

## **Open Spaces / Maintenance Service Delivery Plan 2022-2023**

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 district's 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 district's community plan themes: living safely; living well; creating and sharing prosperity; learning achievement, leisure and excellent public services.

The Service has 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 21 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 12 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;
- 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, Keep Britain Tidy, ROSPA, Victoria Green Open Space Group,

### 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 Country 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
Asset Manager Carol Dunn	Full time	Open Spaces & Facilities
Team Leader Parks & Open Spaces Shaun Bradshaw	Full time	Open Spaces & Facilities
Facilities Officer Mark Pinder	Part Time	Open Spaces & Facilities
Health & Safety Officer David Vincent	Part Time	Open Spaces & Facilities
Open Spaces & Facilities Administrative Assistant Shelley Peacock	Full Time	Open Spaces & Facilities
Caretakers x 2	Part Time	Maintenance & Caretaking
Maintenance Assistance x 1	Full Time	Maintenance & Caretaking
Grounds maintenance operatives including apprentice 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

The net cost of the service is £1,110,012

## Forward planning for Councillors

Proposed date of decision	Item	Committee
Each Meeting	Asset Update	Finance & Assets Committee



# Commitments towards our Vision

## Open Spaces & Facilities- Service Delivery Plan 2022-2023

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 income by offering services to other partners/agencies	Sound Financial Management	To maintain contact with all parishes' and schools within Cambridgeshire, continuing to offer grounds maintenance services.	Met target	Open Spaces Manager- Spencer Clark Asset Manager Carol Dunn Team Leader parks and Open Spaces- Shaun Bradshaw
Retain Green Flag accreditation for the Country Park and Jubilee Garden	Cleaner, Greener East Cambridgeshire	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)	Green Flags have been awarded again this year and the work continues to maintain the high standards not only in these parks but across the district.	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces – Shaun Bradshaw  Communities & Partnership Officer - Lewis Bage
		Annually produce a desk top assessment for both the Country Park and Jubilee gardens, to be inspected annually by Green Flag judges.	Met target	Open Spaces & Facilities Manager – Spencer Clark  Communities & Partnership Officer - Lewis Bage & Stephanie Jones support officer  Team Leader parks and Open Spaces- Shaun Bradshaw
		Carry out monthly quality checks on the parks and maintenance service.	The service continues to carry out the monthly quality checks as part of the ongoing commitment that East Cambs offers (welcoming, clean, safe and usable open spaces).	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces- Shaun Bradshaw
Maintain ECDC Assets to a safe, useable and legal standard for our customers' enjoyment	Cleaner, Greener East Cambridgeshire	Ensure that ECDC buildings portfolio and assets are maintained to the correct legal standards through the Council's assets maintenance programme.	Ongoing- As and when the service is advised of changes in leasing agreements, the purchase of new land, land sold or licenses of ECDC assets, the required legal obligations are adhered to through the Council's assets maintenance programme.	Open Spaces & Facilities Manager- Spencer Clark  Asset Manager Carol Dunn
Wherever possible protect our environment keeping Biodiversity at the forefront of our operations	Cleaner, Greener East Cambridgeshire	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.	The service continues to ensure that our rare plant species and animal habitats are protected and we are regularly engaged with our partners to implement the required interventions to	Open Spaces & Facilities Manager- Spencer Clark  Asset Manager Carol Dunn

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
			ensure this continues. We have also engaged in the Future Parks programme year	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces- Shaun Bradshaw
Trained staff have a comprehensive understanding of the service	Sound Financial Management	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  Complete 100% of Appraisals by 31 March	Ongoing – Appraisals completed in accordance with ECDC requirements	Open Spaces & Facilities Manager – Spencer Clark  Team Leader parks and Open Spaces- Shaun Bradshaw
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	Sound Financial Management	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>	The Rest Centre plan has been completed and distributed. The following COPs have been updated and are available on the website: Updated Driving at Work, New Electrical Safety, Updated First Aid at work, Updated Corporate Health & Safety Policy, New PPE COP, Updated Manual Handling COP, Updated Security Threat COP. Service leads have received Business Continuity Training and Health & Safety Induction E-learning with HR. Training has also been provided for Bomb Threats, and Fire Wardens.	Open Spaces & Facilities Manager – Spencer Clark  Health & Safety Officer – David Vincent
Undertake activities which help to mitigate/adapt to climate change	Cleaner, Greener East Cambridgeshire	To contribute to the implementation of the Council's Climate and Environment Action Plan		Cross-Council activity