



Greenspaces Service Plan

Section 1 - The Service

1.1 Introduction

Weymouth Town Council Greenspaces' team maintain and manage key areas of service in Weymouth. These areas include:

- **Parks** - the service is responsible for the management, maintenance, and development of approximately 80 hectares of public open space.
- **Plant Nursery** – supplying seasonal bedding plants, annual and perennial plants for our parks and hanging baskets as well as external contracts.
- **Play Areas** – managing and maintaining 18 play areas.
- **Trees** - management and maintenance of over 6000 trees.
- **Cemeteries** - responsible for bereavement services, the management and maintenance of 4 cemeteries and grounds maintenance of 5 closed burial grounds.
- **Allotments** – managing 359 allotment plots across nine sites.

The role of the service is to deliver a greenspace environment that is of appeal to all sectors of the community and visitors to the town. A high-quality green space environment will lead to improved opportunities for economic prosperity based around both commercial/ business and tourist activity. Access to excellent greenspaces also improves physical and mental health. The voluntary sector and community will be regularly consulted and, where possible, actively involved in the

ongoing development and delivery of these services to ensure suitability of purpose for both the present and the future.

Environmental sustainability, seeking to enhance biodiversity, providing opportunities for education, health, and exercise, and ensuring equal access for all are also key to a successful service.

The Greenspaces team will strive to retain the Green Flag Awards and obtain the award for Radipole Park and Gardens.

Greenspaces areas

Please see section 5 for detailed maps of our maintained green spaces.

1.2 Service Aim

Our aim is to provide safe, enjoyable, and well-presented green spaces for both residents and visitors to Weymouth. We want to ensure that members of public have an excellent experience from all of our services.

The service will contribute to the following Weymouth Town Council core values:

- Manage the Council's assets and resources responsibly and transparently.
- Improve the wellbeing of the people of Weymouth.
- Work to become greener and cleaner in our activities as well as supporting our communities and partners to be as green as possible.
- Manage the Council's services effectively to meet the needs to the communities we serve.
- Strive for continuous improvement and service development.

1.3 Service Objectives

The Greenspaces team's general objective is to continue with the "Onecouncil" work ethic which has worked well throughout the last year. Since implementing this, our team has even stronger working relationships which in turn, has enabled our services to run smoothly. Each service area has specific objectives, all of which are aligned with the corporate plan.

Service Area	Objective 1	Objective 2	Objective 3
Parks, Gardens and Open spaces	To deliver high quality public open spaces for a variety of active leisure pursuits and quiet reflection,	Effectively manage and review the Council's services to ensure they meet the diverse needs of the communities we serve.	Work with partners, local communities, and volunteers to enhance the Council's green spaces and encourage increased

Service Area	Objective 1	Objective 2	Objective 3
	connecting parks with people and wildlife.		public use and engagement.
Nursery	Supply high quality plants to supply the Council's gardens using environmentally friendly and cost-effective methods	Responsible and transparent management of the Council's assets and resources, including reviewing costs.	Achieve our income target for external contracts, ensuring efficient use of Council resources while delivering high-quality services.
Play Areas	Ensure that the Council's play areas are maintained in safe condition, carry out regular inspections	Create a refurbishment programme to provide a diverse, engaging, and inclusive range of play and sporting opportunities for Weymouth's residents.	Assess usage by using footfall counters, feedback, and annual survey to ensure the needs of the public are met.
Trees	Survey a third of our tree stock, carry out inspections and implement a work programme,	Inspect high risk trees following storms and carry out work as necessary. Respond to public enquiries regarding trees and carry out work as required.	Deliver tree planting plan in line with tree management policy to deliver Council's landscape, climate mitigation and biodiversity aims.
Cemeteries	Provide an efficient and sensitive bereavement service. Ensure that Council meets its legal responsibilities about bereavement processes and records maintenance.	Ensure Council cemeteries are safe, comply with regulations and are appropriately maintained.	Promote sustainable practices in cemetery management increase biodiversity, and eco-friendly initiatives.
Allotments	Provide an effective, high quality allotment service for Weymouth's residents	Ensure a quick turnaround of uncultivated plots to reduce the waiting list.	Ensure that WTC allotment sites are safe, compliant, and well managed.

Section 2 - Performance of the Service

2.1 Performance targets KPI

The Greenspaces team will monitor the Councils set KPIs and report these at a service level.

