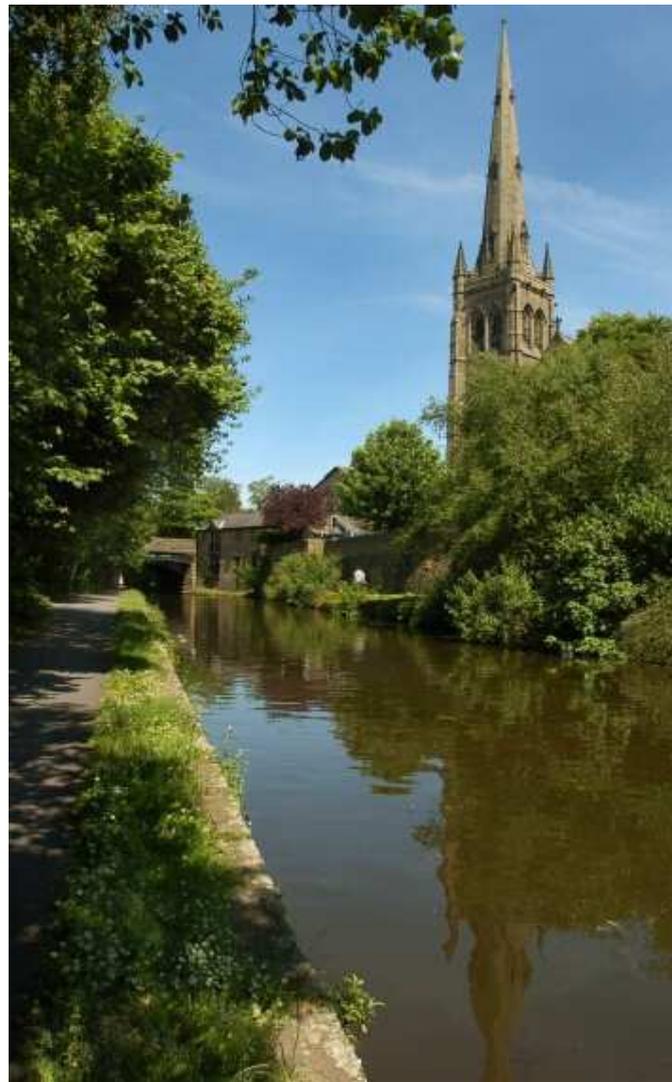


Tree Policy



Development Management
Regeneration and Policy Service
Lancaster City Council

Adopted (October 2010)
V1.1

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1.0 Introduction

Lancaster City Council values our district wide tree cover and recognises the immense potential for human and environmental benefits associated with a healthy and sustainable tree population. This new Tree Policy will provide direction and ensure a consistent approach to trees in a number of key areas including identification of:

- Day to day technical management of the council's own tree stock;
- council's management of trees established within conservation areas and/or trees subject to tree preservation orders;
- Council's management of trees in relation to planning applications;
- Individual management plans for specific sites;
- Tree planting programmes;
- Regeneration projects;
- Determination of commuted sums in relation to development;
- Tree Preservation Order (TPO) review;
- Management of highway trees;
- Tree Warden Scheme;
- Working with local schools, community groups and project leaders;

The local district is under the control of two different authorities – Lancaster City Council and Lancashire County Council. Each organisation has respective responsibilities in relation to the management of buildings, land, trees, open spaces, and public highways. In the urban core of the district (comprising of Lancaster, Morecambe and the Heysham peninsula) Lancaster City Council manages the stock of street trees on behalf of the Lancashire County Council. In the remainder of the district, where street trees are managed directly by the County Council, this policy does not apply (subject to review as part of Public Realm Clean and Green approach).

This Tree Policy categorises enquiries relating to trees, advises what the policy or relevant standards are in relation to each category, and provides guidance on the timescale for a response.

Section 2 provides contact information within both Lancaster City Council and Lancashire County Council.

Section 3 establishes the response times for all public enquiries.

Finally, Sections 4-12 features a detailed list of advice, policies and standards that will be employed by Lancaster City Council in respect of tree (and hedge) related enquiries.

The policy has been designed to be as comprehensive as possible. However, we acknowledge it does not cover every situation. The Council reserves the right to exercise discretion in application of this policy when to do so would be in the best interests of the Council.

Acknowledgements:

Bristol City Council, Tree-Related Draft Policy (2009) (appendix 1), Bristol City Council, Tree-Related Policy – Benchmarking document (appendix 2) and the London Tree Officer Association have been important resources in developing Lancaster City Council Tree Policy (2010).

Other important documents either referred to or incorporated into the Tree Policy include);

Joint Mitigation Protocol (May 2008) (appendix 3); Capital Asset Value for Amenity Trees (CAVAT) (appendix 4); Quantitative Tree Risk Assessment (appendix 5); Right Tree – Right Place Policy (appendix 6); Trees in Towns II (appendix 7); Lancaster City Council, Tree Sponsorship Scheme (appendix 8).

