

**Management Plan 2024-2028**



# Cemetery and Crematorium

**Protect Manage and Enhance Green Space Assets**

## Foreword

The primary objective is to provide a cemetery and crematorium service that meets nationally recognised standards and is delivered in a caring and sensitive manner.

This Service is managed by Parks and Green Spaces. The Bereavement Services Manager is directly responsible for the Cemetery and Crematorium, which includes both office staff and a grounds staff team. The grounds team job is to ensure that the gardens in the crematorium and lawn cemetery are well managed and presented and to undertake works for burials and cremations.

It is important that the care and upkeep of such areas are taken seriously and that every effort is made to embrace the needs and aspirations of grieving relatives and friends providing them with a suitable environment to mourn, remember and respect the dead.

It is essential that the cultural, conservation and heritage aspects of this green space is maintained, and that the grounds present a fitting resting place for loved ones who have passed on a long time ago, now and in the future.

We seek to listen to visitor's comments and aim to make improvements year on year to make the Cemetery and Crematorium grounds an attractive and respected place where people can come and mourn the memory of departed loved ones.

Local authorities face their greatest challenge in delivering more with less. With pressure to produce savings whilst delivering key public services, council's must put innovation at the heart of policy and public service design and achieving the best value for money and outcomes for local communities in its delivery of services.

This Grounds Maintenance Management Plan is an important tool in realising those goals. It details the work that has been done and the work which is to be undertaken; it records achievements and aspirations, priorities, and possibilities. It also helps officers to maintain this space to a high standard for all who visit here for whatever reason.



**Cllr Rose Moore**

Cabinet member for Parks & Green Spaces



## Summary and Outlook

### Guidance in reading the management Plan

Management plans within Chelmsford's Parks Service are all about review and improvement to both site facilities and management practices. We look to review, via self-assessment, to ensure good management practices.

The plan deals specifically with matters relating to this site and needs to be read in conjunction with the Parks and Green Spaces and Waterways Plan, Our Chelmsford Our Plan and Chelmsford's Green Infrastructure Plan.

#### The objectives broadly speaking aim to:

- Satisfy current and future user needs to guide development.
- Reflect the corporate policies of Chelmsford City Council.
- Preserve and enhance the value of the cemetery in its setting.
- Preserve, enhance and interpret the ecological value.
- Visually enhance the site.
- Conserve water consumption.
- Protect the wildlife interest and value of the site.
- Ensure the full and continued involvement of local community and stakeholder groups.
- Maintain and foster continued partnership working.
- Ensure that fear of crime does not deter local community from using the site.
- Seek to ensure the best possible service by continuously reviewing policy and procedures.

Parks & Green Spaces are continually reviewing and updating strategic documents to ensure we are responding to changing needs, complying with the latest legislation, and setting targets in accordance with Our Chelmsford Our Plan and annual service plans.

In drafting the document, the Green Flag judging criteria were used as an audit tool with each component as part of the laid-out criteria being considered. This ensures that we are embracing the criteria necessary to deliver a facility that matches the national standard for parks and that we have embraced the eight key Green Flag objectives.

- A Welcoming Place
- Healthy, Safe and Secure
- A well maintained and clean park
- Environmental Management
- Biodiversity, Landscape & Heritage
- Community Involvement

- Marketing and Communication
- Management Action Plan

It is hoped that through reading the plan the reader will understand how the staff team balance the priorities, policies and pressures that apply and will see the rationale for establishing time scales for putting objectives into practice.

Our Chelmsford Our Plan seeks to deliver quality services and factors in the need to deliver in the areas cited below.

### **A safer greener place**

- Making Chelmsford a more attractive place, promoting Chelmsford's green credentials, ensuring communities are safe and creating a distinctive sense of place.
- Protecting and enhancing wildlife, habitats and landscapes in and around Chelmsford and connecting people with the built and natural environment.
- Providing attractive, high-quality green areas and public places that are clean, safe and easily accessible for all.
- Managing in a sustainable way to help reduce energy consumption and waste and to help preserve natural resources.

### **The structure of this Plan is as follows:**

#### **Section 1: A Welcoming Place**

This section covers the site in its setting as an asset managed by Chelmsford City Council. This section helps the reader to envisage the setting and location.

Through the visual appearance of the site, range of facilities, standards of maintenance and ease of access we strive to make it a place where people feel that they are in a cared for environment.

#### **Section 2: Healthy, Safe and Secure**

This covers the Our Chelmsford Our Plan that guides parks and green spaces management practices and outlook within the authority. It deals with the authority's vision and planning along with giving an overview to the 'why & how' behind the management practices in place.

Chelmsford City Council are continually reviewing and updating their strategic documents to ensure they are responding to changing needs and complying with the latest legislation.

The section advises managers and staff as to their duty of care and to give them an understanding of their users' needs, encouraging them to enjoy healthy activities using appropriate, safe-to-use facilities and activities, and to feel personally safe and secure.

### **Section 3: Well maintained and clean**

For aesthetic as well as health and safety reasons, issues of cleanliness and maintenance must be addressed, in particular:

- Litter and other waste management issues must be adequately dealt with.
- Grounds, buildings, equipment and other features must be well maintained.
- Policies on litter, vandalism and maintenance should be in place, in practice, and regularly reviewed.

### **Section 4: Environmental Management**

This section seeks to ensure that the way the site is managed has a positive impact on the environment, locally and globally, both now and in the future. Where choices can be made for future procurement, landscaping, or buildings, they should aim to minimise energy and resource consumption and waste, and design in benefits to the local and global environment. Policies should seek to eliminate the use of peat and chemicals to control pests and as fertilisers. Horticultural and arboricultural decisions should reflect an understanding of the impacts of climate change.

### **Section 5: Biodiversity, Landscape and Heritage**

Appropriate management and conservation of natural features, wildlife and flora; Landscape features; and buildings and structures. Their particular character and requirements should be identified, and appropriate management strategies put in place to conserve and enhance them.

### **Section 6: Community Involvement**

This section examines the extent to which the managing organisation understands the community it serves. Also, how it actively involves members of the community in making decisions about the site development and seeks to provide opportunities for active participation. It will also ensure that there is appropriate provision of facilities for all sectors of the community.

### **Section 7: Marketing and Communication**

This section seeks to examine the ways that managers understand the key benefits

of the site and how they use this information to promote it appropriately. They should understand who the main user groups are, could be and should be, and use a fitting range of interpretation and engagement techniques to communicate with them. This basis ensures that appropriate facilities can be offered and most effectively promoted and forms a solid foundation for development now and in the future.

## **Section 8: Management Action Plan**

This section sets out the direction of travel over the next five-year period and maps out improvement and change deemed necessary by management to improve the character of the site and the opportunities it offers the community.

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## Section 1: A Welcoming Place

A welcoming place is one that invites and draws people into it. This means creating space which, through its vital appearance, range of facilities, standards of maintenance and ease of access, makes people feel that they are in a cared for place.

Broadly speaking the key management objectives are:

- Cater for all religions and cultural traditions.
- Provide dignified services.
- Open our Cemetery, Memorial Chapel and gardens every day of the year for visiting.
- Provide fully trained staff with expertise to meet all requirements.
- Be open and informative.
- Maintain the Cemetery and Garden of Remembrance to a high standard all year round.
- Provide comfortable and accessible waiting facilities.
- Accommodate any size of congregation or gathering.
- Offer consultation and choice of service.
- Provide a wide choice of memorials.

In essence, we hope to have created a calm and peaceful place for people to come for quiet reflection in the cemetery and garden of remembrance grounds. We have, over the recent years, provided further memorialisation such as the Sun Dial Memorial and the Columbarium, both of which are striking features to the garden of remembrance, and which give people somewhere to come to pay their respects to a loved one. The Granite Columbarium walls are named after native trees, Oak, Cedar, Rowan, Beech, Birch and Maple.

Our grounds are well established with native trees and an abundance of roses which bloom over the summer months. They provide a spectacular display of colour within the Garden of Remembrance. We receive many comments on the wonderful colours and sheer numbers of roses we have. In the cemetery we have bird boxes and encourage wildlife and insects. There are also lots of hedges for the wildlife to thrive in.

There are seated areas in leafy lanes throughout the cemetery for those wanting to take time to rest or just to sit and take in the beautiful surroundings, sounds of silence and birds.

For the most part people come to funerals and in particular the North Chapel has been designed to be a calming woodland theme. The South Chapel has recently seen a refurbishment and is a peaceful place with a blue and cream theme. Our pond has a number of fish and is well thought out with planting such as reeds and lily pads, this is regularly maintained and is attractive to look at.



## Cemetery and Crematorium site details

<b>Site Name</b>	Chelmsford Cemetery and Crematorium
<b>Site Status</b>	Burial Ground
<b>Total Area of Site</b>	2.5 hectares purchased 1887 additional 5.3 hectares purchased 1934. 18.75 acres in total (7.8 hectares)
<b>Component areas</b>	Contains areas used in the past for Church of England, Roman Catholic and Non-Conformist burials. In addition there are dedicated areas for cremated remains.  Present day - there is no distinction made on the grounds of religion
<b>Surrounding land</b>	Built up residential and industrial in the immediate environs.
<b>Natural Geology</b>	
<b>Significant features / Key issues noted in deed packet</b>	Free from restriction or encumbrance
<b>Tenure</b>	Freehold two parcels acquired 1887 & 1934
<b>Location</b>	Chelmsford
<b>Ward</b>	Waterhouse Farm
<b>District</b>	Chelmsford
<b>County</b>	Essex
<b>Post Code</b>	CM1 3BL
<b>OS grid reference</b>	UPRN:100090433678 569710 205884
<b>CCC Asset register reference</b>	
<b>Opening Hours</b>	Grounds Opening Hours 01 October – 31 March Monday-Friday 9.00am-4.00pm Weekends and Bank Holidays 10.00am-4.00pm  01 April – 30 September Monday-Friday 9.00am-6.30pm Weekends and Bank Holidays 10.00am-6.30pm
<b>Use</b>	Burial site - A total of 80-90 burials take place annually consisting of re-open and new graves plus the burial of cremated remains. The Cemetery accommodates all religions and includes lawn areas, a Muslim burial section and a traditional section used primarily by those favouring traditional memorials.
<b>Contact us</b>	Telephone: 01245 605630 Email: crematorium@chelmsford.gov.uk

Chelmsford (Writtle Road) Cemetery is located on Writtle Road, Chelmsford, between the A138 and the B1007. The post code is CM1 3BL



## History

The Cemetery opened in 1887 and over time the grounds have been set out to provide burial and cremation plots for a wide variety of denominations/faiths for the residents of Chelmsford. Today's cemetery covers an area of 10 hectares of land (25 acres). The site has accommodated around 22,000 burials (13,000 graves) since it opened. On average 80 to 90 burials take place annually consisting of re-opened and new graves plus the burial of cremated remains.

The remaining areas between these facilities have been set aside for general amenity purposes and contain mature trees, shrub planting and annual bedding.

Generally, the Cemetery has been laid out to specifically cater for quiet contemplation. Having been a burial site for more than 100 years, today's Cemetery is a site of commemoration and a recreational open space for public enjoyment for those wanting solitude and to experience nature close to the City Centre.

The Cemetery seeks to provide a focal point where loved ones, family and friends can visit, which is clean, tidy and quiet. It seeks to provide as much choice as possible to the public in the type of internment and memorials available to them.

The Cemetery represents over 100 years of funeral culture in burial and commemoration of the dead and has a landscape that has evolved by responding to changing demands and expectations of the bereaved and society generally.

In contrast the Crematorium opened in 1961. It offers a choice of services in two chapels, both of which are multi-denominational. Over 2000 cremations take place each year.

