

Standards for Maintenance of Parks & Green Spaces

The Council maintains 555 hectares of parks & green spaces across the Borough. We aim to achieve the service standards set out below:

Description	Standards
Natural and Semi-natural greenspaces (179 Hectares)	<ul style="list-style-type: none"> • Litter picked as required • Litter bins emptied when full • Dog bins emptied when 75% full (by Streetscene) • Vegetation cut back from paths 2x per year • Meadow grassland cut annually in summer/autumn • Woodland trees managed as required • Path edges treated with herbicide annually in March/April
Formal Parks and Gardens (97 hectares)	<ul style="list-style-type: none"> • Litter picked weekly • Litter Bins emptied as required • Grass mown every 2 weeks (some areas of fine turf mown weekly) • Meadow areas cut annually • Toilets cleaned every day • Bowling greens cut three times per week • Tennis courts swept and kept moss free • Paths swept every 6 weeks • Shrub and flower beds kept litter free and pruned annually
Amenity Greenspaces (86 Hectares)	<ul style="list-style-type: none"> • Litter picked every 2 weeks • Bins emptied every week • Grass mown every 2 weeks April-Oct • Grass edges treated with herbicide annually in March/April
Play Areas and Teenzones (16.4 Hectares)	<ul style="list-style-type: none"> • Litter picked & bins emptied every week • Swept every 6 weeks • Play equipment Inspected weekly, • Emergency repairs – same day • Ball court lights checked regularly and repaired as required
Sports Facilities (118 hectares)	<ul style="list-style-type: none"> • The standard of maintenance of sports facilities varies according to the sport.
Cemeteries (27 Hectares)	<ul style="list-style-type: none"> • Litter picked weekly • Bins and baskets emptied weekly • Wreaths removed from crematorium lawns • Grass mown every 2 weeks • Entrance lawns cut weekly
Highway Verges Within urban area only	<ul style="list-style-type: none"> • Litter picked every 2 weeks • Grass mown every 2 weeks
Shrub Beds	<ul style="list-style-type: none"> • Litter picked as required • Pruned as required
Fly tipped rubbish	<ul style="list-style-type: none"> • Removed within 5 working days
Graffiti	<ul style="list-style-type: none"> • Offensive graffiti removed by end of next working day • Other graffiti
Trees and woodland	<ul style="list-style-type: none"> • Maintained in accordance with Tree Management Policy

How to Contact Us:

For all general enquiries and service requests;

Telephone: 01282 425011

Email: greenspaces@burnley.gov.uk

We aim to respond to enquiries and complaints within 5 working days.

If you wish to make a complaint or suggestion about a service we provide, please contact:

Title	Name	Responsible for	Tel	Email
Head of Green Spaces and Amenities	Simon Goff	Management of Green Spaces and Amenities	477223	sgoff@burnley.gov.uk
Green Spaces Manager	Mark Holt	Maintenance of parks and greenspaces, including tree work, playgrounds, sports facilities. Friends of parks groups and community involvement	425011	mholt@burnley.gov.uk
Parks Development Manager	Kieron Roberts	Development projects in parks and green spaces	425011	kroberts@burnley.gov.uk
Senior Park Ranger	Tracey Dowson	Park Rangers	831053	tdowson@burnley.gov.uk

Your complaint will be recorded and dealt with in confidence.

How you can help us to improve our service:

- Let us know if you have a complaint about our service
- Don't drop litter
- If you walk a dog, remember clear up after it.
- If you have any ideas for improvements, please let us know!

Simon Goff

Head of Green Spaces and Amenities Unit