

Agreed themes important to the steering group

- ▶ Provide high quality well maintained parks and public open spaces
- ▶ Improve Mental Health and Wellbeing
- ▶ Promote Culture, History and heritage within parks
- ▶ Respond to the Climate & Biodiversity Challenge
- ▶ Having Inclusive community engagement



What problems are we trying to fix ?





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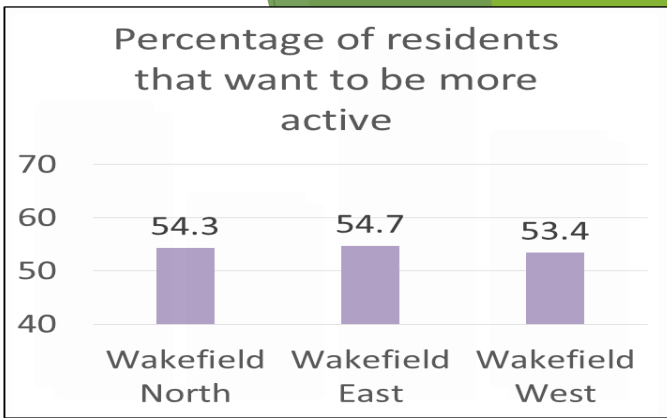
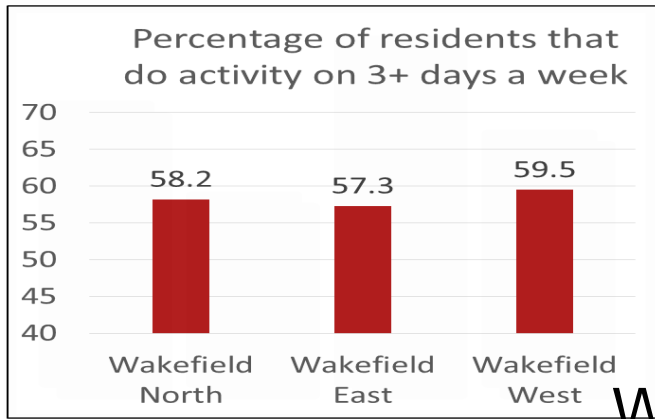
Floods 2021 Jan





Improve knowledge and appreciation of Heritage





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What problem are we trying to fix?





What problem are we trying to fix ?



Respond to the Climate & Biodiversity Challenge:

What problems are we trying to fix ?



Standards



Grounds Maintenance

Zone 1 / Grade A - Excellent standard

- Excellent overall presentation
- Grass cut to high standard
- Virtually weed free
- Cultivated soil areas
- No arisings on paths/roads/beds
- Hand cut / defined edges - soil banked up
- Evidence of regular pruning and deadheading
- No accumulation - leaves/branches/arisings
- No defects (graffiti/vandalism/litter/detritus/dog fouling/flytipping/bins overflowing)

Zone 2 / Grade A - Excellent standard

- Excellent overall presentation
- Grass cut to high standard
- Arisings collected or evenly spread
- No arisings on paths/roads/beds
- Defined edges
- No presence of weeds
- No accumulation - leaves/branches
- Evidence of regular pruning
- Evidence of a successful weed kill (summer)
- Good overall presentation
- Cultivated soil (winter)
- No defects (graffiti/vandalism/litter/detritus/dog fouling/fly tipping/bins overflowing)



Rank customer expectations

Voice of the customer



Kano Model



Dissatisfies	Satisfiers	Delighters

Term	Definition
Dissatisfies	Items or attributes which would annoy the customer. Resulting in a major complaint and even in them 'walking away' from us
Satisfiers	Items or attributes which the customer sees as improving in terms of delivering their needs
Delighters	Items which the customer sees as getting for free but add real value to the process or service or product