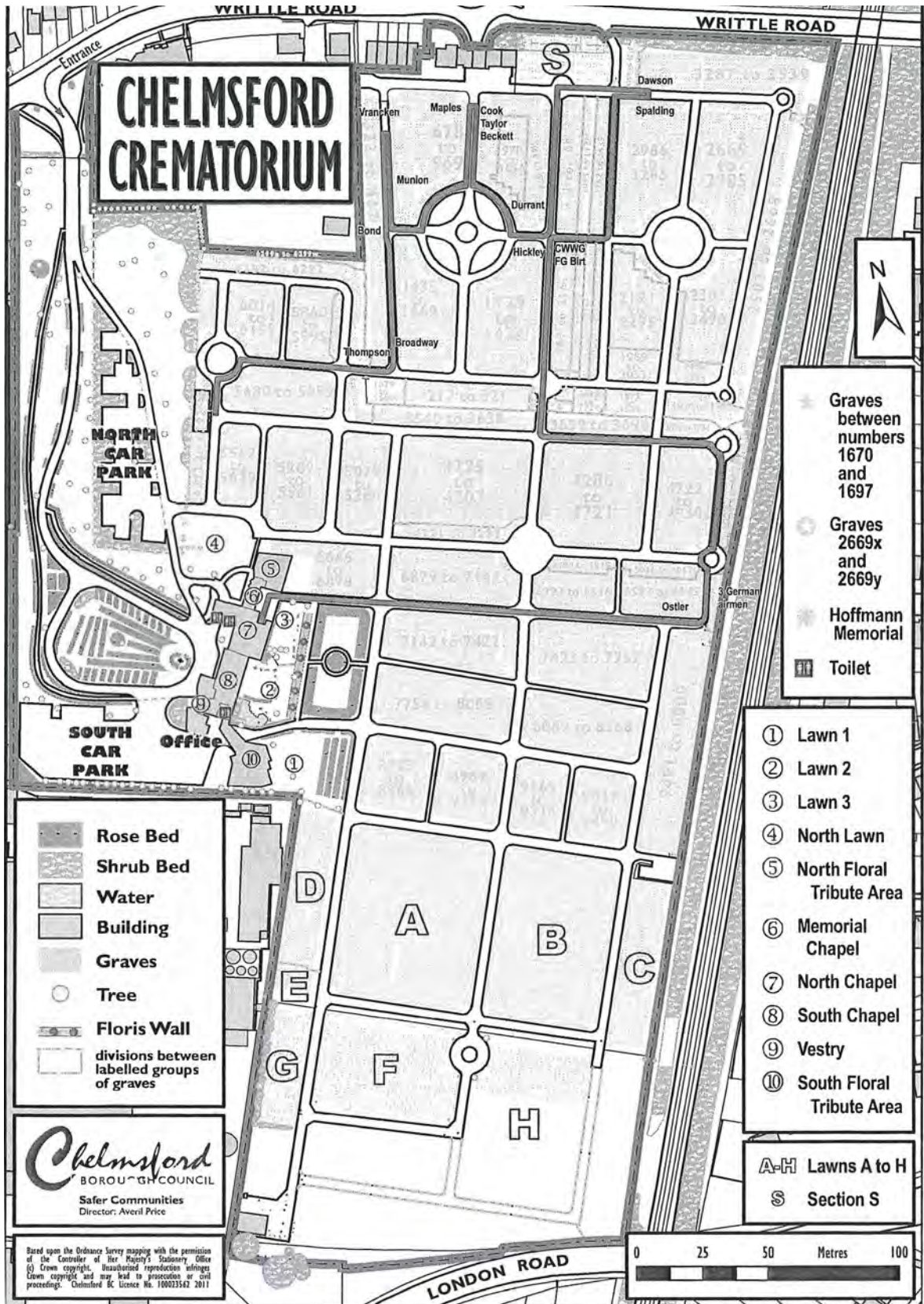
### A brief history

In 1878 the church wardens of St John's in Moulsham Street approached the Local Board of Health for a grant of land for a new cemetery as its small burial ground was virtually full. The Local Board was unsure of its powers but in 1882 the Local Government Board confirmed that the Local Board had responsibility to make sufficient cemetery provision in a rapidly growing district like Chelmsford for its whole population.

In August 1884 the Local Government Board threatened a public enquiry pointing out that the Rectory Lane Cemetery (consecrated in 1856) would scarcely last for 10 years, the New London Road non-conformist cemetery for 20, whilst St John's was full.

Seven sites were explored during 1884. St John's churchyard officially closed in October. In early 1885 six acres on the Writtle Road were purchased from Charles Cheveley for £1,100 with loan sanction. The land was divided in half, three acres were let, and with a further loan of £2,670 three acres were laid out as a cemetery by Charles Pertwee in 1886 as a private commission. TL Claughton, the Bishop of St Albans, consecrated the cemetery on 3 August 1886.

The Cemetery was conveyed to the Council in 1885 and opened in 1887 with the first burial taking place on 7 January 1887 with the internment being that of a Sergeant Thomas Maples.



Today the cemetery provides new lawn graves, cremated remains plots and a Muslim burial section.

In 1934 a second parcel of land abutting the existing Cemetery land was acquired adding 5.3 hectares to the original 2.5 hectares.

### War Memorials

The Council has also taken over responsibility for maintaining the memorial in Writtle Road Cemetery. This was dedicated to the memory of workers killed in two raids on the New Street factory of Hoffmann Manufacturing Company Limited during the Second World War.

The cemetery is home to the Hoffmann Memorial dedicated to those who lost their lives when Chelmsford came under attack during the Second World War. The town was attacked on several occasions by German missiles. On one occasion, 39 people were killed and a further 140 injured when missiles hit a residential area close to the Hoffmans' ball bearing factory and Marconi electronics factory.

In addition to the "Hoffmann Memorial" the cemetery contains war graves of both world wars. There are 41 burials and commemorations of the 1914-18 war scattered throughout the cemetery. The 1939-45 war burials number 38, of which 32 form a war graves plot in the western part of the cemetery near the adjacent crematorium.

The crematorium, a much later addition to the cemetery, was officially opened on Saturday 18 November 1961 by the then Mayor, Alderman Mrs J. P. Roberts. At the time, there was only one chapel, but a second was built in 1984 to accommodate additional services. The original chapel, known as the South Chapel, was extensively refurbished in November 2011. On average, around 2,000 cremations take place here each year.

Chelmsford Cemetery & Crematorium have records on site showing details of the burials that took place from 7 January 1887 to the present day. We also have records of cremations that took place here from 27 November 1961 to the present day.

If people are searching for the details of someone who was buried in Writtle Road Cemetery in Chelmsford, staff can search our records and help them locate when and where they were buried. A small administrative fee is applicable.

The cemetery is an important record of the social history of the area it serves. Its design and layout reflect the fashions of the time when it first opened and the inscriptions on the memorials contain valuable information about the people who are buried there.

### Overview today

Set in tranquil surroundings just off Writtle Road, Chelmsford Cemetery and Crematorium has a choice of two peaceful chapels and offers a welcoming service via its staff office on site.

The Council web site <https://www.chelmsford.gov.uk/cemetery-and-crematorium/> gives full details of;

- How to arrange a funeral/cremation
- Arranging a burial
- Fees and charges



- Attending a funeral
- Calendar of funeral services
- Memorials
- The online Book of Remembrance

There is also an on-site office where all matters can be discussed in person.

The statutory Service and Crematorium form asks the customer to consider what they would like to happen with the cremated remains after the cremation. The interment of the cremated remains can take place within the grounds of Chelmsford Cemetery and Crematorium. Cremated remains can be interred by the following means:

- Within the Garden of Remembrance lawn area. This is an unmarked and general area which does not permit memorials
- Near a dedicated memorial such as a rose bush, tree or other living memorial
- In a cremated remains plot in our cemetery
- In a full lawn grave
- Columbarium

Or the cremated remains can be collected.

The facility to have a concrete beam installed in the lawn cemetery is also offered they are made especially to receive headstones immediately after a burial – this helps the bereaved and also ensures that their headstone will remain safe going forward as it is on a firm foundation as detailed by the BRAMM and NAMM.

### Chapel Services

Services are held in one of two chapels. Families of the bereaved are offered a choice of service in either of the two chapels both of which are multi denominational.

The larger South Chapel seats up to 108, also with extra standing space in its foyer. The North Chapel seats 25 with additional standing room in its foyer. If the service is very large it may be broadcast via loudspeakers to mourners outside.

### Waiting area

The waiting room is located in the office building, just past the South Chapel. Seating is provided and the room contains a water cooler for refreshment.

### Service times

To ensure an atmosphere of peace, funeral services are timed to start at 60-minute intervals with up to 45 minutes allowed per service. If a longer service is required, then more time may be reserved.

Music often holds special memories and both chapels are equipped with a Wesley Music System and electronic organ. The Wesley Music System gives access to a vast library of hymns and recorded music which can be viewed online.

The system offers, at an additional cost, the opportunity to record services onto CD and DVD. For those loved ones that are unable to attend the service in person, the Wesley system can be used to broadcast via the internet with a live webcast or download service. Should customers require an organist, musician or soloist to attend, this can be accommodated. A large library of sheet music is available in the office.

### **Floral tribute area**

A flower tribute area is provided for the display of floral tributes after each service. These are located to the rear of the chapels. Floral tributes are cleared away each Monday morning and include floral tributes from all services which have taken place in the previous week.

### **Memorial Chapel**

The Book of Remembrance and chapel plaques are housed in the Memorial Chapel. Memorial floral tributes can be placed in this chapel. Vases and water are available for public use but vases must remain inside the chapel. This building is located beside the North Chapel.

### **Public toilets**

Public toilets are located by the North Chapel and adjacent to the South Chapel floral tribute area.

### **Disabled facilities**

There are several spaces allocated in the car park and wheelchair access is available into and out of the crematorium building. There are disabled toilets at the crematorium. If other assistance is required the crematorium office can assist.

### **Funeral teas**

For families who wish to have refreshments available after the funeral service the Bereavement Service can organise funeral teas through local providers and at the Council's own property at Hylands House.

Over 2000 cremations take place each year operating in accordance with appropriate legislation contained within the Environmental Protection Act 1990. All members of staff operating the cremators have obtained the relevant technical qualifications.

### **The Future**

Burial space availability on new burial plots is limited at Writtle Road Cemetery and based on the annual average 45 no. burials on new plots, current land supply will be used up in an estimated 8 years' time.

The effective end of service life of the existing cremators is expected to be 2028. Prior to this date replacement cremators, refurbishment of the main buildings, re-roofing and a building extension to accommodate an additional cremation unit will be required.



Given the obligations that the City Council has as the Burial and Cremation Authority and the coalescence of timing for building, a combined crematorium and burial ground [and associated infrastructure] on a new site [decommissioning the existing crematorium and maintaining Writtle Road Cemetery as closed to new interments] is the City Council's preferred route and would certainly be the most attractive solution for customers and residents.

Work has been undertaken with the City Council's Property and Planning Services to identify potential sites, but due to local land values and "perceived future development hope" values, a limited number of options appear to be available. Several sites are being evaluated for suitability and the process to acquire a suitable site is ongoing.

## **Open to all – the user**

To ensure visitors feel safe and secure, built into every Parks and Green Spaces Management Plan are the 'secured by design' principles.

- Natural surveillance, transparency, and views in and out of the park are maintained.
- Responsible dog ownership is enforced and in the case of this site only assistance dogs permitted.
- Hiding places and blind spots are minimised.
- Planting does not crowd footpaths.
- Shrubs and hedges are maintained below eye level where practical.
- Lighting is maintained to prevent dark spots.
- Fear of crime is reduced.
- Design consideration that is safe for women and girls
- Anti-social behavior is eliminated.

Contact with Essex Constabulary and Safer Neighbourhood Teams is maintained.

## **Access Target Groups**

Services at Chelmsford Crematorium can be religious, non-religious or humanist, or the customer may choose not to have a service at all. Chelmsford's parks and green spaces of all types including cemeteries are open to all.



## Accessibility of the Site

### By foot

Access is via Writtle Road Chelmsford.

### By road

Access to the site is via Writtle Road. The Cemetery and Crematorium are serviced by two purpose-built car parks with dedicated parking spaces for the disabled visitor.

### By bus

Chelmsford Crematorium is situated one mile outside Chelmsford City Centre in Writtle Road and is served by First Eastern National Bus Route 351. Unfortunately this route is not currently fully accessible and therefore buses do not have a low step for buggy or wheelchair access. When travelling from Chelmsford, the nearest bus stop to the Cemetery and Crematorium is the Old Cemetery Lodge. The journey from Chelmsford City Centre takes approximately 10 minutes.

Alternatively, bus route 45 stops at Cherry Tree Corner on the New London Road and bus route 42 stops on Writtle Road. Both are within walking distance of the Crematorium.

## Vehicular Access within the cemetery

Vehicles may be driven only on the designated entry and exit roadways shown on the Cemetery and Crematorium Plan and indicated by signs. They may only be parked in the car parks shown on the plan and no vehicle is to be left in a position so as to cause obstruction to other traffic.

Cars accompanying burials and those conveying persons with a blue badge holder or mobility impairment may leave the designated entry and exit roadways for parking only as directed by Council staff. There may be rare occurrences when other vehicles will be asked to use the cemetery roadways for additional parking but only when directed to do so by Council staff.

To ensure the grounds maintain a quiet and peaceful ambiance vehicle movement is restricted.

## Section 2: Healthy Safe and Secure

### Health and Safety Obligations

#### Corporate Health and Safety Policy

Health and Safety Policies emanate from Chelmsford City Council's general policies. Site specific safety issues are covered by Health and Safety documentation compiled by Grounds Management Services.

Chelmsford City Council Corporate Health and Safety Policy commits the Council to ensuring that it carries out its undertakings in such a way that it is not harmful to the health and safety of its employees, contractors, or the members of the public.

Our Chelmsford Our Plan gives an umbrella framework for identification and assessment of health and safety issues and procedures to minimise risk. This policy and the accompanying health and safety plan are subject to regular review.

