

Open Spaces & Office Services– Service Delivery Plan

The Parks and Open Spaces Service comprise as follows; 14 members of staff, one team leader, two gardeners and an apprentice. This enables them to cover a wider range of tasks which they need to cover for their NVQ qualification in Horticulture. The remaining ten are equally split between working on the Sanctuary contract or on public open space.

The service is responsible 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 10 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 total cost of these services is £756,955.00.

Our aims are as follows;

- To manage the Council's parks & open spaces to a high standard ensuring a welcoming, safe, clean and well maintained environment.
- To provide an efficient and cost effective maintenance service for the Council's offices and other assets owned or leased.

The key functions and responsibilities are as follows: -

- Grounds maintenance of all public open space, closed churchyards and the Council's 10 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 and maintenance work;

Working with both Development and Legal Services on the adoption of public open space.

Maintenance Service 3 members of staff + 6 Public Facility Cleaners

The Maintenance Service is responsible for the maintenance and repair of the Council offices and other assets owned or leased by the Council. In addition the service is also responsible for the management and maintenance of 10 Public Toilets.

The key functions and responsibilities are as follows: -

- Maintenance and repair of Council owned buildings;
- Maintenance and repair of Council owned public footpaths, fencing and boundary walls;
- Maintenance and repair of 3 Traveller's sites;
- Cleaning, and maintenance of the Council's 10 Public Toilets;
- Installation, maintenance and repair of street nameplates and street furniture including benches, litter and dog bins.

Both the Parks & Open Spaces and the Maintenance Service provide support to Democratic Services at elections through the delivery and collection of polling booths, putting out signage and assisting with setting up the count station.

Office Services 6 members of staff and 10 cleaners

Office Services' main role is to be customer focused and provide facilities management, which includes anything from room booking, to making sure building is legally compliant for our staff and visitors.

The department consists of three part time staff, one team leader, one admin support and an apprentice. They also organise caretaking duties with the support of two part time members of staff. One full time maintenance assistant also supports the team and they manage the in-house cleaning staff, which consists of 10 part time cleaning staff covering multiple sites

Key Partners

The Parks & Open Spaces and Maintenance Service 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 and EARTH charities.

Service Objectives

- To maintain the Council offices and other assets owned or leased by the Council.
- To improve and develop the management and maintenance of 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.

Summary of performance outputs for 2014/2015-

Parks and Open Spaces Service Delivery Lead – Spencer Clark

Details of Performance outputs since October 2014

Work in Partnership with Parish's /Stakeholders / Third Parties	Target	Actual
Performance monitoring meetings with Sanctuary to ensure they are fulfilling their contract requirements	Monthly	Monthly
Carry out monthly quality checks on the parks and maintenance service	5 per month	5
Facilitate a Parish Council Conference which promotes safe, clean and attractive areas in the community	Quarterly	Not achieved *Variance
Review and deliver the assets maintenance programme	Annually	Ongoing
*Variance- As Shape Your Place has now been removed this performance measure is being deferred until further notice. The event would have been linked to the website so currently we are scoping ways through which this event can be delivered.		

Maximise the Council's income	Target	Actual
Negotiate new 3 year grounds maintenance contract with Sanctuary	July 2015 (original target was March 15)	On target for completion
Promote the Service to Parish Council's to provide safety checks on playgrounds throughout the district. Target is to generate additional income of £5,000 per annum.	£5000	£1200 to date *Variance
*Variance due to projected income per annum and the actual take up of safety checks from the parishes		

