to put things right. If it is not something that we can

help with then we will try to pass the matter on to the correct agency such as the local parish council or the Police if necessary.

If you would prefer to make a written complaint, please send it to:

John Hill, Chief Executive
(at the address above)



Your complaint will be acknowledged within 2 days and investigated with a reply within 10 working days. A leaflet describing the Council's complaint procedure is available from the Council's Reception.

If you require this document in different formats (e.g. Braille, large print, audiotape/CD) or other languages please contact the Council's main reception or e-mail translate@eastcamb.gov.uk