The Chief Executive has overall responsibility for all core health, safety and welfare policies and procedures. All Service Directors are responsible for producing policy regarding the health, safety and welfare in their groups, along with the implementation of a 'Code of Safe Working Practices', i.e. arrangements for the provision of safe systems of work, safe places of work, environmental control, hazard reporting, risk assessment, first aid and emergency procedures. Workplace hazards are identified and risks assessed in accordance with the Management of Health and Safety at Work Regulations 1992; risk assessments and safe working procedures are reviewed annually.

Emphasis is placed on individual responsibility for personal safety and the safety of others affected by what they do or fail to do. Employees also have a statutory duty to report hazards.

All contractors and suppliers of goods and services are to comply with current statutory and corporate health and safety standards and requirements.

The Corporate Health and Safety Plan sets out performance standards, targets and goals (including those for training) and responsibilities. Its purpose is defined as:

- To set out the standard of health and safety management
- To identify the health and safety training needs of its workforce
- To control the risks to the Council's assets
- To ensure the control of contractors
- To safeguard the health and safety of the public

**Parks Services Group policy:** Health, Safety and Welfare. This is a specific document held in a suite of policies relating to specific directorates.

### **The Group policy includes information on the following topics.**

- Parks Services Child Protection Guidelines
- Manual Staff Health and Safety Guidance and instruction
- Health and Safety statements incorporated into the grounds maintenance operations
- Grounds Management Services Health and Safety Handbook
- Health and Safety Training
- Health and Safety File
- The Risk Assessment File
- Accidents
- Contractors working in parks premises for events
- Contracted cleaning services – Toilets
- Safety of play equipment and sports facilities

### **Staff training, learning and development**

All employees receive a standard Health and Safety induction as well as manual handling training. Safety training is provided for users of specialist equipment. e.g. chainsaws, mowers, strimmer's, spray equipment etc. As part of the policy a separate Health and Safety file is produced for each location together with a Risk Assessment file.

Currently the Grounds Team has 5 members of staff, they are all trained as Cemetery Operatives and have undertaken the COT's training course which provided an understanding of the legal requirements of working in the cemetery. This training was given by the Institute of Cemetery and Crematorium Management and is required for correct preparation of graves. All the Grounds Team are also trained in the use of the JCB digger and are aware of the health and safety requirements in the fixing of shoring which is placed in the grave to ensure the excavation is safe and remains so.

At the time a burial takes place the Grounds Team members are present and liaise with Ministers/Celebrants, Funeral Directors, Bearers and members of the public. They adhere to the (FBCA, Federation of Burial and Cremation) Code of Conduct.

In addition to the work in the grounds, the team are all qualified cremator technicians and hold current certificates for cremation (FBCA, Federation of Burial and Cremation). This was found to be invaluable during Covid and the team worked tirelessly to ensure that the throughput was always handled efficiently and with respect. Each member of the team must complete several cremations per month, and this is aided by working on an evening rota which includes Saturdays. We are therefore always prepared for worst case scenario by the continued good work of our Grounds Team/Cremator Technicians.

### **Site safety initiatives**

To ensure visitors to parks and green spaces sites feel safe and secure, built into every site Management Plan are the 'secured by design' principles



- Natural surveillance, transparency and views in and out of the park are maintained
- Responsible dog ownership is enforced
- Hiding places and blind spots are minimised
- Planting does not crowd footpaths
- Shrubs and hedges are maintained below eye level where practical
- Lighting is maintained to prevent dark spots
- Fear of crime is reduced
- Anti-social behaviour is eliminated
- Contact with Essex Constabulary and Safer Neighbourhood Teams is maintained
- Safe design for women

## Health & Safety obligations

Grounds Management Services are fully compliant with all aspects of the Health & Safety legislation. Management keeps various files on the subject to ensure compliance and to encourage good working practices.

### **The Health and Safety File includes:**

- The Safety Bulletin Register- internal memos on safety related issues.
- The Risk Assessment Register- assessment of TASK (under the Management of Health and Safety at Work regulations), e.g., grass cutting, use of hand tools and other parks equipment, toilet cleaning etc.
- The COSHH assessment register -assessment of substance used (under the Control of Substances (Hazardous to Health) Regulations), e.g., weed killer, fertiliser, cleaning products etc.
- The Safe Working Practice Register - Assessment of Application, i.e., equipment pre-use checks, starting and operating procedures, repairs and adjustments etc.
- Statutory Test Certificates
- Depot audits
- Accident reports

### **The Risk Assessment File includes:**

- Generic risk assessments, e.g., grass maintenance, tree pruning,
- Site specific risk assessments, e.g., burials, cremations, water, traffic, sharps/needles.
- Relevant Codes of Practice, e.g., grass cutting on steep banks
- Leptospirosis card



## Use of tools and machinery

All tools and machinery are inspected and maintained according to manufacturer guidelines. Machinery is serviced mid-season, and a further full service takes place during the winter months.

## Training for the safe use of tools and machinery

All staff are properly trained in the use of specific equipment and attend courses at appropriate training centres, particularly Writtle Agricultural College. Refresher courses are also utilised when necessary. When new equipment is purchased, manufacturers are required to give training demonstrations to operatives.

## Maintenance of equipment/machinery

All plant is maintained by our workshop staff and every item of machinery or equipment that goes into the workshop receives a service record. These records are kept electronically. Portable Appliance Testing is undertaken by an external company.

## PAT testing and portable appliance testing

Any item of electrical equipment over 12 months old is tested on an annual basis as required by the regulations.

## Use of chemicals/COSHH Assessments

The following general precautions are followed, in conjunction with those detailed in the individual COSHH assessment sheets:

- Follow safe working practices, avoiding skin and eye contact with chemicals and avoiding breathing fumes, vapor or dust.
- Read and follow all instructions, safety precautions and emergency procedures detailed on the containers and in the assessment sheets.
- Wear all PPE as recommended in the assessments.
- Do not smoke, drink or consume food whilst using, or in the vicinity of, the products listed in the assessment.
- Observe good hygiene -thoroughly wash all parts of the body and remove any clothing which may be contaminated with chemicals before eating, drinking or smoking.
- Follow all relevant codes of practice when using pesticides.
- Keep all chemicals sealed in their original, labelled containers and store in a secure place: when not actually in use, dispose of used containers in a safe and proper manner.
- Clean all application equipment after use.

## Accident recording

Accident records for the site are kept by Parks Services who have an appointed person to manage first aid on site. Standard CCC accident forms are completed.

Parks Service procedures. Grounds Management Services are required to fill out standard accident forms for each incident whether involving staff (Accident/Incident Report) or members of the public (Report of Accident to Members of the Public on Council Property) [see Appendices L]. These are passed to the teams Line Manager and to the Health and Safety Advisor in Human Resources. They also keep their own First Aid / Accident book in which details of incidents are recorded.

The Parks & Green Spaces Manager is required to report immediately any incidents involving health and safety to the Council's Safety Advisor.

All accidents must be reported to the relevant manager and entered into the accident book. An accident/incident report form must also be completed. A weekly summary of accidents is sent to the Health and Safety Advisor for monitoring purposes.

If, following an accident at work, an employee is unable to perform normal duties for more than 3 days, the HSE area office must be notified using the RIDDOR form F2508 and the Health and Safety Advisor informed.

A 'First Aid and Accident Reporting Safety Code' is issued to all Grounds Management staff.

## Accidents reporting

Staff, both office, and grounds can offer assistance to members of the public and can summon emergency services as necessary. There is always an appointed person on site to manage first aid. Standard Chelmsford City Council accident forms are completed wherever possible to record details of reported incidents.

The public can report faults to Park Services by contact numbers advertised on the site.

## Safe Equipment and Facilities

The equipment and facilities provided on site are safe to use. Each item of equipment is issued with an identification code and records are kept as to the date issued and the servicing requirements needed. Staff are instructed on the correct way to use equipment. Staff report any defects directly to the Grounds Maintenance Operations Manager.

The built facilities are maintained by Building Services and are checked for defects on a regular basis.

## Personal Security

Personal security is paramount, and staff are easily identifiable by their uniforms and identification badges.

Parks staff are able to report anti-social behavior to the police and take details of person's descriptions and car registration numbers.

Details of how to contact Parks & Green Spaces in an emergency are displayed at all entrances. (ParkWatch and service telephone numbers being displayed).

Parks & Green Spaces operates a lost property procedure, including items found or lost on the site.

Strong links have been forged with the Community Police who visit, both Police Officers and Police Community Support Officers – PCSO's.

We operate a secure by design principle and look to keep sight lines clear where possible. Additionally, if the public have any concerns there is a 24hr ParkWatch system in operation and notices are displayed within the site giving members of the public details of a contact number to be called if a problem does arise.

## **ParkWatch Report Line**

As with all the Council's parks and green spaces the site is covered by the ParkWatch Scheme. ParkWatch is an initiative run by the City Council with Police support and operates 24 hours/day for all parks. People can talk directly to the duty officer or send a text to the phone number. Each call is logged, with the information/contact details remaining confidential. The service is aimed at reducing vandalism and anti-social behavior in any park or public open space owned by Chelmsford City Council.

Calls may relate to security, vandalism, fire, misuse of council property, traveler encroachment, weather related damage, defective or unsafe play equipment in CCC managed areas or persons locked in CCC parks after gates have been closed.

Calls relating to illicit or inappropriate behavior, serious offences or acts of violence should be directed to the Police in the first instance.

The contact number for ParkWatch is 07831 189918

The Council's Safeguarding Officer meets regularly with Essex Police and other local authorities, health specialists, emergency services and various voluntary and statutory organisations to pool information and to problem solve.

## **Bringing/exercising animals on site**

Animals, except guide/ assistance dogs and horse drawn hearses, may not enter the Cemetery and Crematorium.

## **Control of drug use**

Incidents of drug abuse on the site occur very infrequently. If needles were to be found, then currently the Park staff respond to disposal of needles using equipment supplied by NEEDAS.



In Loving Memory of  
my Dear Son  
**JOHN GASKIN**  
WHO DIED  
1939 DEC. 1939  
AGED 45 YEARS

From our happy home God  
has taken one we  
grieve away from our hearts  
To a nobler rest ab

## Section 3: Well Maintained and Clean

### Service Standards: Clean and Well Maintained

This section outlines both management objectives and operational arrangements set in place to ensure visitors experience a high level of satisfaction in service and in the facilities provided.

### Management objectives

The core objectives of Parks & Green Spaces can be described in broad terms as helping to make Chelmsford City an attractive and enjoyable place in which to live, work and visit, by;

- Developing, supporting, and enabling a wide range of sporting, recreational, cultural, social, educational and tourism opportunities which enhance the quality of life, promote healthy, active lifestyles for people within the City Council area and, by stimulating attraction for visitors and by helping to create a positive business environment, bring jobs and investment to the local economy.
- Managing Chelmsford's rich and diverse landscapes, parks and green spaces and promoting policies and activities that enhance and protect Chelmsford's built and natural features plus the surrounding countryside and unique heritage.

### General Objectives

- Provide cemeteries and crematorium service that meets nationally recognised standards, delivered in a caring and sensitive manner.
- Maintain the quality, appearance and facilities to provide a safe and attractive environment for visitors.
- Maintain structures in a safe, clean condition at all times.
- Maintain equipment to a high standard.

### Horticultural Maintenance

The Cemetery and Crematorium grounds are maintained by staff employed by Chelmsford City Council with overall guidance from the Parks & Green Spaces Manager, supported by the Parks Management Team. They are managed directly by the Bereavement Services Manager and consist of a team of five.

The team manages the grounds; (cemetery and the garden of remembrance) and this involves topping up the lawn graves, maintaining shrubbery and roses etc. There are approximately 3000 roses to prune and deadhead. The roses form an integral part of the Memorial Garden, being a popular memorialisation for loved ones by way of a metal plaque. Cremated remains can also be placed at the rose, but it is not essential.

Work is scheduled via Grounds Team Programme of Maintenance and burials are in accordance with the FBCA Code of Burial Practice, <https://www.fbca.org.uk/code-of-burial-practice/>

In addition, the WHL team give full assistance with headstone stability testing and our Grounds Team combined with some assistance from a local stonemason, for reinstatement and making safe. The Grounds Management Service undertakes grounds maintenance work under the terms laid down in the works specification.

**The work includes:**

- All grass maintenance (mowing, feeding, spiking)
- Planting and maintenance of young trees (to establishment), shrub beds, herbaceous borders, Spring and Summer bedding
- Litter clearance
- Road & path sweeping
- Leaf clearance
- Salting/gritting and special duties in icy weather
- Landscape works (to instruction)
- Assistance to members of the public
- Burials
- Cremations

## **Grounds Maintenance Standards and obligations**

The Grounds Management Service undertakes ground maintenance. The specification is based on performance level requirements. It is wide ranging and embraces the comprehensive and continuous routine maintenance of all soft landscape areas (grass, seasonal and permanent planting beds, trees, hedges), grass sports pitches, tennis courts and hard landscape including furniture, litter collection and cleaning duties, and locking/unlocking duties.