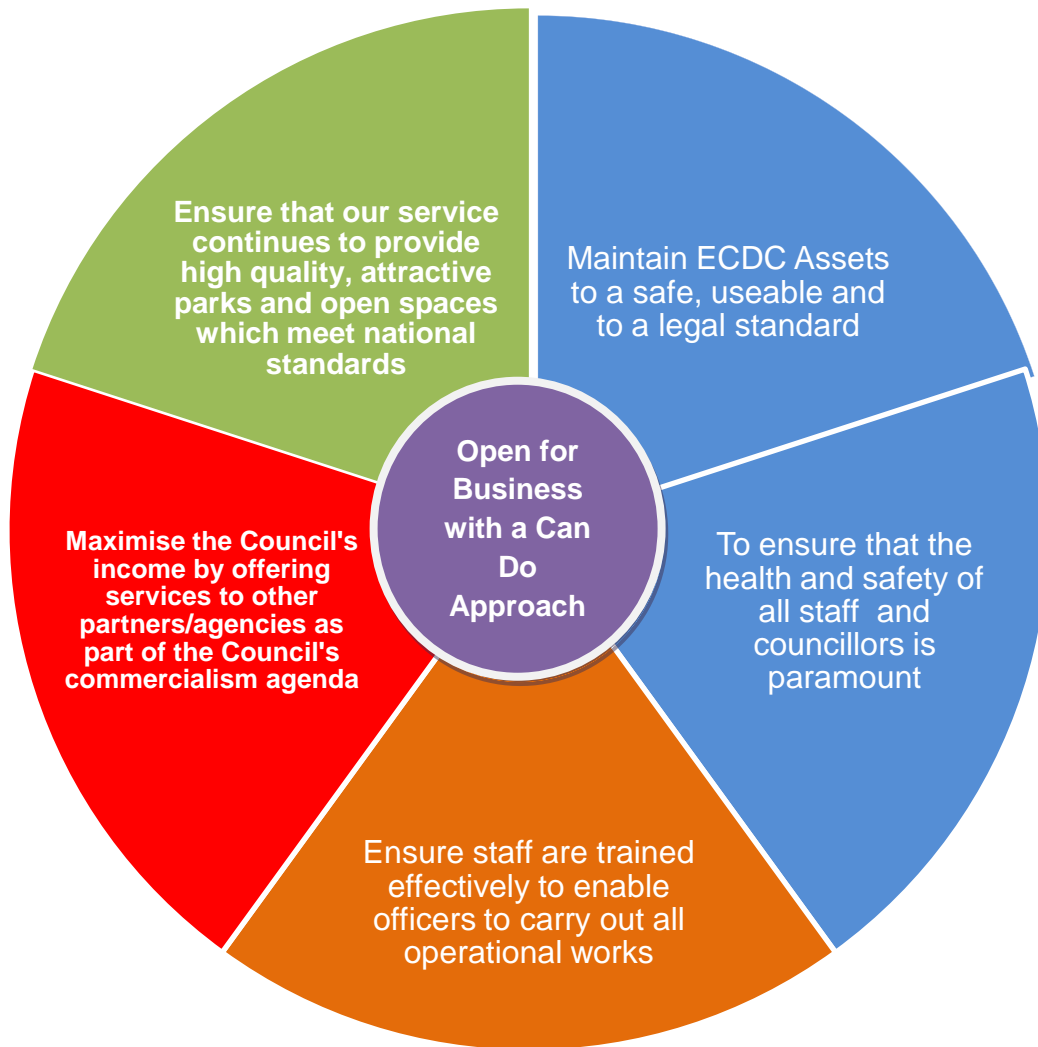
Green Flag Status	Target	Actual
Introduce Green Flag Standards across all Parks and Open Spaces in the District.	Ongoing	Introduced in all Parks and Open Spaces
Retain Green flag accreditation for Country park and Jubilee garden	June 2015	Awaiting feedback regarding retention of award.

Trained and experienced staff	Target	Actual
Identify training requirements to enable the service to run effectively and efficiently	May 2015	Completed
100% appraisals completed on time	May 2016	Completed
Service awareness briefings for Service Delivery Champion	Ongoing	Ongoing
Continue with apprenticeship programme	Nov 2015	Ongoing

Maintain ECDC Assets to a safe, useable and legal standard for our customers enjoyment	Target	Actual
Undertake a Service review of public toilets	Sept 2015	Review is still in progress *Variance
Undertake Service Review of playgrounds throughout the district	June 2015	Nearing completion
Communicate with residents on future/on-going alternative use of parks and open spaces	On-going	Not achieved **Variance
*Variance- Members decided to postpone the review for a few months so this process will be concluded in July.		
**Variance- Due to the inclement weather over the winter it was agreed that the consultation would be postponed until the better weather came. So it has been agreed to postpone the engagement work until the summer.		

