

## **Open Spaces / Maintenance Service 2018/19**

Overview of the service

### **Open Spaces:**

To manage the Council's parks & open spaces to a high standard ensuring a welcoming, safe, clean and well maintained environment.

### **Maintenance service:**

To provide an efficient and cost effective maintenance service for the Council's offices and other assets owned or leased.

### **Open Spaces service**

The Open Spaces strategy aims to ensure that the districts parks and open spaces reflect the shared vision of the council and its partners to improve the quality of life for everyone living and working in East Cambridgeshire. Parks and open spaces are important elements of all the districts community plan themes: living safely; living well; creating and sharing prosperity; learning achievement, leisure and excellent public services.

This includes the responsibility for the management, maintenance and development of approximately 68 hectares of public open space. The service is also responsible for the inspection and maintenance of 17 play areas. In addition the service is responsible for the management and maintenance of approximately 26 miles of awarded watercourses and 11 closed churchyards.

### **The key functions and responsibilities are as follows: -**

- Grounds maintenance of all public open space, closed churchyards and the Council's 11 public car parks;
- Award ditch maintenance controlling vegetation and removing silt deposits and debris to ensure the free flow of water to protect local land and properties from flooding;
- Weekly inspections of play areas carrying out maintenance work as required;
- Working with both Development and Legal Services on the adoption of public open space.

## Maintenance Service

The Maintenance service assist with the maintenance and repair of assets owned or leased by the Council including the management and maintenance of 7 Public Toilets.

The key functions and responsibilities are as follows: -

- Assist with the maintenance and repair of Council owned buildings;
- Assist with the maintenance and repair of Council owned public footpaths, fencing and boundary walls;
- Assist with the maintenance and repair of 3 Traveller's sites;
- Cleaning, and maintenance of the Council's 7 Public Toilets; and
- Installation, maintenance and repair of street nameplates and street furniture including benches, litter and dog bins.

Both the Open Spaces and the Maintenance service provide support to Democratic Services during election periods through the delivery and collection of polling booths, putting out signage and assisting with the setting up of the count station.

## Key Partners

The Open Spaces and Maintenance services works closely with other internal services and also with local organisations, community groups and other partners including those listed below: -

- Other local authorities include Cambridgeshire County Council, Ely City Council and Parish Councils.
- Other public bodies include the Environment Agency and Internal Drainage Boards.
- Other organisations include the Ely Society, Friends of Jubilee Gardens, Ely in Bloom committee, Ely Horticultural Society, the Civic Trust, ROSPA, Victoria Green Open Space Group, Helping hands volunteer group, EARTH charities,

## Service Objectives

- To maintain the Council offices and other assets owned or leased.
- To improve and develop the management and maintenance of public open spaces.
- To ensure grass-cutting maintenance programmes are followed to provide a consistent and high quality service.
- To retain the Green Flag Award status for Jubilee Gardens and Pocket Park.

- To improve and develop the management and maintenance of Award ditches to ensure the free flow of water
- To involve users in the development of the Council's open spaces.
- To ensure the Council's play areas provide a safe and secure environment.
- To maintain the Council's public toilets to ensure cleanliness and accessibility.