The Grounds Maintenance standard controls the standards of health and safety management expected of Grounds Management Services. Grounds Management Services are bound to adopt safe systems of work, to ensure that all health, safety and welfare measures required by enactments and/or regulations are strictly complied with and ensure that all employees observe all the provisions to ensure health and safety at work.

Grounds Management Services maintain copies of all risk assessments and produce method statements on elimination/control of said risks.

**The relevant clauses within the document are listed under the following headings.**

- Performance of Service
- Standards of Service
- Contractors staff





- Health and Safety
- Part One Health and Safety Statement, Part Two Health and Safety at Work Act 1974 Certificate of Safety Policy
- Safety, Health and Welfare Measures

**Health and Safety clauses are contained within the contract preambles covering the general items listed below:**

- Statutory Obligations
- Traffic and Pedestrian Safety Management
- Noise control
- Storage -Special Provisions
- Fires
- Access to the Public
- Protection of Existing Structures, Surfaces and Vegetation
- Damage Arising
- Methods, Materials, Machinery, Vehicles and Mechanical Plant
- Vehicles
- Notification
- Inspection Procedures and Contract Monitoring
- Pesticides and Fertilisers: (legislation), (practice/ guidance notes), (storage and transportation;client/contractor liaison and notification), (operative certification), (application/contamination),(machinery and equipment), (disposal), (cleaning of equipment).

The daily inspection of the site by the on-site parks staff incorporates an element of general health and safety review. Damage and faults are recorded, and remedial work carried out. The public can report faults by contact numbers advertised. The health and safety of visitors is reviewed via the inspection regime in operation.

Generally, in accordance with the principles of the Council's Our Chelmsford Our Plan the use of herbicides and pesticides are kept to a minimum. Contractors use only those herbicides, pesticides or cleaning agents, which are approved for use and as specified in the contract.

All buildings within the park are subject to an annual Building Safety Audit undertaken by Building Services. This audit covers building maintenance, security as well as general safety, fire safety, legionella, and mobility access.

Staff, both grounds maintenance staff and caretakers can offer assistance to members of the public and can summon emergency services as necessary.

The landscape elements within both parks have been categorised as follows:

Landscape Type	Work Clause in Grounds Maintenance Specification	Minimum expected frequency of operations/year. (Guide only performance specification)
<b>Grass</b>		
Amenity	1.7	Min. 14 cuts
Natural		Min. 1 cuts
Shrub Beds	1.8	Min. 7 visits
Herbaceous Border	1.8	Min. 9 visits
Paving	11.4	Min 15 occasions
Hedges	11.11	Min 2 Occasions
Trees	1.9	Min 1 Occasions
Site furniture	11.1	Min 2 Occasions
Landscape Features	11.1	April-Sept. min 2 visits Oct-March min. 1visit

The specifics of each landscape type is further defined in the work schedules and related where relevant to work identification sheets that summarise specific operations, the details of which are contained within the specification.

## Arboricultural Maintenance

Under the Occupiers Liability Act 1957 (1997) The Council has a duty of care to ensure wherever reasonable the trees under its management do not cause a threat to people or property. The Council fulfils this duty through regular inspection of the tree stock.

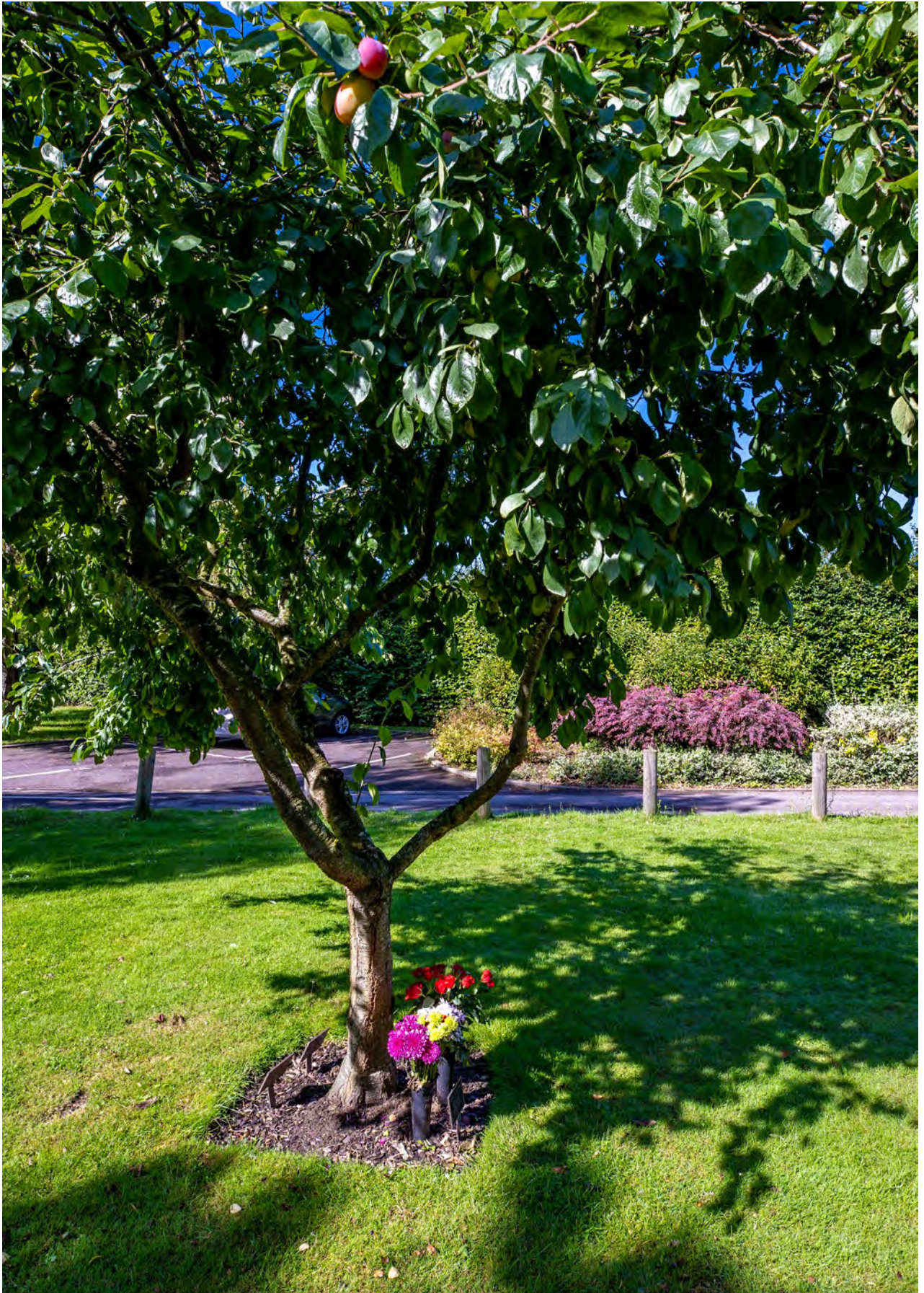
The Council only employs suitably qualified and experienced staff to inspect and manage trees under its care. Street trees are the responsibility of the Highway Authority, Essex County Council.

The Arboricultural and Conservation Officer is responsible for the Council's tree stock and issues instructions to private tree surgeons for any works required, be it tree maintenance works or safety work within the parks.

The tree stock is plotted on the TreeWise database. Tree planting is undertaken carefully selecting the correct species for the site.

The trees are inspected on a regular basis by the Arboricultural and Conservation Officer. It is important that the trees are maintained in a safe condition and any safety works required are highlighted by inspection and dealt with effectively/efficiently.

Staff undertake weekly visual inspections of trees and record any defects on the general site inspection sheets in turn information from these sheets is relayed to the Arboricultural



and Conservation Officer as is deemed appropriate.

### Management of tree stock in parks in relation to the visiting public

The Parks Service will:

1. Carry out essential safety works to ensure that trees on the site do not pose an unreasonable threat to users and others.
2. Leave dead wood in its natural position where it is practicable to do so.
3. Where arboriculture operations must take place, take care with regard to the surrounding flora and fauna, and take into account all existing legislation and recommendations relating to their care.
4. Ensure that risk assessments carried out by the appointed contractor prior to undertaking tree work operations take account of protecting existing habitats and flora

### Litter and Waste Management

Staff are responsible for all litter/rubbish collection and general cleansing. Under the current specification they are bound to collect and clear litter the same day as it is generated and remove off site to their tip (or alternatively to a litter collection point), 7 days a week, and within 3 hours of the clients written instruction. Category A litter, i.e. that greater than 100mm in any direction on any area of amenity or fine grass, is removed within 24 hours. Litter on any other area (Category B) is removed once a day. All permanent litter bins are emptied regularly in accordance with the Standards specified.

Standard	Frequency of Emptying	Period
A	Once a day Once a day	Summer (Easter to August) Bank Holiday Remainder of year - except Winter Bank Holidays
B	Once a day	Except Winter Bank Holidays
C	Once a day Twice a week	Summer Winter
D	Once a week	Winter

## Building and Infrastructure Maintenance

### Building Maintenance

The maintenance of the ancillary buildings is undertaken by contractors employed by Facilities Management's Building Maintenance section who are responsible for the maintenance of the hard landscape areas and all buildings maintenance.

The Building Maintenance team carry out regular inspections of the facilities and prepares an annual planned preventative maintenance report to enable an effectively costed planned maintenance regime to be in place. Work recorded on the database generates a monthly instruction for routine maintenance tasks for hard works/infrastructure, including surface inspections.

Funding comes from Central Government and Council tax receipts. Income is derived from sports bookings, and some public open space hires.

A Repair and Renewals Provision account is in operation. This cover works such as re-roofing, refurbishment of gates/railings/walls/fencing, resurfacing paths, refurbishment of toilets etc. Annual contributions are made from the service revenue account in order to build sufficient funds for later use. This enables asset managers to plan for future work rather than to bid for funds as part of the annual budget process for the year in which the work is to be carried out and provides certainty that the monies will be available when required. Schemes are reviewed on a regular basis to enable annual contributions to be adjusted to ensure the costs of the work are covered. The rules governing the use of the Provision are that work is to be on a cycle of no less than 3 years and at a cost of no less than £5,000.00. Its use is at the discretion of the Service Manager.

A Repair and Maintenance Budget is also in operation. This is for minor items such as repairing vandal damage, and general maintenance items not covered by other provisions. The Park team draw on this budget in order to action repair faults/damage found on their daily inspection.

An independent D.D.A. Audit has been undertaken and certain works have been determined as being required because of that audit. Phased works to comply with the recommendations have been scheduled.

## **Inspections and monitoring**

All services carried out are subject to regular quality inspections by the Parks Quality Performance Officer

## **Grounds**

Staff inspect the grounds daily and report to the Bereavement Services Manager. Grounds Management Services are responsible for monitoring their own performance and keeping up to date records of their own monitoring and Inspections, which includes work records relating to their maintenance and work programs. Routine contract performance meetings are held on a weekly basis where issues relating to work programs, quality, performance, health and safety, staffing levels and additional work are discussed.

## **Buildings**

The inspection regime is undertaken by the Parks team and consists of daily visual inspections by the parks staff dedicated to the site: - the inspection is on a daily basis including the inspection of toilets. Any defects are reported firstly to the Bereavement Services Manager who will report to building maintenance inspectors who implement necessary repairs within set performance agreements.

Building Services undertake formal inspections of facilities and features at the intervals recorded in the boxes below. The and/or options relate to inspections that are sometimes increased due to seasonal activities.

<b>Building maintenance inspections</b>	<b>6 monthly</b>
Security inspections	Daily and/or bi-monthly
Safety inspections	Monthly and/ or 6 monthly
Hygiene patrol	Daily – summer/ school holidays weekends – all year

**Table 2 Park Building Inspection regime**

	<b>Staff Welfare Building</b>	<b>Public Changing facilities</b>	<b>Toilets</b>
<b>Risk assessment</b>	Yearly	Yearly	Yearly
<b>Building maintenance</b>	6 monthly	6 monthly	6 monthly
<b>Security</b>	2 monthly	2 monthly	2 monthly
<b>General safety</b>	6 monthly	6 monthly	2 monthly
<b>Fire safety</b>	monthly	monthly	monthly
<b>Mobility access</b>	4 monthly	4 monthly	4 monthly
<b>Legionella</b>	Annually	Annually	Annually
<b>DDA - monitoring</b>	Annually	Annually	Annually

### **Contracted cleaning services – Toilets**

The site has some 600 to 1000 people on site daily using the facilities. The toilets based in the South and North chapels are cleaned daily as part of the overall building cleaning regime. This is managed by the Bereavement Services Manager. Floors and surfaces are cleaned, and sundries replenished. Litter and graffiti is removed.

## **Equipment Maintenance**

### **Accident and Vandalism reporting**

Accidents occurring on site are reported by either site staff or members of the public. Full details are recorded centrally.