Parks and Open Spaces- Service Delivery Plan 2015/2016

Strategy map



Ensure that our service continues to provide high quality, attractive parks and open spaces which meet national standards	Baseline (from previous year)	Target
Undertake 5 quality assurance checks per month on identified parks and open spaces across the District to ensure that the standards meet with the requirements as set out by Green Flag. (measure on-going)	5 per month	5 per month
Retain Green Flag status for the Country Park and Jubilee Garden. (measure on-going)	On target (but result not known at this stage).	Retain Green Flag Status annually (by July each year)
Undertake 5 quality assurance checks on parks and open spaces per month owned by Sanctuary Housing to ensure that the standards meet with the requirements within our Service Level Agreement. (measure on-going)	5 per month	5 per month

Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	Baseline (from previous year)	Target
Negotiate a new 3 year + 2 year ground maintenance contract with Sanctuary Housing which supports the councils' Corporate Priorities and is financially astute. (measure carried forward from last year)	On target	July 2015
To ensure that on-going monitoring arrangements against the performance measures within the Service Level Agreement meet with the contractual requirements.	N/A	In accordance with outputs in Service Level Agreement
Develop the playground inspection service for town and parish councils to bring in additional revenue streams and deliver a 10% increase in income generation (from a baseline of £1200).	£1200	£1320 (10% increase from baseline)
Scope the potential for commercial growth with the service to provide commercial maintenance work, grass cutting, landscaping and play area checks to the following; free schools, public houses and developers etc.	N/A	March 2016
Scope the potential for developing the service by assessing opportunities to contract out our arboricultural service, requiring a skills audit and 3 rd party discussions.	N/A	December 2015
Develop an outward facing, commercially focussed set of web pages to promote the services of the team to parish and town councils and other potential customers.	N/A	November 2015

Maintain ECDC Assets to a safe, useable and legal standard	Baseline (from previous year)	Target
To ensure ECDC assets are maintained to a safe, useable and legal standard.	N/A	100% of ECDC assets are maintained in accordance with legal standards.
(with Member approval) Undertake a review of the assets maintenance programme to develop a robust forward plan	N/A	By Jan 2016
To complete a review of the public toilets. (measure carried forward from last year).	July 2015	August 2015

Ensure staff are trained to enable officers to carry out all operational works	Baseline (from previous year)	Target
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes.	On-going	On-going
Appraisals to be completed annually.	Annual	Annual
To ensure Service Delivery Champion is kept up to date with service development through awareness briefings.	Monthly briefings	Monthly briefings

To ensure that the health and safety of all staff and councillors is paramount	Baseline (from previous year)	Target
To complete quarterly meetings of the health and safety group	Quarterly	1 per quarter
To keep emergency planning document live and up to date	N/A	On-going
To undertake an annual customer feedback survey in order to focus future work priorities	N/A	Annually

Ensure that our service continues to provide high quality, attractive parks and open spaces which meet national standards.	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owners	The Parks and Open Spaces team.
Output/outcome (s)	Undertake 5 quality assurance checks per month on identified parks and open spaces across the district to ensure that the standards meet with the requirements as set out by Green Flag.
Links	Green Flag Standard.
Source of Data	Civic Trust.
Frequency of reporting	As required.
Who measures?	Tim McCreadie- Team Leader Parks & Open Spaces.
Please list the processes	<ul style="list-style-type: none"> • Team Leader will carry out a visual inspection of the site. • Team Leader confirms standard of site compared with criteria required for Green Flag Status. • Team leader determines and authorises further actions / works as required. • Where appropriate enter into the Green Flag accreditation scheme.
Reporting timescale	Regular and on going
Are there opportunities for cross service working?	Links with Sanctuary Housing.

Ensure that our service continues to provide high quality, attractive parks and open spaces which meet national standards.	
Owner	Spencer Clark – Open Spaces & Facilities Manager
Co owners	Tim McCreddie - Team Leader Parks & Open Spaces.
Output/outcome (s)	Retain Green Flag status for the Country Park and Jubilee Garden.
Links	Green Flag Standard.
Source of Data	Civic Trust.
Frequency of reporting	As required.
Who measures?	Tim McCreddie - Team Leader Parks & Open Spaces.
Please list the processes	<ul style="list-style-type: none"> • Team Leader to regularly visit the sites. • Team leader determines and authorises further actions / works as required. • Apply to retain Green Flag status.
Reporting timescale	Regular and on-going.
Are there opportunities for cross service working?	Links with Sanctuary housing.

