

APPENDIX 1
(Existing Services)

Service Provided

Performance Measure

1. Site Provided

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| <p>(a) Visitor Centre to be open to the public every weekend during the year and a Ranger to be available on site every day for the public between April and October. Centre to be cleaned daily. Centre to be maintained to current standards. Annual safety checks by fire and police</p> | <ul style="list-style-type: none">• feedback from visitors• number of visitors |
| <p>(b) Woodland - to be managed in accordance with the County Park Management Plan.</p> | <ul style="list-style-type: none">• quality and diversity of woodland habitats |
| <p>(c) Grassland - to be managed in accordance with the Country Park Management Plan</p> | <ul style="list-style-type: none">• public use of grassland• quality and diversity of grassland |
| <p>(d) Water bodies - no activities on surrounding land should be detrimental to either the water quality of Alconbury Brook or the lakes. Management of bankside vegetation and banks to be in the interest of public safety, wildlife and other users in accordance with the Country Park Management Plan.</p> | <ul style="list-style-type: none">• water quality• habitat diversity |
| <p>(e) Hardened paths including the Bund to be maintained in current condition using material which meet British Standard???</p> | <ul style="list-style-type: none">• visual appearance and public use |

(f) Litter - the whole of the site to be kept clear of litter to the standard of 'a' class carriageways as defined by the Environmental Protection Act 1991.

2. Casual Visitors

(a) Free and open access to all visitors' 24 hours a day.

(b) Visitors should have access to the visitor centre at weekends and summer afternoons.

(c) Visitors should have access to the battery cars at all times by prior arrangement.

(d) Visitors should have access to refreshment facilities at agreed times

(e) Visitors should feel safe and welcome in their visit and free to actively enjoy the facilities provided or just enjoy relaxing in a peaceful environment.

(f) Rangers should be available to answer questions and provide information when the Visitor Centre is open. Staff and volunteers should always be as courteous and helpful as possible.

3. Organised Visits

The County Council would expect the following services to continue to

- visual appearance and public feedback

- number of visitors/traffic counted

- usage of battery car

- income received

- annual visitor welcome audit according to Countryside Commission guidelines, conducted by the County Council or their nominated representative

- public feedback (number of complaints/compliments)

Performance Measures/Minimum annual totals

be provided:-

- (a) School Visits by all schools in the county, charged at the same rate, and outside the area.
- (b) Youth Groups' activities, Cubs, Scouts, Guides, (including camping)
- (c) Park based Youth Group activities, e.g. WATCH
- (d) Continue to provide facilities for outdoor events e.g. mountain bikes, cross-country running, orienteering.
- (e) Watersport events
- Public sailing courses
 - Public fishing by day and season ticket at reasonable cost
- (f) Talks/guided walks to the public and organised groups.
- (g) Volunteers
- (h) Provision for individuals with special needs. This will be very much on demand.
- 1 school visit per week of the school year
 - 12 meetings
 - 1 event
 - 60 days public sailing. Numbers taking part
 - Numbers taking part, price of day ticket
 - number of long term volunteers
 - number of volunteer days worked in the Park
 - level of activity and number of individuals taking part. Feedback from client groups

4. Information and Advice

Standard Response Times to Written Enquiries

Rangers will be expected to be available to advise the following client

groups on a range of issues including those listed.

- (a) General Public; requests for information, advice, feedback on projects. • 3 weeks
- (b) Volunteer organisations; eg Wildlife Trust, RSPB, charities • 3 weeks
- (c) Parish Councils • 3 weeks
- (d) District Councils; site management advice, planning permissions, programme and strategy development, service provision as per current job descriptions • As requested
- (e) County Council; site management advice, comments on planning applications, strategy and policy development (eg Structure Plan, Rural Strategy, EAP) Annual Reports as per current job descriptions. As requested
- (f) National organisations, eg Countryside Commission, Sports Council. Comments and input into policies and projects as per current job descriptions. As requested
- (g) Sponsors; project bids, reports As requested