## Control of Vandalism

The national trend of rising anti-social behaviour affects all parks sites.

Park policy on vandalism has evolved in accordance with Our Chelmsford Our Plan; the Council's objective being to achieve sustainable crime and disorder reduction by identifying and tackling the causes of crime within the borough.

Chelmsford City Council has a very efficient Community Safety Strategy and Annual Action Plan. We have also successfully gained a Charter Mark for the service.

### **The current approach consists of:**

- On site presence of staff during the working day.
- Public co-operation through ParkWatch.
- Regular liaison with local Police.
- Daily inspections seeking to stop damage through actual intervention, education, and as a visual deterrence.
- Banning individuals and groups from the site for criminal damage.
- All new park furniture is assessed for vandal-resistance before purchase.
- Spares kept on site for a range of potentially vulnerable features, i.e., benches, locks, bins, signs, etc., for quick replacement.
- Toilets are fitted with anti-vandal features.
- Graffiti is removed as soon as possible. Site staff are supplied with graffiti wipes. Major problems are referred to a specialist company.
- Where sustained vandalism occurs, extra engineering solutions are used.
- The daily checklist ensures swift identification of damaged features which are dealt with on a rolling list of maintenance repairs.

Vandalism and other criminal damage are noted daily through the inspection regime and by staff working on site. The Parks staff are required to report any theft, vandalism or other damage caused to any plant, horticultural feature or location immediately to the Grounds Maintenance Operations Manager. Reinstatement work is carried out under instruction.

All incidents reported on the Parkwatch telephone number are recorded by the duty officer and a report is forwarded to the Police as and when the situation dictates.

Graffiti is reported immediately to the Grounds Maintenance Operations Manager by the parks staff and once an instruction for removal is issued it is dealt with immediately in accordance with the specification.

## Section 4: Environmental Management

### Managing Environmental Impact

#### Promoting Sustainable Management and Awareness

Parks & Green Spaces will strive for the highest standards of environmentally sustainable management throughout and will support wider sustainability objectives and agendas, including maintaining urban quality of life.

#### Parks, Green Spaces & Waterways Strategy

The policy underlines the guiding principles regarding the propagation of environmental sensitivity and responsibility by management. It seeks to link a number of key strands together to ensure that Parks and Green Spaces strategies reflect the Council's overarching policies set out in Our Chelmsford Our Plan; the Councilwide Green Procurement Strategy and the Climate Change Policy to name but a few.

The strategy and the targets published therein seek to raise awareness and understanding on an individual level, getting people to think globally and act local.

#### Environmental awareness education

The key to success in this area rests with increasing awareness of environmental responsibilities among staff and facility users. Chelmsford City Council aims to reduce its costs wherever possible including related costs of energy, water, other natural resources, and waste.

Any initiative in this sphere has both political and corporate support. Monitoring energy use and carbon dioxide emissions is actively encouraged. The organisation is bound by targets set in the Local Area Agreement.

The Service compiles and analyses data available relating to the consumption of consumables.

Examples of sustainability indicators available to us are listed below with an example of a typical unit of measure included in [brackets]

Water consumption/footprint [cu.m] Fertiliser usage [kg]

Pesticide usage [kg a.i.]

Carbon footprint [kg/tonne CO<sub>2</sub>]

Fuel – petrol/diesel- consumption [gallons/litres] Gas consumption [KWh]

Electric consumption [KWh]

Waste generation [Kg/tonne of total waste] Recycled/reused waste [Kg/tonne of total waste] Machinery use [hours of use and/or miles/km]

Machinery noise pollution complaints [reported occurrences]

## Sustainable Procurement

The Management Plan and ground maintenance specifications reflect the Council's policies listed in the section: Corporate Strategy and Policy Management. The specifications and strategies listed in section 2 are important as they empower decision making and are a real aid when securing adequate budgets – ensuring council policy is implemented.

## Use of materials

In accordance with the principles set out in the Our Chelmsford Our Plan the team employs the following policy on materials.

- The avoidance of products containing peat and use of peat-free growing mediums where practicable.
- The use of in-house compost where practicable.
- The avoidance of using tropical hardwoods where possible; substitution with timber from sustainable forests (FSC certified). Park benches being manufactured from sustainable products.
- The avoidance of excessively packaged items, in particular where the packaging components cannot be re-used or recycled (e.g. plastics).
- The use of recycled products in preference to non-renewable sources.
- Preference is given to local suppliers and locally grown plant stock. Note: at present many bedding plants are supplied as plugs and grown on at the Council's own nurseries; shrubs and trees primarily come from East Anglian suppliers.

## Resource Conservation

Vision and strategic approach to sustainable energy use is high on the corporate agenda and covers all the Council Services. The approach to resource conservation includes the management of the Council's estate, its buildings and transport fleet, and its procurement of equipment and services.

Parks & Green Spaces will strive for the highest standards of environmentally sustainable management throughout the parkland and will support the wider sustainability objectives and agendas, including maintaining urban quality of life.

## Utility Management: Energy efficiency

Regarding Our Chelmsford Our Plan: Energy Management, the Council's goal is to use less energy, promote use of more renewable energy sources and strive to achieve best

energy practices within its operation. A 'turn-off' strategy is in operation within Council buildings whereby lighting, heating and machinery are turned off where possible. Low energy appliances are used where possible. Energy efficiency is considered in the purchase of new machinery.

### **Utility Management: Water and drainage**

The use of water for irrigation will be kept to the minimum possible within the constraints of maintaining high horticultural standards.

Within existing buildings wash basins and showers are fitted with push button taps and toilets have waterwise flushing devices, as do urinals.

The water environment shall be managed to ensure it meets appropriate standards of water clarity and pollution control and contributes to the character and biodiversity of the parkland landscape.

Parks and Green Spaces monitor water bills and water efficiency issues within the park. Leaks in toilet fixtures are noted and/or monitored by parks staff on daily inspection and by the contract cleaners at the time of visit. These are dealt with within a 24-hour period, where practicable.

### **Utility Management: Water management**

There is a water management plan to ensure efficiency. The plan covers the use of water saving efficiencies within the buildings and on site.

The grounds maintenance specification covers a number of water management issues. These include:

- Spraying equipment to be fitted with guards to prevent spray drift.
- The method of application and disposal of surplus pesticides and/or fertilisers does not lead to the pollution of any water course or supply.
- Water supply for irrigation etc.
- Use of mulches.
- Watering restricted to early morning, and late in the day.

Gas and Electric usage are monitored centrally as part of Chelmsford City Council's Energy and Water Management Policy set up to drive efficiencies across the council as a whole.

### **Utility Management: Transport. 'The Green Fleet'**

The City Council seeks to reduce or eliminate transport related emissions by significantly reducing or eliminating fossil fuel as the energy source. Where possible avoid the need for transport and promote the use of active travel and invest in the necessary infrastructure.

Regarding Our Chelmsford Our Plan: Our Community is Well Connected - the Council's goal is to promote energy transport options, reduce Council's impact on emission through

vehicle fleet improvements, and promote the wider use of alternative fuels and hybrid technology vehicles. Grounds Maintenance Services' vehicles run on unleaded petrol or green diesel (low sulphur diesel) (85% of vehicles run on green diesel). Fuel usage and mileage are monitored to check fuel efficiency. All plant, machinery and vehicles are subject to regular preventative maintenance and servicing.

The fleet is managed to ensure that vehicles are serviced regularly when emissions are also checked. Drivers are reminded of ways to reduce fuel consumption – for example, the information produced by the Energy Saving Trust on Ten Tips for safer, Greener, Stress-Free driving was communicated to all staff.

Energy source (gas, petrol, diesel and electric) is considered when purchasing any new item of motorised equipment. The parks and grounds maintenance fleet is based within our service, and we have set a target to migrate to HVO ensuring a 90% reduction in carbon emissions as a result of using plant-based fuels. Parallel to this, part of the fleet and in particular smaller utility vehicles are able to be electrified when replaced, Further research will also be required to electrify the wider fleet in the longer term, and this will be part of setting future service priorities. Electrifying 8 small utility vehicles and transitioning 35 vehicles and tractors to HVO in the short-term and those that are larger, will directly save thousands of tonnes of CO2 going into the atmosphere each year.

Carbon management programme: – the Council has participated in the Carbon Trust's Local Authority Carbon Management Programme (LACM) and has received technical and change-management support and guidance to help make carbon emission savings.

## Pollution reduction measures

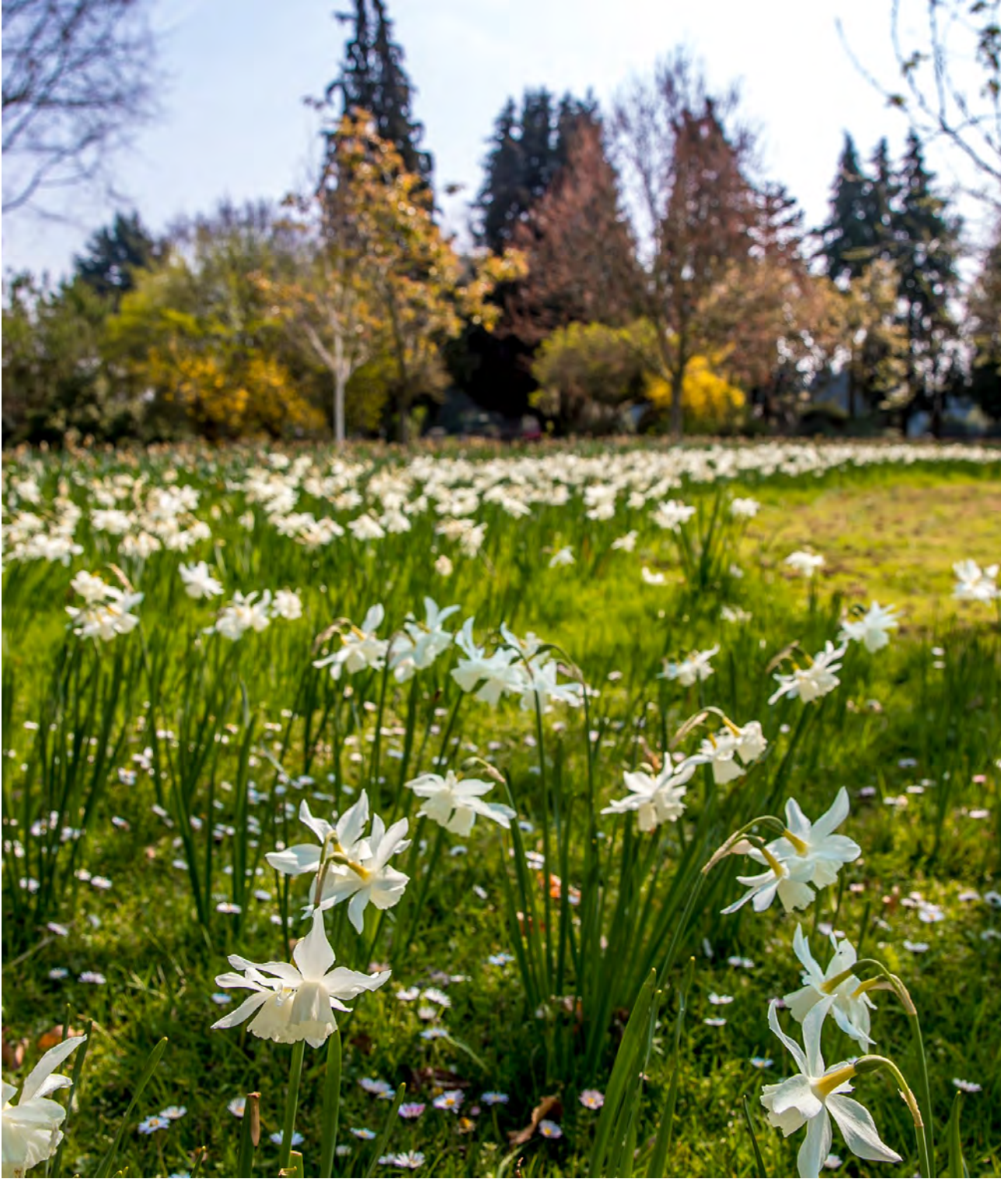
With reference to Our Chelmsford Our Plan: promoting a more sustainable environment. - the Council's goal is to limit hazard to the community and the environment from pollution sources by identification, assessment and management in an ecologically sustainable manner pollution sources and minimisation of pollution generation.

Storage and pollution minimization measures for fuels and chemicals within the site are covered by the Grounds Maintenance Specification and within the Park Service's Health and Safety Policy: Control of Substances Hazardous to Health and relevant task risk assessment sheets.

There is a minimal amount of fuel stored onsite and this is kept in a metal lock-up. Containers are checked for leaks on a regular basis and refueling machinery is undertaken in accordance with the relevant Park Services risk assessment summaries and safe working practice sheets. There are no chemicals stored onsite.