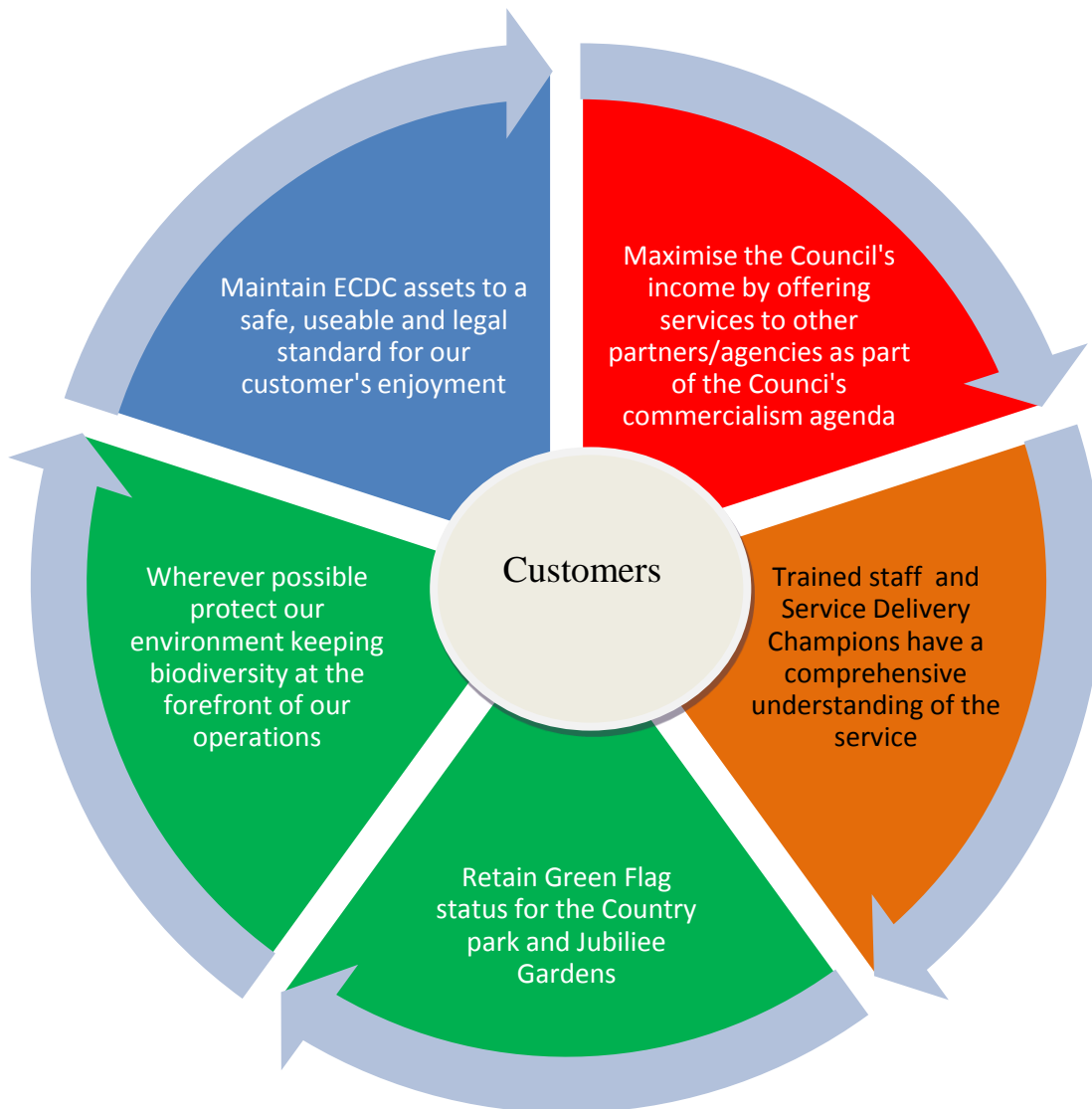
### Staffing information

Post	Full/Part time	Area of Department
Open Spaces & Facilities Manager Spencer Clark	Full time	Open Spaces & Facilities
Open Spaces & Facilities Support Officer Carol Dunn	Full time	Open Spaces & Facilities
Team Leader Parks & Open Spaces (Vacant Post)	Full time	Open Spaces & Facilities
Team Leader Maintenance & Caretaking Darren Surtees	Full Time	Maintenance & Caretaking
Maintenance Assistance x 5	Full Time	Maintenance & Caretaking
Grounds maintenance operatives x 18	Full Time	Open Spaces & Facilities
Public facilities cleaners x 6	Part Time	Maintenance & Caretaking
Office facilities cleaners x 12	Part Time	Maintenance & Caretaking

### Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee

Strategy map- 2018/2019



# Commitments towards our Vision

## Service Delivery Plan 18/19- Open Spaces



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Maximise the Council's income by offering services to partners/agencies as part of the Councils' commercialism agenda.	Delivering a Financially Sound and Well Managed Council	To maintain contact with all parishes' and schools within Cambridgeshire, continuing to offer grounds maintenance services.  Increase income of £412,316 from last year by 5% equating to a total of £432,932.	Contact made with schools and parishes across Cambridgeshire to help gain addition grounds maintenance services.  Contracts this year have so far brought in £412,316 (figure to end of Dec)	Open Spaces Manager- Spencer Clark  Open Spaces & Facilities support Officer- Carol Dunn  Team Leader parks and Open Spaces- Vacant Position
		To develop website information page to promote services to Parish / Town Councils Working in partnership with our PR contractor to develop website.  Numbers of hits on the site will be recorded for evidence at the end of the financial year to determine success.	Website wasn't developed in the last financial year due to capacity problems	Open Spaces & Facilities Manager- Spencer Clark  Open Spaces & Facilities support Officer- Carol Dunn  Team Leader parks and Open Spaces- Vacant Position
Retain Green Flag accreditation for the Country Park and Jubilee Garden	A fantastic place to live, work and visit	Ensure that Green flag standards are used across all parks and open spaces in the district  Carry out monthly quality checks on public open spaces to ensure they meet the Green Flag standard.  ( Welcoming, clean, safe , free usable green space)	Retained - ongoing commitment to meeting the standards	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces- Vacant Position
		Annually produce a desk top assessment for both the Country Park and Jubilee gardens, to be inspected annually by Green Flag judges.	Completed	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces- Vacant Position
		Carry out monthly quality checks on the parks and maintenance service.	Completed	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces- Vacant Position
Maintain ECDC Assets to a safe, useable and legal standard for our customers' enjoyment	A fantastic place to live, work and visit	Ensure that ECDC buildings portfolio and assets are maintained to the correct legal standards through the Council's assets maintenance programme.	On-going-	Open Spaces & Facilities Manager- Spencer Clark

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Wherever possible protect our environment keeping Biodiversity at the forefront of our operations		Work with external partners, including The Wildlife Trust and Ely Wildlife Space, to support and protect the biodiversity of East Cambridgeshire. Activities will include ensuring rare plant species and animal habitats are protected.	On-going- Service supports external agencies when required	Open Spaces & Facilities Manager- Spencer Clark  Open Spaces & Facilities support Officer- Carol Dunn  Team Leader parks and Open Spaces- Vacant Position
Trained staff and Service Delivery Champions have a comprehensive understanding of the service	Delivering a financially sound and well managed Council	Using the annual appraisal process, identify individual for specialist training and ensure the broadest range of skills across the team. This will allow the service to run effectively and efficiently	Completed - Appraisals completed in accordance with ECDC requirements	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces- Vacant Position
		Meet with Service Delivery Champions on a regular basis. At least 4 times per year.	Regular meetings have been held with our Service Delivery Champion. These have been at least 4 times a year	Open Spaces & Facilities Manager- Spencer Clark
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	Delivering a financially sound and well managed Council	To regularly review risks associated with Open Spaces, including: <ul style="list-style-type: none"> <li>• Emergency Planning-</li> <li>• Business Continuity</li> <li>• Health and safety</li> </ul>	Ongoing Completed <b>health and safety documents</b> during 2017/18 were:  Accident/Near Miss Reporting Code of Practice (COP) Asbestos Management COP COSHH COP Display Screen Equipment COP Control of Hand, Arm and Vibration at Work COP Noise at Work COP Security Threats COP Sharps COP Smoke Free Workplace COP  <b>Emergency planning</b> document introduced: Revised Emergency Management Plan	Spencer Clark- Open Spaces & Facilities Manager  Health & Safety Officer – David Vincent