- Monthly inspections of Parks, Gardens and Cemeteries. Timescale for addressing faults/issues
- Vehicle fuel usage
- Tree planting targets
- Allotment plot usage.
- Number of cemetery memorials safety tested
- Public complaints dealt with
- Health and Safety

KPI	Target	How is this analysed?	Aims
Carry out monthly inspections of Greenspaces, cemeteries, and allotments	Remedy 90% of high-risk faults as identified on inspections within 48 hours.	Analyse inspection and compliance data	The aim is to all issues resolved within risk related timescales, for example any high risks to be resolved within the same day
Reduce fuel usage and wastage	Increase vehicle fuel efficiency by 10% in the next 12 months,	The vehicle fuel efficiency will be analysed monthly by tracking the amount of fuel consumed by each vehicle in the fleet. The data will be collected from the previous 12 months fuel receipts and verified by the fleet tracking system, this will also provide information on idling, which will be monitored to identify areas where fuel is being wasted.	The target of increasing the fuel efficiency of the greenspaces van fleet by 10% in the next 12 months will serve as a reminder to all drivers to operate the vans in an efficient manner. The team will focus on promoting efficient driving practices, such as avoiding idling, accelerating slowly, and maintaining a steady speed.
Tree planting	Increase the number of additional trees in WTC areas by 100 within the next 12 months.	Greenspaces officers to co ordinate tree planting together with the Senior Arborist, therefore ensuring this target is met.	The Council will actively manage its tree stock to enable it to increase in quality and quantity and endeavour to raise awareness and appreciation of trees and the benefits they bring in the wider community.
Reduce vacant allotments.	Work towards full occupancy of usable allotment plots within 12 months	Analyse data from inspections	To increase plots let out to residents and reduce the number that are underutilised.
Cemetery memorial safety testing	Test a third of all memorials this year	Analyse data collected by bereavement services	To ensure the safety of visitors and relatives attending our cemeteries

KPI	Target	How is this analysed?	Aims
Complaints	Respond to complaints within one week of notification	Officers to maintain log and actions to rectify together with responses to complainant	Provide a resolution to members of the public when they feel the greenspaces team hasn't delivered a satisfactory service
Health and Safety	Ensure all appropriate training and refresher courses carried out within 12 months	Training log kept	Safe working practices, well trained work force

Section 3 - Resources

3.1 Greenspaces structure

Refer to organisational structure - <https://www.weymouthtowncouncil.gov.uk/key-documents/>

3.2 Financial Overview

Refer to finance and governance budget - <https://www.weymouthtowncouncil.gov.uk/committee/>

Section 4 - Service area risks

Service Risk	Cause	Impact	Likelihood	Matrix Score	Mitigation Measures	Likelihood	Matrix Score
Staff retention, recruitment	Challenging recruitment conditions, ageing workforce	Too few staff to deliver the service	L2 x I4	8 Medium Risk	Maintain strong relationships with team, identify and reduce inefficiencies and weaknesses in delivery.	L1 x I4	4 Low Rating
Substandard service delivery	Insufficient resources	Reputational risk, poor customer feedback, decline of green spaces	L2 x I4	8 Medium Risk	Maintain Green Flag standards, ensure inspections are carried as required	L1 x I4	4 Low Risk
Lack of community support	Volunteers reduce hours and 'Friends' groups lose members	Reputational risk, not able to provide some enhanced services.	L2 x I4	8 Medium Risk	Maintain positive communications with volunteers, champion and publicise positive impacts.	L1 x I4	4 Low Risk
Issues deriving from changing weather patterns	Climate change	Seasons changing, increase in adverse weather conditions, flooding, or droughts – increased resources required for grass cutting, watering etc.	L3 x I4	12 High Risk	Reduce our carbon output, increase biodiversity and areas of woodland. Adapt operations.	L2 x I4	8 Medium Risk
Injuries being sustained from council-owned	Unsafe equipment or	Harm caused to members of public or staff, possible insurance	L2 x I4	8 Medium Risk	Rigorous inspection regime of all council-owned equipment completed prior to use. The	L1 x I4	4

Service Risk	Cause	Impact	Likelihood	Matrix Score	Mitigation Measures	Likelihood	Matrix Score
equipment or land	conditions on land	claims towards the council, closing of facilities for safety purposes			green spaces are monitored regularly for hazards and acted upon.		Low Risk
Anti-social behaviour and vandalism	Lack of youth services, increase in deprivation	Reputational damage, increased staff and repair costs, decreased community usage.	L5 X 13	15 High Risk	Positive engagement with partners, voluntary groups, and local communities. Maintain constructive social media and public relations.	L2 X 14	8 Medium Risk
Staff health and safety	Accident/injury to team member	Team member harmed, reduced staff capacity, injury claim, HSE investigation.	L5 X 13	15 High Risk	Carry out site and activity risk assessments, review current ones, ensure service is compliant with all H&S regulations and relevant training is carried out.	L2 X 14	8 Medium Risk

Section 5 – Parks and Open Spaces

Appendix 1 shows the locations of all parks and green spaces we maintain.