Regulations and specifications regarding maintenance of equipment and noise control are covered by the Grounds Maintenance specification and within the Park Services Health and Safety Policy at the section covering noise. All machinery used within the park is relatively new and has noise reduction measures such as mufflers fitted as standard.

Rock salt free zones to all plants are specified for snow clearance operations. This consists of 300mm clearance to all grass and plantings, and 500mm to trees.



## Waste Minimisation

### Waste management and recycling

Regarding Our Chelmsford Our Plan: Promoting a more sustainable environment, the Council's goals are to minimise waste generation at source, maximise resource recovery through effective re-use and recycling practices, and develop best practice procedures in disposal and handling hazardous substances. Strategies for handling and processing the town's green waste are considered high priority.

In accordance with both the Council's Waste Management Strategy and Our Chelmsford Our Plan, green waste from grounds maintenance operations is treated in the following way:

- Organic matter (clippings, ex-bedding and other green waste) is recycled via composting at a central recycling point, with the resultant compost being re-used in maintenance operations.
- Aluminium cans and bottles are sorted offsite and recycled.
- Residual waste to traditional landfill disposal.

### Recycling green waste

In 2022 the borough recycled over 3500m<sup>3</sup> of green waste from their parks and green spaces. The introduction of a green waste recycling machine at Sandford Mill has meant that we can shred bedding, leaves, grass cuttings and pruning's. Either an organic soil conditioner or mulch is created from the green waste. It takes eight months to a year to develop the soil conditioner and only three to four months to create the mulch. Both are used in Chelmsford's parks and open spaces in areas such as shrub beds, and this recycling initiative is diverting materials that would otherwise have to be sent to landfill.

There are off-site recycling facilities within Park Services.

### Energy and recycling

Both onsite and offsite energy consumption and emissions will be minimised to the greatest extent possible. With regard to this recently the cremators have had a complete new operating system installed, the cremators have been rebricked with inner and outer skin completely replaced, installation of air conditioning to the rear and installation of two new complete Coolers. Work completed to the abatement system with new bags etc has meant unabated cremations sit at 3 times for the year so far, which has had a minimal environmental impact. Cremators are serviced 3 times a year and upcoming service will see replacement hearths, installation of further cooling system to electric panels to the rear of each cremator. We have a capital bid in for a new cremulator which takes a shorter time to complete, is cleaner and with less use of energy will have less impact on the environment. The cremulator will be able to be moved to the new cremator. Also, through encouraging sustainable forms of transportation within the site and minimising the need for transport of goods and waste to/from the site, for example through onsite recycling.

Regarding Our Chelmsford Our Plan: Promoting a more sustainable environment the Council's goals are to minimise waste generation at source, maximise resource recovery through effective re-use and recycling practices, and develop best practice procedures in

disposal and handing of hazardous substances. Strategies for handling and processing the town's green waste are considered high priority.

### **Use of local mulch**

During the course of tree surgery work throughout the Council's landholdings, large quantities of wood chippings are produced. Wherever possible this material is used in a park as surface mulch over shrub beds and young tree bases. Where appropriate footpaths through woodland areas in parks are dressed with chippings.

### **Composting & green waste recycling**

There is frequent production of green waste during the normal day-to-day park management operations. All green waste is recycled and deposited at Sandford Mill where the material is shredded and composted for use as a soil improver or mulch material.

Occasionally additional sources of compost are required when ornamental shrub beds or other horticultural features are renewed or renovated.

### **Recycled materials**

Litter bins are emptied by site staff, with bottles and cans being separated out in the collection process.

### **Crematorium recycling schemes**

#### **Floral Tributes**

Where possible any flowers left at the crematorium after a service are reused. Each Monday, leftover flowers are reused for creating arrangements in both chapels and our reception area.

In addition to this, Chelmsford Cemetery & Crematorium has established a system of composting whereby any remaining bouquets and flowers left in the Memorial Chapel, floral tribute areas and within the grounds are now composted. Additionally, grass cuttings and leaf litter are added in the summer and autumn, and it means that there is continually a large ready supply of homemade compost for planting out new rose beds, new trees, pots and beds in formal areas and individual replacement roses.

#### **Plastics**

All plastic collected on site is removed by a third party and reused to produce drainage grilles for the construction and landscaping professions. This plastic includes materials from floral tributes but also large amounts of plant pots and trays that are used both by the public visiting the cemetery, the cemetery staff and the Council's Parks Department which grow plants for the various bedding schemes and borders throughout the city.



## Metal

Memorial plaques are the property of the holder. If they are not claimed following the end of a lease, they are forwarded to a metal dealer - any residual value in the metal is forwarded to a local charity.

Following cremation there may be residual metal items such as orthopaedic implants. Chelmsford Crematorium participates in the Institute of Cemetery & Crematorium Managers (ICCM) national scheme which collects such metal items periodically. Residual receipts are donated to death-related charities such as the British Heart Foundation, Cancer Research UK and local charities such as Farleigh Hospice.

## Chemical Usage

The use of Pesticides and other chemicals

The Council now uses the SYPOL database for all pesticides and other substances hazardous to health. A Service COSHH assessment has been submitted to SYPOL. There are currently 43 products registered for Public Places. SYPOL use a traffic light system with red being considered hazardous to health. Any that flag up red will be investigated and where possible we will introduce less harmful products. As a direct result of the SYPOL procedure we have started looking at natural products rather than chemical based ones.

### Management Guidelines: Use of chemicals

The use of chemicals – insecticides, molluscicides, herbicides, etc. will continue to be kept to the minimum necessary, in compliance with good horticultural standards and requirements for public health and safety. Where possible use will be made of biopesticides.

Fuel, chemicals and other substances are stored in designated areas under the 'Control of Substances Harmful to Health Regulations 1992'. Relevant information relating to COSHH is displayed in the designated work area.

The Council is proactive in its attitude towards the environmental and safety implications of the pesticides it uses. The Pest Control review has enabled the chemical use within the Park to be reduced without affecting the quality of the pest-control regime. Further studies are undertaken annually to keep this policy updated.

### The current Service Policy on the Use of Pesticides is as follows:

- Any operation that requires the use of a pesticide be carried out only if no alternative method is reasonably practicable.
- Any pesticide, which has carcinogenic, mutagenic or teratogenic properties, should not be applied unless no acceptable alternative substance is available for the task in question.
- Where a choice of acceptable pesticides is available for a task, the least hazardous substance be selected in every case.

- All users be advised of the Council's views on the matter and instructed to follow adopted guidelines.
- Any new substance be permitted to be used until evidence is obtained to indicate that it has unacceptable qualities.
- The list of pesticides currently in use be submitted for re-consideration at intervals determined by the Grounds Maintenance Services Manager.

In accordance with the principles set out in Our Chelmsford Our Plan the use of herbicides and pesticides within the park is limited to the absolute minimum. The rugby pitches and cricket wickets still receives some chemical input in order to maintain the correct standard of playing surface.

Parks Services follow the COSHH regulations when specifying pesticides. All specifiers are experienced members of staff and liaison with contractors over chemical use is encouraged.

The Contractors only use those herbicides; pesticides or cleaning agents specified in the contract and these are all subject to COSHH risk assessments.

Under the terms of the ground's maintenance specification, pest and disease control is not carried out as a routine operation. An instruction is required for any pesticide application and only used when a pest or disease infestation exceeds the maximum acceptable percentage specified. The use, application, storage and disposal of pesticides and fertilisers are covered by the Grounds Maintenance specification and to the 'Code of Practice' reproduced in the Health and Safety Policy Section Control of substances hazardous to health.

Parks Services undertake training in the use of chemicals. In-house training is geared to the yearly assessment of the current needs and contract requirements and areas where training may be lacking. Grounds Services operate a dedicated team servicing all areas. One person is also trained in First Aid. Team members are trained to PA1/PA6 level.

## Peat Use

Parks & Green Spaces seek to avoid purchasing any products containing peat and have been successful in reducing dependency on its use. Peat is no longer used in the top dressings, mulching products or in soil improvers used by the City Council.

Peat free products are being trialed for use in our bedding plant production. It is accepted that container grown plants will invariably contain an amount of peat as the industry does not purport to be totally peat free. Where possible consideration is given to contract grow and to stipulate, they are grown in a peat free medium.

Reducing the use of peat is a long-term objective of Parks & Green Spaces.

Compost for soil enrichment is made in-house from shredded compostable material. The operation is undertaken at Sandford Mill.

## Climate Change Adoption Strategies

Chelmsford City Council has declared a [Climate and Ecological Emergency](#) (16 July 2019) and there has been an ongoing commitment to make the Council's activities net-zero carbon by 2030, as well as an ambition to engage residents, community organisations and businesses in contributing to a more sustainable future for Chelmsford and the surrounding areas.

This led to the creation of a [Climate and Ecological Emergency Action Plan](#) (agreed by the Council on 28 January 2020) which outlined fifteen key areas of activity, principally aimed at reducing carbon emissions, lowering energy consumption, reducing waste and pollution, improving air quality, greening Chelmsford, increasing biodiversity and encouraging more sustainable travel choices.

The implementation of these actions is monitored through periodic reports to the Overview and Scrutiny Committee of the City Council.

## What the impact of Climate Change means to Chelmsford Parks & Green Spaces

As the climate changes our local climate is predicated to start to resemble the current climate of the Loire Valley within 25 years and southern France within 50 years. This means that outdoor spaces and their use will become more important for people, and it is likely that the pressure on existing spaces will increase as numbers using the spaces as well as the duration and frequency of use will increase. This increased pressure can only be mitigated by making more space available and/or by changing/increasing maintenance regimes and the frequency of refurbishment. This is likely to put pressure on resources and will require longer-term financial planning, whilst in the shorter-term consideration should be given to the design and make up of these spaces. To mitigate these effects, we will evaluate our green spaces to establish which are most likely to be affected most and plan for any changes needed.

The rising temperature usually causes a deterioration of air quality in the urban environment. Green spaces and especially urban trees have significant roles to play. Trees which are currently commonplace may not be able to survive in the longer term and could possibly need to be replaced with more suitable species. Additional tree stock will also be required. Due to the time lag for these trees to mature and to become effective pollution filters and providers of shade, 25-50 years of growing time is needed. This suggests that additional tree planting, etc. will be required in the shorter term. This is somewhat in contrast with the approach being taken by insurers where trees maturing on some of our smaller open spaces are under pressure to be removed because of claims relating to subsidence. We will therefore seek to link parks and tree strategies to the climate change strategy and to have actions relating to preserving existing tree stocks and replacing/expanding them where possible. It will become harder to establish trees in this changing climate.



Green spaces are vital in the absorption and retention of precipitation and flood water and therefore the loss of such capacity to urban development seems incompatible. Retention of water, which could be used to provide irrigation for example, to mitigate the effects of hotter drier summers are worthy of consideration. Retro fitting such systems within existing facilities should be considered and linked to the intended use of facilities now and in the longer term. An evaluation of existing facilities to explore the feasibility could be a useful action.

Many of our existing buildings and structures will be affected by changes to the behavior of the sub strata with incidents of heave and subsidence becoming more frequent.

This is likely to have a significant effect on resources and the reliability of buildings and structures. Our strategy will be to highlight this in the strategy and its impact on financial planning.

As an organization generally the Council is actively seeking to reduce emissions from Council assets and to make them more energy efficient.

The Council currently employs an Energy Manager who collates energy use across the Council and devises strategies to produce efficiencies.



## Section 5: Biodiversity, Landscape and Heritage

### Management of Natural Features, Wild Flora and Fauna

We believe in proper investment in green infrastructure.

“Biological diversity” is the variability among living organisms from all sources including, inter alia, terrestrial, marine and other aquatic ecosystems and the ecological complexes of which they are part; this includes diversity within species, between species and of ecosystems.

### Biodiversity Duty

The Natural Environment and Rural Communities (NERC) Act came into force on 1st October 2006. Section 40 of the Act requires all public bodies to have regard to biodiversity conservation when carrying out their functions. This is commonly referred to as the ‘biodiversity duty’.

This duty extends to all public bodies the biodiversity duty of section 74 of the Countryside and Rights of Way Act 2000 (CROW), which placed a duty on Government and Ministers.

The aim of the biodiversity duty is to raise the profile of biodiversity in England and Wales, so that the conservation of biodiversity becomes properly embedded in all relevant policies and decisions made by public authorities.

With reference to Our Chelmsford Our Plan: promoting higher quality public places, the Councils objectives cover

- The protection and enhancement of important natural resources.
- The protection and enhancement of important green links within the town and green wedges between settlements.

In all, as part of the Council’s strategy with regards to the environment and biodiversity the goal is to protect native plants, animal species and their habitats by the promoting and implementation of sustainable conservation management practices and ensuring that pollution levels do not exceed the capacity of the natural systems to recover.

The Green Infrastructure Plan; adopted by the Council commits it to positive action.