2.0 Useful Contacts

Enquiry	Department/ Service	Contact
General	Lancaster City Council	Customer Service PO Box 4 Town Hall Lancaster LA1 1QR Tel: 01524 582000 www.lancaster.gov.uk
Trees & Development; Trees in Conservation Areas; Tree Preservation Orders	Development Management Team, Regeneration & Policy Services	Planning Advice Team Tel: 01524 582950 dcconsultation@lancaster.gov.uk
Trees & Council Housing	Housing Service	Council Housing – Customer

properties		Service Tel: 01524 582929
Trees Established on Council Land/Property	Environmental Services	Environmental Services Tel: 01524 582471
Trees in Public Parks & Open Spaces	Customer Service (General)	Customer Service Tel: 01524 582000
Trees & Suspected Tree - Related Subsidence or Insurance matters	Risk Management	Lynne Ollerton Tel: 01524 582141
Trees & Insect/Animal Pests	Health and Housing Services	Health & Housing Services Tel: 01524 582935
Trees & Public Highways or Footpaths	Lancashire County Council	Highways Department Tel: 0845 0530011

3.0 General Public Enquiries – Response Times

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
Tree response times to public enquiries	<p>Policy: Response Times to Public Enquiries</p> <p>Emergency tree-related issue. The Council will attend site within 1 hour to make the situation safe. An emergency is defined as a tree that is in immediate danger of collapse or a tree that is causing an obstruction requiring urgent attention.</p> <p>Non-emergency tree -related safety issue. A site inspection will be undertaken within 12 working days of receipt and the customer notified of what action is considered appropriate.</p> <p>Tree enquiry not requiring a site inspection. The customer will be informed of council policy</p>	As stated.

	<p>within 12-days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site.</p> <p>Tree enquiry requiring a site inspection. The customer will be informed within 12-days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks of receipt and the customer notified of what action is considered appropriate.</p> <p>Tree-related subsidence claim. All such claims or notice of claims will be acknowledged within 5-days of receipt and an initial report based on evidence supplied within 21-days of receipt. Such enquiries typically require the submission of detailed evidence and as such each case will be considered on merit. For alleged tree-related subsidence claims we follow the Joint Mitigation Protocol (http://www.ltoa.org.uk/)</p> <p>Timescale for the completion of agreed works. All tree works issued on a standard priority will normally be done within 8-weeks of instruction.</p> <p>Clarification of council policy about trees / general enquiries. The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquiry requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>	
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4.0 Specific Advice, Policies and Standards – Environment and Amenity

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Tree-related subsidence damage to property</p> <p>A council owned tree is allegedly causing subsidence damage to a property in private ownership</p> <p>Or, concern that a council owned tree may cause subsidence damage to a property in private ownership</p>	<p>Policy: Tree-related subsidence damage to property.</p> <p>The council will rigorously identify and defend any claims which are presumed to be either bogus or false.</p> <p>Customer Advice:</p> <p>1. If you believe that your property is suffering subsidence damage due to the action of trees in council ownership/managed by the council (or that you are concerned about potential damage) you are advised to contact your property insurer (private ownership) in the first instance so that you may discuss your concerns and agree an appropriate course of action. Should you, or those acting on your behalf, wish to make a claim for damages against the council, alleging that a council owned/managed tree is causing subsidence damage, then you should contact our Legal Service Department. Lancaster City Council has adopted the Joint Mitigation Protocol as the agreed method for the management of alleged subsidence claims where trees are implicated as being the cause of building movement. The Joint Mitigation Protocol seeks to establish best practice in the processing and investigation of tree induced building damage including agreed standards of evidence and working timescale. The level of evidence required will be commensurate with the value of the tree (s) implicated. Trees will be valued using the CAVAT system (Capital Asset Valuation for Amenity Trees).</p> <p>2. Details on the Joint Mitigation Protocol including evidence needed to substantiate a claim are available on the London Tree Officer's Association web site: http://www.ltoa.org.uk/</p> <p>3. Details on CAVAT are available on the London Tree Officer's Association website (see above).</p>	<p>Tree-related subsidence claim</p> <p>All such claims or notice of claims will be acknowledged within 5- days of receipt and an initial report based on evidence supplied within 21 days of receipt.</p>
<p>Tree in garden of council house</p>	<p>Policy: Tree in garden of council house</p>	<p>Tree enquiry requiring a</p>

	<p>If a tree is established within the garden of a council maintained property it remains the responsibility of Lancaster City Council.</p> <p>Customer Advice:</p> <p>1. If you have concerns with regard to a council owned tree within the grounds of your rented property please contact Council Housing Customer Service.</p>	<p>site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described.</p>
<p>Tree touching a building</p> <p>Council tree (stem or branches) touching private property</p>	<p>Policy: Tree touching a building</p> <p>If a tree in council ownership/managed by the council is touching your property (dwelling house, boundary wall, garage etc) we will take action to remove the nuisance.</p> <p>Customer Advice:</p> <p>1. In many cases the solution will be for the council to prune the tree, but in some circumstances it may be more appropriate to fell the tree. If pruning is appropriate we will endeavour to undertake works to stop the problem re-occurring within three-years.</p> <p>2. You have a Common Law right to remove (abate) the nuisance associated with trees encroaching onto your property. The following advice is given if you wish to exercise your Common Law right with respect to</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12 weeks or receipt and the customer notified of what action is</p>

