



SERVICE STANDARDS

Grounds Maintenance

This document can be made available in large print, Braille, tape format or in other languages upon request

APRIL 2007



SERVICE PLAN – Grounds Maintenance (phase 1, customer perspective)

The service

We carry out grounds maintenance operations where necessary on all Council owned public land and on some County Council owned public land within the district.

We provide and maintain a number of parks, gardens and open spaces and ensure they are attractive and well kept for the enjoyment of both residents and visitors to West Somerset.

The grounds maintenance service carries out operations which include grass cutting; tree surgery; shrub and rose bed maintenance; maintenance of seats and benches; maintenance of fences, walls, gates, and other hard landscape features; maintenance of water features/rhynes and cleansing of the beach.

The standard of service you can expect from us

We will:

- During March to November cut the grass on ornamental sites at least once a week, this equates to a minimum of 35 cuts per year. Other sites and high amenity roadside verges will be cut at least once every 14 days, this equates to a minimum of 16 cuts per year. All paths will be cleared of grass cuttings and debris following grass mowing.
- Maintain shrub beds to ensure the encouragement of flowers, fruit and decorative growth and to keep the beds relatively weed and litter free.
- Ensure that during the period May to October all hard areas (public paths, paved areas, play areas) are treated with weed killer at least twice.
- Maintain seasonal flowerbeds to provide attractive spring and summer displays.
- Clean any litter and debris from the beach on a daily basis from Easter to September and twice weekly at all other times of the year.
- Inspect and clear our waterways on a regular basis. (At least once per week increasing as necessary when weather conditions dictate.)
- Manage and maintain our areas of woodland and trees on all the land we own.
- Monitor all work to ensure it is carried out to a satisfactory standard.
- Inspect and cleanse our children's play areas that are located in housing estates on a weekly basis.
- Ensure our staff are courteous, helpful and polite at all times.

You can help by

- Informing the Council of any overgrown grass or shrub areas in the district.
- Reporting details of any instances where you consider safety may be compromised.
- Reporting any instances of vandalism.
- Becoming involved in local community groups linked with our parks.
- Respecting all park bye-laws that are displayed on information boards located in the vicinity of the entrance to the parks area.

SERVICE PLAN – Grounds Maintenance (phase 1, customer perspective)

Your right to equal treatment

West Somerset Council is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

Your right to complain

Things can go wrong, and we can make mistakes. If you are dissatisfied with something the Council has done, that you think is wrong or unjust, you should let us know and we will try to put things right to your satisfaction.

You can:

- Complete a comments, compliments and complaints form available from council offices or online at www.westsomersetonline.gov.uk
- Write to West Somerset Council, Customer Services, West Somerset House, Killick Way, Williton, Taunton TA4 4QA
- Email us on customerservices@westsomerset.gov.uk

Further information

- For any further information visit the West Somerset Council website at www.westsomersetonline.gov.uk or telephone 01643 703704.

**WEST
SOMERSET
COUNCIL**

WEST SOMERSET COUNCIL - FEEDBACK



Would you like to help us improve our services?

Here at West Somerset we really want to know what you – our customers think of the service that we provide for you. We aim to provide a high-quality service but there is always room for improvement. We therefore would be grateful if you could spend a few moments completing this questionnaire.

	Phone	Email	Letter	Website	Personal Visit	Other (please specify)
1. How did you make your enquiry						

2. What service did you require eg housing, benefits	
------------------------------------------------------	--

	Yes	No
3. Did we meet the standards you were expecting		
If no, please provide details of where we have gone wrong		

Service Provided

4. How would you rate the following.....
- Ease of contact with us
 - Courtesy and helpfulness of the staff
 - Keeping you informed about the progress of your enquiry
 - How would you rate the service overall

	Excellent	Good	Fair	Poor
Ease of contact with us				
Courtesy and helpfulness of the staff				
Keeping you informed about the progress of your enquiry				
How would you rate the service overall				

Were you kept informed?

5. How would you rate the following.....
- The information meets my needs
 - The information was provided when I expected it
 - The information was clear and well presented

	Strongly agree	Agree	Disagree	Strongly disagree
The information meets my needs				
The information was provided when I expected it				
The information was clear and well presented				

6. Is there anything we could do to improve our service?

Equal Opportunities

WSC is committed to providing an equal service to all members of the public. The following includes questions on age, ethnicity and disability and are optional. By completing these sections you will be providing additional information that WSC will find useful in improving its services. The information is strictly confidential and will only be used for statistical and monitoring purposes. We will not make it available to third parties in accordance with the Data Protection Act (1988).

Are you?

Male Female Transgender

Age

0 – 15 16 – 24 25 – 34 35 – 49 50 – 64 65 – 79 80+

Ethnic Origin

White

British Irish Other White

Mixed

White & Black Caribbean White & African Black Other Asian Mixed

Romany

Romany Gypsy Traveller of Irish heritage Traveller of European Heritage Traveller of other Heritage

Asian

Asian or Asian British Indian Pakistani Bangladeshi Other Asian

Black

Black or Black British Caribbean African Other Black

Chinese

Chinese or other Ethnic group Chinese Other ethnic group

If other in any category above, please specify:

Disability

Do you consider yourself to have a disability? Yes No

This form may be completed anonymously. However, please provide some contact details if you would like a reply.

Name:

Address:

.....

Telephone: Email:

Preferred method of contact: