

Parks and Amenities Customer Charter



THE SERVICE

The Parks and Amenities Service manages and develops all the District Council's public open space and amenity areas throughout North Devon. This involves: -

- Grounds maintenance contract provision and management in main parks and amenity areas throughout the District.
- Rock Park Amusements, delivering amenity and sports attractions within Rock Park.
- Seasonal undertakings and amenity area management, providing attractions and facilitating the use of the Council's amenity areas by private individuals and businesses.
- Providing allotment facilities on the Council owned allotment site at Mill Road in Barnstaple. Other sites in Ilfracombe are run by an agency arrangement with an Allotment Holders Association.
- Illuminations - providing for the operation and maintenance of parks illuminations, floodlighting and footway lighting on various sites throughout the District.
- Providing for the letting and use of Council owned sports pitches in conjunction with agency league organisations.
- Providing specialist horticultural and landscape service to the Authority, Partners and the Public.
- Directly providing Burial Services in the Malborough Road Cemetery in Ilfracombe, and similar services in the Bear Street Cemetery Barnstaple, via the Barnstaple Town Council. Other Closed Burial Grounds within the District are managed by the Parks and Amenities unit as part of the Grounds Maintenance Contract.

CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate
- treat you with courtesy and politeness
- listen and understand customer needs
- treat all customers equally

You can contact us in any of the following ways



By **telephone** on 01271 327711 (Switchboard) or direct on 01271 388323

- We aim to answer 95% of all telephone calls within 6 rings (20 seconds)
- When we speak to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how we can help you.
- If we cannot help you immediately we will let you know who you have been speaking to and when we will contact you
- If your call needs to be transferred to another section, the details of your enquiry will be passed on
- Due to the nature of our work there will be times when out of necessity the office will be unmanned, however, there will be an answer machine available to leave a message
- We aim to answer all messages left on answer machines within 24 hours (Monday to Friday)
- If you leave a message on an answer machine and it is likely to take more than 24 hours, the message will tell you when we will contact you.



In **person**, by appointment, Monday – Thursday 8.30am – 5.00pm and Fridays 8.30am – 4.30pm

- Due to the nature of our work there will be times out of necessity when the office will be unmanned, therefore it is essential to make an appointment to ensure an officer is available
- We aim to see 80% of callers within 15 minutes of visiting one of our reception areas
- All staff will wear name badges
- You will be seen in a private place if you want to



In **writing** to The Parks and Amenities Unit, North Devon District Council, Civic Centre, Barnstaple, Devon, EX31 1EA.

- We aim to reply to 98% of letters within 10 working days
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter
- Responses will be typed and easy to understand



By **computer** by sending us an e-mail to jodie_souch@northdevon.gov.uk

- Contact through e-mail will be subject to the same standards as contacting us in writing.

STANDARDS OF SERVICE

We will tell you when we are reaching our standards through the local press, on the Council's website at www.northdevon.gov.uk and in the Council newspaper.

In addition to the above standards, the following are specific to this service :

Our aim: -

To raise awareness of environmental issues and conservation work of Parks services.

Recording the number of Community Groups, and number of volunteer days per year. Number of meetings attending and networking with voluntary groups – we'll aim to increase the number of volunteer days per year.

Reduce the risk to the environment from chemicals used in Grounds maintenance including Pesticides, cleaning chemicals, fuel and the storage of same by

Ensuring all chemicals are stored in facilities that meet or exceed recognised guidelines

To maximise our ability to improve the environment by planting and the management of vegetation by

Increase proportion of perennial planting in beds. Decrease area of annuals planted by 5% per year

LEGISLATION

The Council as a burial and cemetery authority has the power to provide and regulate cemeteries under the Local Government Act 1972, and the Local Authorities Cemeteries Order 1977.

NEW IDEAS AND IMPROVEMENTS

We will undertake a minimum of one survey per year to help to improve our services. We would appreciate your help and welcome any comments you wish to make.

We will take into account your views and give feedback through the local press, Council's newspaper, website.

PUTTING THINGS RIGHT

We intend to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.

You can make a complaint by contacting the service direct by any of the methods previously listed, or you can ring the Complaints Line on 01271 388260.

We will acknowledge all complaints received within 3 working days and send a full response within 10 working days.

Should the response be longer than 10 working days we will contact you and let you know when we will be able to reply.

If you are unhappy with the response, you can ask for your complaint to be reviewed. This will normally be undertaken by Customer Services.

SPECIAL NEEDS

If you would like this information or any information we produce to be provided in alternative languages, in braille or on audio tape, please contact Customer Services on 388240 or e-mail us on customer_services@northdevon.gov.uk.

We aim to provide this information within 15 working days of any request. We will let you know if this is likely to take longer.

REVIEW

We will review this Charter every two years.

FURTHER INFORMATION

If you would like further information on any of the services we provide or have any comments about how this Charter could be improved, please contact us on 01271 388323

This Charter was produced on 12th May 2003