The Council will arrange for surveys of and the monitoring of parks, green spaces and corridors and their species

The Parks and Green Space Strategy supports the protection and enhancement of biodiversity in parks and green spaces in accordance with NERC 2006.

The Council will prepare a program for the adoption of management plans for every significant park and green space that includes measures to enhance biodiversity.

The Council will continue the Local Nature Reserve Designation Program.

The Council will support the development of effective partnerships and funding arrangements to enhance biodiversity in parks and green spaces.

The Council will raise awareness and support education for all sectors of the community relating to habitats and species within parks and green spaces.

## **Biodiversity in Parks**

With reference to Our Chelmsford Our Plan the Council's goal is to protect native plants, animal species and their habitats by promoting and implementing sustainable conservation management practices and ensuring that pollution levels do not exceed the capacity of natural systems to recover.

The state of the environment cannot be left to chance. Protecting or creating natural habitats is essential for the biodiversity of the Chelmsford area. Increasingly areas are being developed for residential or commercial use and means that, more than ever a network of green corridors which provide continuous habitats for wildlife are essential for the movement of flora and fauna. Managing biodiversity in parks and green spaces is not optional. In managing sites for the benefit of native plants and wildlife we can maximize the opportunities for people to experience nature close to hand.

## **Planning policy**

The natural environment is protected through a range of planning policies.

- Planning Policy Statement 9: Biodiversity and Geological Conservation (PG1), sets out planning policies on protection of biodiversity conservation through the planning system.
- Chelmsford Biodiversity Plan.

At a county level Chelmsford City Council is an active member of the Local Nature Recovery Network group.

## **Conservation of Landscape Features Buildings and Structures**

With reference to the Our Chelmsford Our Plan: In this regard the Council's objectives cover.

- The protection and enhancement of important cultural and historical resources.
- The protection of the character, environment and setting of Chelmsford City conservation area and the city generally.
- To protect and restore as far as is practicable the nature and habit of field boundary plantings: Trees & Hedges.
- To ensure that design improvements to the site consider means to visually and physically link features to enhance visitor appreciation.





- To improve the presentation and interpretation of the landscape design.
- To ensure that footpaths and design improvements to the site consider means to visually and physically link features to enhance visitor appreciation and understanding.
- To protect and manage important habitats associated with the site.
- To improve the presentation, setting and interpretation of important visible features.

## Green Infrastructure - Conservation of nature features, wild flora & fauna, and heritage of the natural environment

Green infrastructure is the strategic integration of functional natural systems within and around urban areas. It enhances the quality of life of those who live and work there. It is critical to sustainable economic prosperity, and to create a positive sense of place and provide environmental protection for local communities.

**For economic regeneration** – to produce more attractive business locations; cut environmental risks such as flood damage; generate new commercial activity.

**For planning** – to help deliver on sustainable development and housing targets and maximise return on investment in public space.

**For public health** – to create better environments and healthier communities with less mental and physical illness such as respiratory problems, heart disease and obesity.

**For development** – to reduce infrastructure costs, and to generate increased rental incomes and stronger marketability.

**For community cohesion** – to increase social interaction and reduce aggressive behaviors.

The Council has a statutory duty to care for the environment and to encourage biodiversity. Within management plans time is taken to consider the topography of the site and the use the land is put to. Wherever possible we look to enhance the wildlife value by the style of land management to promote that resource.

## Habitat creation and management

### Wildlife

This is an important site for wildlife, being a buffer of green space within the urban landscape. Its linkage with the railway line provides a corridor for wildlife. There are a number of key protected species that are on the site and areas are monitored and reviewed to ensure their protection. Where any development of maintenance work that may impact them is required, an independent ecologist is employed and all measures taken to ensure they are protected.

A landscape appraisal of the sites was carried out during the preparation of the Development Plan. The key issues that emerged were:

- To ensure that the correct balance of landscape design, horticultural, and development interests are addressed in relation to the use of the site.
- To protect, enhance and interpret ecology and wildlife.
- To maintain a safe site for visitors.

## Biodiversity

The existing natural assets of the site will be conserved and enhanced. The site will be managed to realise its biodiversity potential within the constraints of public use. The aim will be to maintain and, where possible, to enhance an appropriate mosaic of habitats (grassland, trees and shrubbed areas) and within these to encourage as much structural and species diversity as possible and to maintain the balance of succession.

Policies regarding issues of biodiversity are drafted with the help of an independent environmental consultant.

## Ecology & Wildlife

Natural Environment and Rural Communities Act October 2006, puts a duty of care onto local authorities to responsibly manage sites for the enrichment of biodiversity for sites that they are responsible for.

With reference to Our Chelmsford Our Plan: Environment and Biodiversity, the Council's goal is to protect native plants, animals' species, and their habitats by promoting and implementing sustainable conservation management practices and ensuring that pollution levels do not exceed the capability of natural systems to recover.

With reference to Our Chelmsford Our Plan: The Council's objectives cover:

- The protection and enhancement of important natural resources.
- The protection and enhancement of important green links within the town and green wedges between settlements.

## Grasslands

The extent of the grassland shall be maintained generally in its current regimes. Different mowing regimes including meadow will be implemented to ensure that the character of the sward remains appropriate to the nature of each area and its use and to, where possible, contribute to biodiversity targets.

Different mowing regimes are employed within the grounds taking account of the various areas within the cemetery and rose gardens. Formal areas are maintained to a high standard with frequent mowing whilst the margins of the site are maintained for the benefit of native flora and fauna with relaxed mowing regimes to create habitat.

It is hoped that in future we can develop a range of different cutting regimes across the site to encourage natural flora to re-colonise areas. As the site matures the regimes will be regularly reviewed.

## Grass Cutting

**Cemetery** Grass cutting in the Cemetery is divided into five different management regimes. These regimes give the different areas their own characteristics between informal and formal

### Prestige grass cutting

Operation Frequency	Type
Mow grass	Summer 16
Mow grass	Winter as required
Grass collection	Yes
Mower type	Rotary
Grass edging	16

### Open Space

Operation Frequency	Type
Mow grass	Summer 14
Mow grass	Winter as required
Grass collection	No
Mower type	Rotary
Grass edging	14

### Old section of the Cemetery

Operation Frequency	Type
Mow grass	Summer 8
Mow grass	Winter as required
Grass collection	No
Mower type	Rotary/flail
Grass edging	8

## Future Aims:

To review the grass cutting regimes to enhance nature conservation in designated sections of the Cemetery as it becomes older.

- Minimize the use of chemicals on grass areas as per Herbicide and Pesticide Policy.
- To ensure that prestige grass areas are maintained to their best.
- To reduce the amount of grass clippings left on the ground around graves and memorials.
- To maintain grass heights at acceptable levels throughout the year (generates most complaints along with grass clippings)

## Shrub and Rose Border Maintenance

**Cemetery** - there is a mixture of shrub and rose borders in the cemetery. Many of these are scheduled for a staggered refurbishment during winter periods, as they are coming to the end of their life. Headstones are inter-planted with roses in the lawn memorial areas of the cemetery.

**Crematorium** - the crematorium borders run along the main roadway leading to the Crematorium. This means that all hearses, limousines, and mourners to cremation services drive by this border. Planters are also used in the area and any shingle areas are refreshed to keep them looking good.

Roses in the crematorium memorial gardens are surveyed every year and replacements are purchased, many of these roses are registered under the memorial scheme administered by Bereavement Services. Currently there are approximately 3,000 roses and living memorials in our gardens.

## Hedge Cutting

All mature hedges are trimmed manually by hand or by handheld hedge trimmers, whilst establishing hedges are pruned with either secateurs or long handled pruners. This gives the hedges a high-quality finish which fits in with the formal surrounding area. Hedges either have their top and two sides cut, top and one side cut or just the two sides cut. All establishing hedges in the cemetery and crematorium have their top and two sides cut. The maintenance of a hedge depends on its location.

Hedge cutting is not carried out during the spring to allow birds to nest without being disturbed.

Cut formal & establishing hedge	
Operation Frequency	Type
Cut hedge	Summer 1 (June)
Cut hedge	Winter 1 (October)

## Management of the tree stock in relationship to wildlife

### Trees

The overall structure of the tree planting with succession of trees, informal groups and open assemblies of parkland trees will be maintained through an ongoing planting and tree renewal programme with purposeful siting, selection and enhanced range of species. The site has a number of mature Yews that give it a strong period character.

There is a policy for maintaining and improving wildlife habitats as part of arboricultural operations to ensure the following will result.

1. Maintain and improve wildlife habitats.
2. To ensure, where it is safe to do so, that no wildlife habitat is damaged or lost due to arboricultural operations.

An overall policy of non-intervention will be applied if possible.

## Buildings and Hard Landscape Fabric

### Buildings and Structures

The site has a number of buildings and structures:

- Chapels - north and south
- Toilets as part of the chapels (restricted opening)
- Car parking area
- Floral tribute areas
- Maintenance Building

### Boundary Treatments and Entrances

The site is accessed via the main entrance of Writtle Road. There are three pedestrian access points from the site boundaries.

### Road and Path Network

The site has two car parks, both conveniently located close to the crematorium buildings. On the rare occasions when these are full, staff will guide mourners to overspill parking. Most people arrive just before the service starts, but mourners who arrive early can use the comfortable waiting room.

There are hard-surfaced footpath/tracks running through the site giving good access at all times of the year.

## **Park furniture & Signage**

The site has a variety of park furniture and structures specifically designated and located for the use, safety and comfort of visitors. The main elements and associated issues are set out below.

### **Bench seats**

There are a number of benches on the site. They are currently part of an ongoing refurbishment programme. Bench arrangements have changed to be fairer to all and offer more families a chance to have a bench through a shared bench scheme.

New benches are now installed with armrests to be DDA compliant and are also set onto enlarged concrete plinths to enable a wheelchair to draw up beside the bench.

### **Litterbins**

Litterbins are also on site in key locations.

The management team considers that there are enough bins to suit visitors' needs, although this will be monitored to ensure the level of adequacy is maintained.

### **Signage & site interpretation**

Signage including noticeboards are provided at the main park entrances to help orientate the visitor. There are plans for a further upgrade of signage.

## Section 6: The Park Audit: Physical description and use of the space

### Community Involvement

The community is very much the essence of this site, via informal and formal visiting. The service also offer provision for two special community services each year – the Baby Memorial Service and Christmas Memorial Service. Both of which are well advertised and received by those who need it.

The service has an open day in the summer.

The site is also part of the ICCM recycling scheme which means we nominate local charities Farleigh Hospice and \*Little Havens (includes a Chelmsford charity \*J's Hospice).

These payments are made twice a year and are significant with 2022 seeing a £15,000 donation amount.



## Section 7: Marketing and Communication

### Marketing information

Marketing has a key role to play in service development and is key to ensuring the customer's viewpoint is understood and considered. The Cemetery and Crematorium has dedicated web pages providing information of the services available to the public (<https://www.chelmsford.gov.uk/cemetery-and-crematorium/>).

The Cemetery and Crematorium office is located next to the main car park and is accessible to the public during the working day. Staff in the office can provide face to face information, information over the phone or by email. Several brochures are also available informing visitors of the services available.

### Promotion

#### Printed material

Our brand image is important and is translated on all the printed material the service produces so that the information is easily identifiable to the general public. This includes banners, posters, leaflets, noticeboards, vehicle livery, uniforms etc.

#### Public Relations

The service works in association with Corporate Communications and uses various mediums to promote the service from word of mouth through to local press and media. This ensures that the service is readily identifiable and understood by the general public.

#### Green Flag

The Green Flag Award Scheme providing a 'national standard' for parks is seen and used as a vehicle to convey the fact of Chelmsford having a number of stunning parks. Media coverage of this award brings both regional and national recognition to Chelmsford in a very positive way.

#### Appropriate information channels

Press releases to local and national media are managed through Chelmsford City Council News and Media Centre.

The Corporate Communications team respond to all media and press enquiries including consent requests for filming and photography.

Radio interviews: the service uses all mediums available to it including local radio.

BBC Essex: the service uses all mediums available to it including TV Broadcasts and use of the BBC Essex Website.

Web site information [www.chelmsford.gov.uk](http://www.chelmsford.gov.uk) and [www.loveyourchelmsford.co.uk](http://www.loveyourchelmsford.co.uk)



Council publications in the main are organised through Corporate Communications.

People are also engaged via the City Council’s email and twitter accounts which are regularly monitored



## Section 8: Management Action Plan

### Landscape improvements: (2024-2028) Implementation of the five year action plan

The five-year action plan is set out in tables shown in the following pages. The plan sets out a series of targets, which respond to issues and reflect the vision and key objectives. It is not possible to achieve everything at one time, so the management plan contains a five year action plan, reviewed annually to check on the progress with the agreed actions, to reprioritise against budgets as necessary and to pencil in new actions over the period of the plan.

The action plan is subject to annual review and update by the Parks and Green Spaces Manager to ensure a continued program of improvement is achieved. In the current period of shrinking budgets, improvements must be prioritized to ensure improvement is continuous and meaningful, any realigning of time frames will be explained at the time of annual summaries marking improvements made in service delivery.