Ensure that our service continues to provide high quality, attractive parks and open spaces which meet national standards.	
Owner	Spencer Clark- Open Spaces & Facilities Manager. Tim McCreddie – Team Leader Parks & Open Spaces
Co owners	Sanctuary Housing.
Output/outcomes	Undertake 5 quality assurance checks on parks and open spaces per month owned by Sanctuary Housing to ensure that the standards meet with the requirements within our Service Level Agreement.
Links	Sanctuary Housing Service Level Agreement.
Source of Data	Sanctuary Housing Service Level Agreement.
Frequency of reporting	As required.
Who measures?	Tim McCreddie - Team Leader Parks & Open Spaces. Sanctuary Housing.
Who acts on the data?	Sanctuary Estates services / Team Leader Parks & Open Spaces.
Please list processes	<ul style="list-style-type: none"> • Team Leader will carry out a visual inspection of the site. • Team Leader confirms standard of site compared with criteria required for Green Flag Status. • Team leader determines and authorises further actions / works as required. • Quality discussed with Sanctuary at monthly performance management meeting.
Reporting timescale	On-going
What resources are needed to ensure success?	Monthly performance monitoring meetings with Sanctuary, 1 to 1's and team meetings / Appraisal.
Are there opportunities for cross service working?	With external partners at Sanctuary Housing.

Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owners	Tim McCreddie _ Team Leader Parks & Open Spaces Mark Pinder – Team Leader Maintenance
Output/outcomes	Negotiate a new 3 year + 2 year ground maintenance contract with Sanctuary Housing which supports the councils' Corporate Priorities and is financially astute.
Links	Sanctuary Housing Service Level Agreement.
Source of Data	Sanctuary Housing Service Level Agreement.
Frequency of reporting	As required.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager. Sanctuary Housing.
Who acts on the data?	Sanctuary Estates services / Team Leader Parks & Open Spaces.
Please list processes	<ul style="list-style-type: none"> • Set up meeting with Sanctuary Housing once exiting contract is nearing completion. • Review performance against original measures in existing Service Level Agreement. • Set out the requirements from Sanctuary Housing. • Work in partnership to develop performance outputs. • Review budgetary requirements. • Complete the contract and start to progress with work schedule.
Reporting timescale	July 2015
What resources are needed to ensure success?	Monthly performance monitoring meetings with Sanctuary, 1 to 1's and team meetings / Appraisal.
Are there opportunities for cross service working?	With external partners at Sanctuary Housing.

Performance Measure- Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	
Owner	Spencer Clark- Open Spaces & Facilities Manager.
Co owners	Sanctuary Housing.
Output/outcomes	To ensure that on-going monitoring arrangements against the performance measures within the Service Level Agreement meet with the contractual requirements.
Links	Sanctuary Housing Service Level Agreement.
Source of Data	Sanctuary Housing Service Level Agreement.
Frequency of reporting	As required.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager. Sanctuary Housing.
Who acts on the data?	Sanctuary Estates services / Team Leader Parks & Open Spaces.
Please list processes	<ul style="list-style-type: none"> • Team Leader will carry out a visual inspection of the sites. • Team Leader confirms standard of sites against the requirements within the Service Level Agreement. • Quality discussed with Sanctuary at monthly performance management meeting.
Reporting timescale	On-going
What resources are needed to ensure success?	Monthly performance monitoring meetings with Sanctuary, 1 to 1's and team meetings / Appraisal.
Are there opportunities for cross service working?	With external partners at Sanctuary Housing.

Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	
Owner	Tim McCreddie- Team Leader Parks & Open Spaces
Co owners	Spencer Clark- Open Spaces & Facilities Manager
Output/outcomes	Develop the playground inspection service for town and parish councils to bring in additional revenue streams and deliver a 10% increase in income generation (from a baseline of £1200).
Links	
Source of Data	Playground inspection agreements.
Frequency of reporting	Quarterly.
Who measures?	Tim McCreddie- Team Leader Parks & Open Spaces.
Who acts on the data?	Tim McCreddie- Team Leader Parks & Open Spaces.
Please list processes	<ul style="list-style-type: none"> • Identify relevant members of the team to become ROSPA trained. • Design a business plan which provides an effective and competitive service (with a view to being cost neutral). • Promote the service to local parish and town councils. • Carry out required inspections as and when needed.
Reporting timescale	End of performance year.
What resources are needed to ensure success?	Monthly performance monitoring meetings with Sanctuary, 1 to 1's and team meetings / Appraisal.
Are there opportunities for cross service working?	N/A

Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owners	Tim McCreadie- Team Leader Parks & Open Spaces.
Output/outcomes	Scope the potential for commercial growth with the service to provide commercial maintenance work, grass cutting, landscaping and play area checks to the following; free schools, public houses and developers etc.
Links	
Source of Data	
Frequency of reporting	Quarterly.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager.
Who acts on the data?	Tim McCreadie- Team Leader Parks & Open Spaces.
Please list processes	<ul style="list-style-type: none"> • Develop a business case to expand the existing work streams within the service. • Present business case to CMT for consideration. • If approved, present business case to committee. • Promote the services across East Cambridgeshire. • After first year assess viability of additional work.
Reporting timescale	March 2016.
What resources are needed to ensure success?	Robust business case.
Are there opportunities for cross service working?	N/A

Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owners	Tim McCreddie- Team Leader Parks & Open Spaces.
Output/outcomes	Scope the potential for developing the service by assessing opportunities to contract out our arboricultural service, requiring a skills audit and 3 rd party discussions.
Links	
Source of Data	
Frequency of reporting	Quarterly.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager
Who acts on the data?	Tim McCreddie- Team Leader Parks & Open Spaces.
Please list processes	<ul style="list-style-type: none"> • Develop a business case to expand the existing work streams within the service. • Present business case to CMT for consideration. • If approved, present business case to committee. • Promote the services across East Cambridgeshire. • After first year assess viability of additional work.
Reporting timescale	By December 2015.
What resources are needed to ensure success?	Robust business case.
Are there opportunities for cross service working?	N/A

Maximise the Council's income by offering services to other partners/agencies as part of the Council's commercialism agenda	
Owner	Spencer Clark- Open Spaces & Facilities Manager.
Co owners	Tim McCreadie- Team Leader Parks & Open Spaces.
Output/outcomes	Develop an outward facing, commercially focussed set of web pages to promote the services of the team to parish and town councils and other potential customers.
Links	ECDC website.
Source of Data	
Frequency of reporting	Quarterly.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager.
Who acts on the data?	Tim McCreadie- Team Leader Parks & Open Spaces.
Please list processes	<ul style="list-style-type: none"> • Review current services undertaken by the Parks and Open Spaces Service. • Design a new page (or set of pages) which help to promote the work of the service and help bring in additional investment into the Council.
Reporting timescale	November 2015
What resources are needed to ensure success?	
Are there opportunities for cross service working?	N/A

Maintain ECDC Assets to a safe, useable and to a legal standard	
Owner	Mark Pinder- Team Leader for Maintenance.
Co owners	Spencer Clark- Open Spaces & Facilities Manager.
Output/outcomes	To ensure ECDC assets are maintained to a safe, useable and legal standard.
Source of Data	
Frequency of reporting	Quarterly.
Who measures?	Mark Pinder - Team Leader for Maintenance.
Please list processes	<ul style="list-style-type: none"> • Utilise the existing works programme. • Work orders raised through the CRM system/department requests etc. • Team Leader to prioritise works programme.
Reporting timescale	Annually
What resources are needed to ensure success?	
Are there opportunities for cross service working?	N/A

Maintain ECDC Assets to a safe, useable and legal standard	
Owner	Mark Pinder- Team Leader for Maintenance.
Co owners	Spencer Clark- Open Spaces & Facilities Manager.
Output/outcomes	(with Member approval) Undertake a review of the assets maintenance programme to develop a robust forward plan which provides insight for developing more effective processes.
Source of Data	
Frequency of reporting	Quarterly.
Who measures?	Mark Pinder- Team Leader for Maintenance.
Please list processes	<ul style="list-style-type: none"> • Seek Member approval to undertake review of the assets maintenance programme. • Review existing assets maintenance programme. • Pinpoint recommendations. • Develop forward plan from recommendations.
Reporting timescale	January 2016.
What resources are needed to ensure success?	
Are there opportunities for cross service working?	N/A.

