

Parks & Open Spaces / Maintenance Service 2017/18

Overview of the service

Parks & 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.

Parks & Open Spaces service

The Parks and Open Spaces 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 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 also carrying out maintenance work;
- Working with both Development and Legal Services on the adoption of public open space.

Maintenance Service

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 7 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 7 Public Toilets; and
- 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.

In addition the services are responsible for erecting and dismantling the market stalls and marquees for the Council's tourism and sports events.

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, EARTH charities,

Service Objectives

- To maintain the Council offices and other assets owned or leased.
- 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.

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 Tim McCredie	Full time	Open Spaces & Facilities
Team Leader maintenance Vacant	Full Time	Open Spaces & Facilities
Maintenance Assistance x 5	Full Time	Open Spaces & Facilities
Grounds maintenance operatives x 18	Full Time	Open Spaces & Facilities
Public facilities cleaners x 6	Part Time	Open Spaces & Facilities
Office facilities cleaners x 12	Part Time	Open Spaces & Facilities

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Service Delivery Champion	Committee

Strategy map- 2017/2018



Commitments towards our Vision

Service Delivery Plan- Open Spaces & Facilities



East Cambridgeshire
District Council

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.	A customer driven efficient Council will a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer.	Contact to be made to all parishes' and schools within Cambridgeshire, offering grounds maintenance services. The income obtained within this financial year will be used as a baseline for subsequent years.	N/A	Open Spaces & Facilities Manager- Spencer Clark Open Spaces & Facilities support Officer- Carol Dunn Team Leader parks and Open Spaces- Tim McCreadie
		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.	N/A	Open Spaces & Facilities Manager- Spencer Clark Open Spaces & Facilities support Officer- Carol Dunn Team Leader parks and Open Spaces- Tim McCreadie
		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	Team Leader parks and Open Spaces- Tim McCreadie
Retain Green Flag accreditation for the Country Park and Jubilee Garden	Making East Cambridgeshire an even better place to live	Annually produce a desk top assessment for both the Country Park and Jubilee gardens, to be inspected annually by Green Flag judges.	N/A	Team Leader parks and Open Spaces- Tim McCreadie
		Carry out monthly quality checks on the parks and maintenance service.	N/A	Team Leader parks and Open Spaces- Tim McCreadie
Maintain ECDC Assets to a safe, useable and legal standard for our	Making East Cambridgeshire an even better place to live.	Ensure that ECDC buildings portfolio and assets are maintained to the correct legal standards through the Council's assets maintenance programme.	N/A	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
customers' enjoyment				
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.	N/A	Open Spaces & Facilities Manager- Spencer Clark Open Spaces & Facilities support Officer- Carol Dunn Team Leader parks and Open Spaces- Tim McCreddie
Trained staff and Service Delivery Champions have a comprehensive understanding of the service	A customer driven Council with a "can do" attitude and pro business approach and commercially focussed to ensure financial self sufficiency for the tax payer.	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	N/A	Team Leader parks and Open Spaces- Tim McCreddie
		Meet with Service Delivery Champions on a regular basis. At least 4 times per year.	N/A	Open Spaces & Facilities Manager- Spencer Clark