#### Long term Objectives (within the life of the plan – 4-5 years)

No	Objective	Time frame	Cost implication
<b>Objective 1</b>	To engender a strong sense of place through distinctive landscape design	1-5	£3k
<b>Objective 2</b>	Online mapping service for all graves.	1-5	In collaboration with ICT
<b>Objective 3</b>	Introduce actions to continue to increase biodiversity on site to make biodiversity a key element. Carry out regular monitoring	Ongoing	£4k
<b>Objective 4</b>	To engender a strong sense of place through distinctive landscape design.	1-5	£3k
<b>Objective 5</b>	Provide public access to records of interment	1-5	Within existing budgets

Notwithstanding the longer-term development proposals there are several minor improvements and maintenance related strategies (separate to the rolling maintenance programme) that are potentially achievable within current budgets and undertaken in the short to medium term, i.e., within the life of this plan. The recommendations from a biodiversity enhancement assessment of the park also forms part of the 5-year landscape improvement plan.

### Medium term objectives (2-3 years)

No	Objective	Time frame	Cost implications
<b>Objective 1</b>	Undertake wildlife surveys	2-3	£4k
<b>Objective 2</b>	Improve 'gateways'	2-3	£1k
<b>Objective 3</b>	Provide site noticeboard and notice display cabinet	2	£4k

### Short term objectives (annually)

No	Objective	Time frame	Cost implications
<b>Objective 1</b>	Promote service through open days	Annually	Current revenue budget
<b>Objective 2</b>	To review and refurbish shrub planted areas	Annually	1k
<b>Objective 3</b>	To review potential for wildlife biodiversity rich areas	Annually	1k
<b>Objective 4</b>	Continue to review the web pages	Annually	Within revenue budget



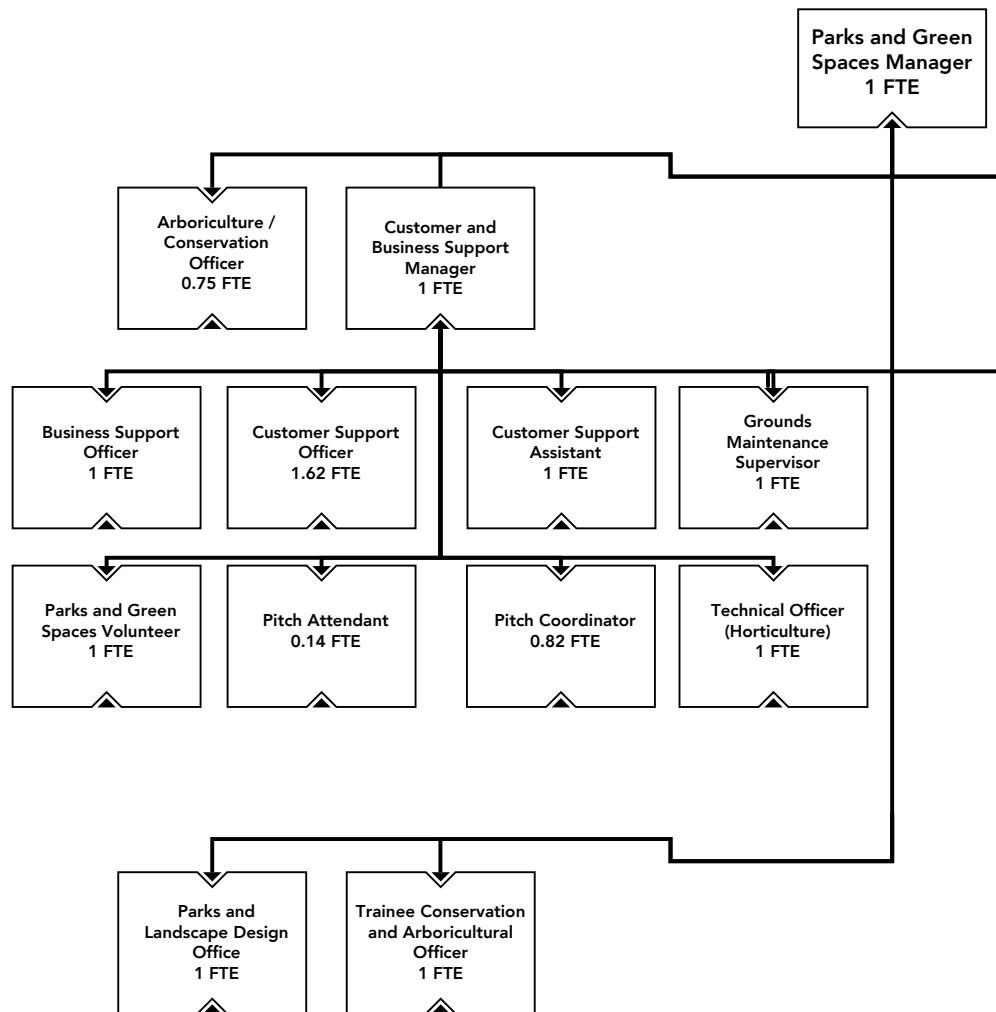
## Appendices

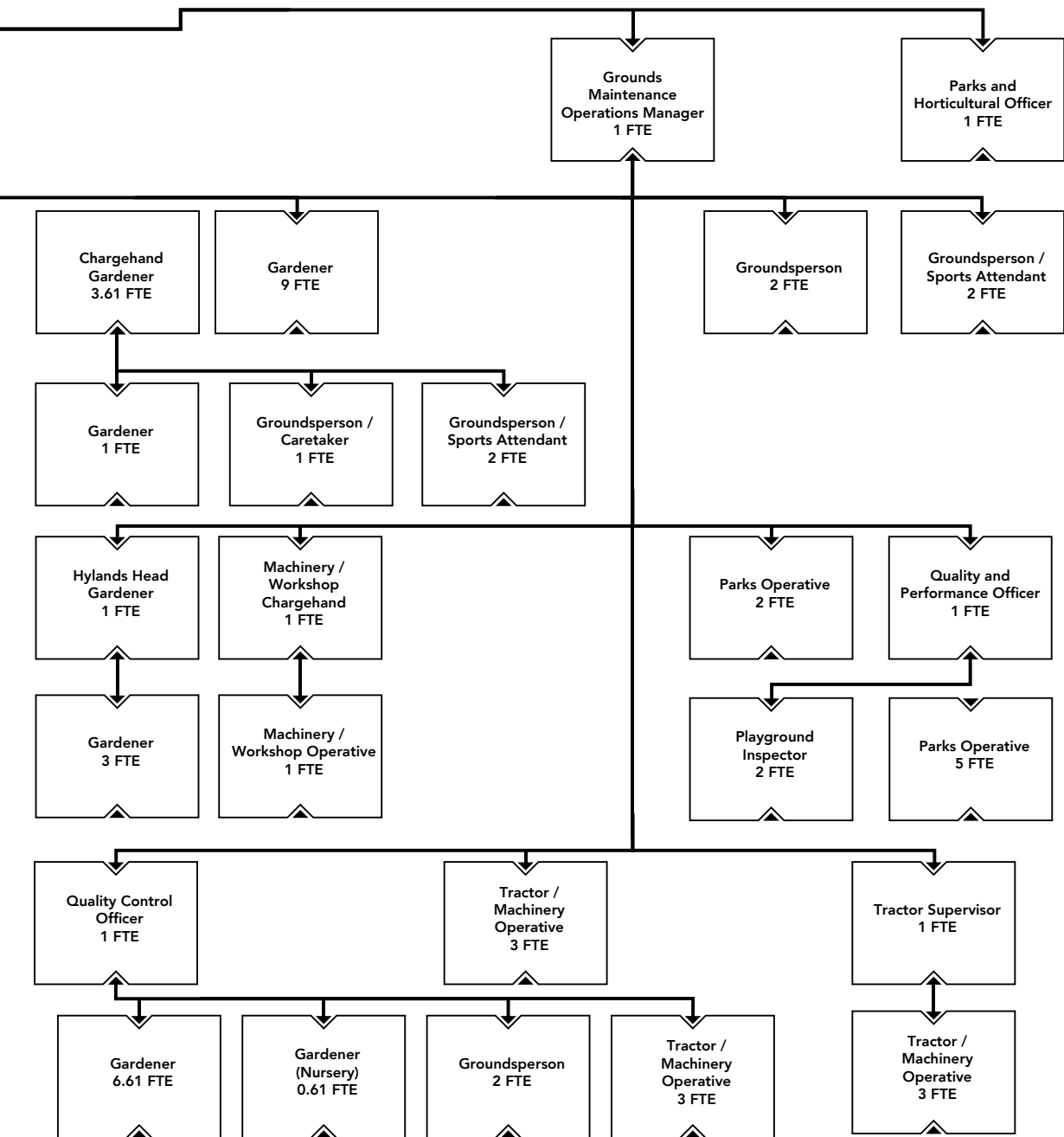
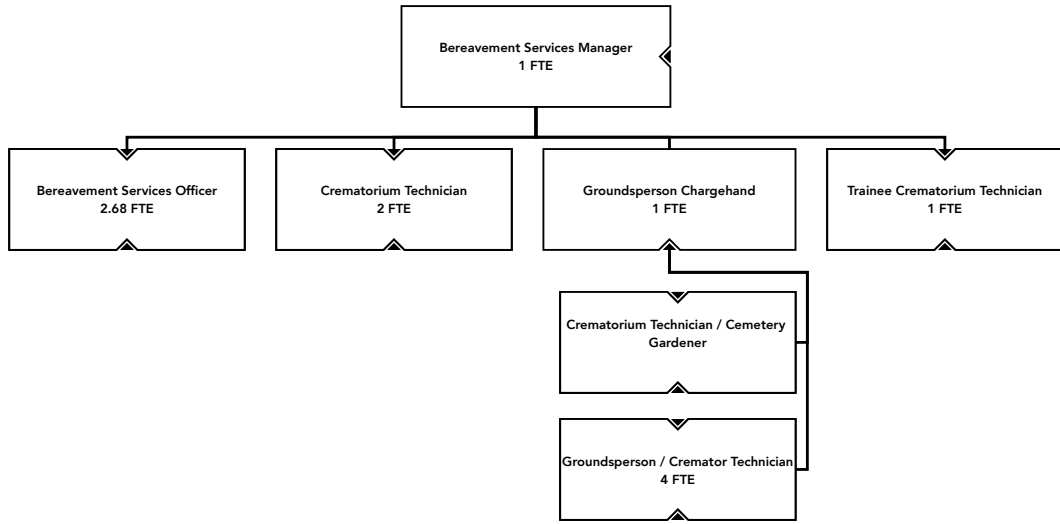
### The list of documents below informs the Management Plan

- Our Chelmsford Our Plan
- Chelmsford Local Plan - adapted 27 May 2020
- Chelmsford Green Infrastructure Strategic Plan
- Chelmsford Biodiversity Action Plan
- Procurement Strategy
- Chelmsford City Council (2016) Open Space Audit
- Community Safety Strategy
- Parks, Green Spaces and Waterways Strategy
- Chelmsford Fixed Equipment Playground Strategy 2022
- Tree Management Policy 2021
- Biodiversity 2020: A strategy for England's wildlife and ecosystem services and its outcomes and actions
- Chelmsford Health and Wellbeing Plan
- General Parks Volunteer Policy
- Grassland Management Policy
- Policy on the use of Pesticides
- Parks Outdoor Event Policy 2020
- Drone Policy
- Drugs and Alcohol Policy
- Policy for metal detecting, excavating, foraging and collecting items
- Local Nature Recovery Network
- [Explore Chelmsford](#)
- [Resources Hub \(greenflagaward.org\)](https://www.greenflagaward.org/) for guidance to create safer places for women and girls in our parks

## Management Structure

### Parks & Green Spaces: Operational Management Structure in context





## Management structure

The two divisions of Parks Strategy and Development and Grounds Management both have an input into the management.

The Parks Strategy Team provides a design service, management direction, a tree management service, community engagement & involvement along with service promotion and marketing.

Grounds Management oversee the maintenance activities undertaken. Private tree contractors undertake tree works as directed by the Arboricultural and Conservation Officer.

In addition to the Parks Team several business partners have an active interest in the site.

## Community Safety – Public Health & Protection Services

Officers from Community Safety advise and liaise with Parks Services. They include:

- Public Health Enforcement Officers (dog and litter related)
- Antisocial Behavior Coordinator
- Community Safety Partnership
- Safeguarding Officer

## Dog Warden Service

Dog Wardens assist parks staff with regards to enforcement of legislation relating to dog fouling and collection of strays.

## Noise abatement

Environmental Protection Staff monitor noise levels at the large, planned events held in parks.







For additional copies of this document or to have it made available in large print or recorded onto audio tape please contact:

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## Parks and Green Spaces

### Chelmsford City Council



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