Maintain ECDC Assets to a safe, useable and legal standard	
Owner	Spencer Clark- Open Spaces & Facilities Manager.
Co owners	Carol Dunn – Administrative Assistant
Output/outcomes	To complete a service review of public toilets.
Source of Data	
Frequency of reporting	Quarterly.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager. Emma Grima- Corporate Unit Manager.
Please list processes	<ul style="list-style-type: none"> • Carry out a review of the public toilets including costs etc. • Present findings to CMT and Committee. • Undertake an options appraisal. • Start recommended option.
Reporting timescale	By Sept 2015.
What resources are needed to ensure success?	
Are there opportunities for cross service working?	N/A

Ensure staff are trained effectively to enable officers to carry out all operational works	
Owner	Spencer Clark- Open Spaces & Facilities Manager.
Co owner(s)	Tim McCreddie – Team Leader Parks & Open Spaces Mark Pinder – Team Leader Maintenance
Output/outcome(s)	To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes.
Links	HR Policy and procedure, Corporate priorities.
Source of data	HR Performance Management document
Frequency of reporting?	As required.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Provide training and continued professional development as required by attributable bodies to the Parks and Open Spaces team. • Where training is identified apply to HR and CMT for required agreement.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained team.
Are there opportunities for cross-service working?	No.

Ensure staff are trained effectively to enable officers to carry out all operational works	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owner(s)	Tim McCreddie – Team Leader Parks & Open Spaces Mark Pinder – Team Leader Maintenance
Output/outcome(s)	Appraisals to be completed annually.
Links	HR Policy and procedures. Corporate priorities.
Source of data	HR.
Frequency of reporting?	Annually.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Timescales set by Human resources. • Line managers to book appraisals with staff. • Line manager to issue staff with paperwork to complete. • Paperwork to be completed by appraisee and returned to Line manager. • Appraisal undertaken and comments from Line Manager added accountabilities for next year agreed. • Completed documentation agreed by Line Manager and appraisee signed off. • Completed appraisal sent to HR.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	Fully resourced and trained team.
Are there opportunities for cross-service working?	No.

Ensure staff are trained effectively to enable officers to carry out all operational works	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owner(s)	
Output/outcome(s)	To ensure Service Delivery Champion is kept up to date with service development through awareness briefings.
Links	HR Policy and procedure. Corporate priorities.
Source of data	
Frequency of reporting?	As required.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager Service Delivery Champion.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Service Delivery Champion to be fully engaged within the workings of the service through the media of emails, 1-2-1 discussions, updates through committee reports etc. • Quarterly meetings to be conducted as and when the Member Champion requires.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	No.

To ensure that the health and safety of all staff and councillors is paramount	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owner(s)	Chris Smith- Facilities officer
Output/outcome(s)	To complete quarterly meetings of the health and safety group
Links	HR Policy and procedure. Corporate priorities.
Source of data	
Frequency of reporting?	Quarterly
Who measures?	Spencer Clark- Open Spaces & Facilities Manager Service Delivery Champion.
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Carry out a review of accidents and near misses at work. • Present findings to CMT and Committee. • Undertake an options appraisal of health and safety matter, including risk assessments. • Evaluate policy changes.
Reporting timescale	Quarterly.
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	A representative from all departments should sit on the health and safety working group

To ensure that the health and safety of all staff and councillors is paramount	
Owner	Spencer Clark- Open Spaces & Facilities Manager
Co owner(s)	Chris Smith- Facilities officer
Output/outcome(s)	To keep emergency planning document live and up to date
Links	HR Policy and procedure. Corporate priorities.
Source of data	
Frequency of reporting?	As required.
Who measures?	Spencer Clark- Open Spaces & Facilities Manager Chris Smith- Facilities Officer David Vincent- Health and Safety officer Emma Grima- Corporate Director (Commercial and corporate services)
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • Continually monitor and update Emergency Planning Document • Present findings to CMT and Committee • Attend relevant CPLRF meetings
Reporting timescale	Quarterly.
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	As many cross-services should be training and aware of emergency planning

To ensure that the health and safety of all staff and councillors is paramount	
Owner	Spencer Clark – Open Spaces & Facilities Manager
Co owner(s)	David Vincent – Health & Safety Officer Chris Smith – Facilities Officer
Output/outcome(s)	To undertake an annual customer feedback survey in order to focus future work priorities
Links	
Source of data	
Frequency of reporting?	Yearly
Who measures?	Spencer Clark- Team Leader Parks and Open Spaces Chris Smith- Facilities Officer David Vincent- Health and Safety officer Emma Grima- Corporate Director (Commercial and corporate services)
What will be done? Please list processes briefly	<ul style="list-style-type: none"> • undertake a customer feedback survey • Evaluate results from feedback survey • Focus forward planning accordingly against results
Reporting timescale	Yearly
What resources are needed to ensure success?	
Are there opportunities for cross-service working?	As many cross-services should complete the survey