

ODS

Parks and Open Spaces

Service Standards



working
with



At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.

ODS in partnership with Oxford City Council wants Oxford to be an attractive enjoyable place for our residents to live and tourists to visit. The Parks and Open Spaces service is responsible for green spaces within the city. This includes:

- All parks, outdoor sports facilities, estate open spaces, highway verges, sheltered housing, garden schemes, playground maintenance, and countryside management
- Cemetery management and maintenance
- Tree surveying and maintenance works (including planting)
- Litter picking. The cleaning of public conveniences and pavilions is undertaken by the Streetscene Service and details of this can be found on the Streetscene Service Standards.

Parks - We will:

- Cut the majority of grass on a monthly cycle between March and October (this excludes areas managed to increase biodiversity and sport)
- Maintain park shrub beds once a year
- Cut the majority of hedges once a year

Play Areas - We will:

- Cut the majority of grass on a 10-working day cycle between March and October
- Cut the majority of hedges once a year
- Scheduled weed killing twice a year in the spring and summer
- Undertake a monthly inspection of playgrounds and arrange an independent check by RoSPA on an annual basis
- RoSPA will also check other equipment such as goal posts.

Recreation Grounds - We will:

- Cut the majority of grass on a monthly cycle between March and October (this excludes areas managed to increase biodiversity and sport)
- Prune and maintain shrub beds once a year (excluding areas managed to increase biodiversity).
- Cut hedges once a year
- When play or sports facilities are out of action/undergoing repair we will provide information to explain what is happening and why, and the timetable for reopening.

Outdoor sports areas - We will:

- Maintain sports turf to a standard suitable for amateur leagues and mark them to the rules of the individual sport
- Administer outdoor sports bookings.
- When play or sports facilities are out of action/undergoing repair we will provide information to explain what is happening and why, and the timetable for reopening,

Countryside – We will:

- Cut designated long grass locations twice a year (June and September)
- Maintain countryside sites to provide a suitably maintained recreational areas for the public to enjoy, whilst ensuring that maintenance reflects best ecological practice. Some sites have statutory designation such as Sites of Special Scientific Interest (SSSI) or Local Nature Reserve (LNR)
- Cut hedges annually.

Trees – We will:

- Manage the council's tree stock which includes tree maintenance and undertake inspections every three years
- Manage a replacement tree programme on a rolling annual basis

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Cemeteries – We will:

- Cut the majority of grass on a 10-working day cycle between March and October
- Cut the closed churchyards and cemeteries once a month between March and September
- Cut designated long grass locations twice a year (June and September)
- Maintain shrub beds monthly at St Giles, War Memorial
- Provide an effective burial service, in an efficient and timely manner, which includes both coffin burials as well as ashes interments, whilst respecting the religious and cultural needs of the family. Furthermore, we will undertake regular grounds maintenance across our cemeteries and closed churchyards
- Provide a short-notice burial service
- Ensure that all memorials in these locations will be subjected to safety inspections on a five-year basis and, where necessary, memorials will be made safe by either supporting with a stake or laying down within the grave space.

Highway Verges, Estates and Car Parks – We will:

- Hard prune shrubs in the winter months
- Scheduled weed killing twice a year in spring and summer
- Maintain shrubs and hedges in council-owned car parks, including park and ride sites, once a year
- Cut hedges once a year
- Cut highway grass once a year and council housing areas twice a month (excluding areas managed to increase biodiversity).

Garden Scheme – We will:

- Visit all properties on the scheme on a monthly basis between March – October
- Conduct larger garden clearances during the winter months, where required.

What you can expect of us ... We will:

- Adjust our maintenance programmes or service if standards are not being met
- Make random and regular inspections between scheduled visits
- Undertake enforcement of litterers, dog fouling owners and fly-tippers
- Provide a prompt and efficient service
- Listen to our customers
- Offer a 24-hour out-of-hours emergency telephone service (07711 439090).

Further information on the full Parks Specification can be viewed at:

http://www.oxford.gov.uk/PageRender/decLP/Parks_and_open_spaces_occw.htm

You can help us achieve our Service Standards by:

Reporting any safety or maintenance issue to us by reporting it online at www.oxford.gov.uk/doitonline or by telephoning 01865 252240

Tell us what you think:

Your feedback about parks and open spaces and how these can be improved is welcomed. Please visit www.oxford.gov.uk/feedback. All comments, complaints, and suggestions will be responded to.

For further information:

Visit www.oxford.gov.uk

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library, Queen Street, Westgate, Oxford, OX1 1DJ