

Open Spaces Customer Charter

We are continually looking to improve the way we provide services to our customers




We will:

- Clean litter 'hot spots' on a daily basis
- Increase the number of community activities by 10% throughout the year in order to better involve local communities in improving their neighbourhoods
- Remove reported offensive graffiti from council property within 24 hours
- Respond to reports of unacceptable cleanliness in your neighbourhood within 24 hours
- Provide in excess of 60 events in our parks and green spaces each year
- Achieve at least two 'Green Flag' parks quality awards every year
- Provide free starter information packs for all new allotment plot holders and offer smaller plots help to get people new to allotment gardening started if required.

Our aim is to:

- Maintain a 98% standard of keeping Southampton streets either litter free, or only containing small items of litter
- Produce management plans for our key parks and green spaces and publish them on our web pages by July 2007
- Initiate and support at least five 'friends of' groups of Southampton's parks and green open spaces by April 2007
- Respond to Tree Preservation Order and Conservation Area property checks within 24 hours
- Increase and preserve biodiversity (wildlife and wildflowers) in green open spaces across Southampton, in partnership with recognised groups in the city
- Increase customer satisfaction with the parks in Southampton (74%) and the cleanliness of the city (61%)
- Have over 85% of the available allotment plots occupied across the city
- Expand the number of Green Flags and enter a number of green spaces for Green Pennants in partnership with local groups
- Encourage your feedback on our parks and green spaces through GreenSTAT (www.greenstat.org.uk).

Please note: where a time frame is specified this is working hours/days.

This charter is available, on request, in **larger print**, Braille  on audio tape  and on disk . It is also available in other languages.

October 2006

If you have a comment about service you have received please contact:
Open Spaces, Southampton City Council, Town Depot, Albert Road North,
Southampton SO14 5AT
email: parcs@southampton.gov.uk OR sparkling@southampton.gov.uk
 023 8083 3605 Minicom: 023 8083 2798



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