	<p>encroaching trees:</p> <p>a) <i>You can only consider removing those parts of the tree from the point where they cross the boundary of your property. You have no legal right to cut or remove any part of a tree that does not overhanging your property;</i></p> <p>b) <i>You are strongly advised to consult a professional tree surgeon for guidance on how best to prune back encroaching trees, unless the works are trivial meaning you could do the works with hand secateurs or similar;</i></p> <p>c) <i>You are strongly advised to tell the owner of the trees what you plan to do. You can find out if the trees are owned by the council by contacting Property Services;</i></p> <p>d) <i>Before you consider doing any works to the trees you should find out if they are protected by a Tree Preservation Order or they are in a Conservation Area. If trees are protected then you will need to gain consent by making an application / give notice to the council. For guidance on how to check if the trees are protected and how to make an application please contact: Planning Advice Team;</i></p> <p>e) <i>Legally you do not own those parts of the tree that encroach over your property and you should make arrangements to return these to the owner. You are advised to discuss this with your neighbour to agree a mutually acceptable solution. If the encroachment is due to a council owned tree then please make arrangements with the council for the removal of any material that you are not able to dispose of yourself.</i></p>	<p>considered appropriate.</p>
<p>Tree overhanging property</p> <p>Council tree encroaching onto private property (due to the growth of the stem, branches or roots)</p>	<p>Policy: Tree overhanging property</p> <p>We will not prune or fell a tree in council ownership/managed by the council to alleviate the nuisance of overhanging branches.</p> <p>Customer Advice:</p> <p>1. The nuisance caused by overhanging branches may be considered as part of our general tree-work programme, however this programme is prioritised and subject to the</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate</p>

	<p>availability of funding.</p> <p>2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees - www.lancaster.gov.uk/abatetreenuisance</p>	<p>response by searching for the relevant stated policy on the council's web site.</p>
<p>Tree and drains</p> <p>Council tree allegedly causing damage to a drain on private land</p>	<p>Policy: Tree and drains</p> <p>We will not prune, fell or cut the roots of a council owned/managed tree to prevent roots entering a drain that is already broken or damaged.</p> <p>Customer Advice:</p> <p>1. Tree roots typically invade drains that are already broken or damaged. Trees themselves very rarely break or damage the drain in the first place. Tree roots found in a drain are usually symptomatic of an underlying problem requiring repair of the broken pipe. If you are concerned about the condition of your drains then you are advised to contact your water and sewerage company. Householders are usually responsible for the maintenance of the drains within your property.</p> <p>2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees - www.lancaster.gov.uk/abatetreenuisance</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site.</p>
<p>Tree and light</p> <p>Council tree restricting light in private property</p>	<p>Policy: Tree and light</p> <p>We will not prune or fell a council owned/managed tree to improve natural light in a property.</p> <p>Customer Advice:</p> <p>1. If natural light is being blocked by the growth of a hedge then action may be taken to reduce the problem under the High Hedges Act, Part 8 of the Antisocial Behaviour Act, 2003. For further information refer to the council's web page on High Hedges: http://www.lancaster.gov.uk/planning-environment/tree-protection/high-hedges</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy</p>

	<p>2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees - www.lancaster.gov.uk/abatetreenuissance</p>	<p>on the council's web site.</p>
<p>Tree and view</p> <p>Council tree restricting view from a private property</p>	<p>Policy: Tree and View(s)</p> <p>We will not prune or fell a council owned tree to improve the view from a private property.</p> <p>Customer Advice:</p> <p>If you wish to refer to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees - www.lancaster.gov.uk/abatetreenuissance</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site.</p>
<p>Tree and leaves</p> <p>A council tree shedding leaves over private property or problem of leaves on public footpath / other public space</p>	<p>Policy: Tree and Leaves</p> <p>We will not prune or fell a council owned/managed tree to remove or reduce leaf fall or remove fallen leaves from private property.</p> <p>Customer Advice:</p> <p>1. The loss of leaves from trees in the autumn is part of the natural cycle and cannot be avoided by pruning.</p> <p>2. For roads, streets or the highway extra teams are working in the autumn to clear fallen leaves.</p> <p>3. In parks and green spaces paths or areas of hard standing are regularly cleared of fallen leaves, but leaves on grass / shrub beds are generally left until the majority of leaves have fallen before they are removed (unless leaving them would damage the grass in which case the accumulated leaves would be removed sooner).</p> <p>4. Leaves are generally sent for composting.</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site</p>

	<p>5. If you would like to report a road, street or highway, park or green space that needs to be cleaned please contact Customer Services.</p> <p>6. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees - www.lancaster.gov.uk/abatetreenuisance</p>	
<p>Tree sap</p> <p>A council tree shedding sap / sticky residue over private property</p> <p>Or a problem of sap on public footpath / other public space</p>	<p>Policy: Tree and Sap</p> <p>We will not prune or fell a council owned/managed tree to remove or reduce honeydew or other sticky residue from trees</p> <p>Customer Advice:</p> <p>1. Honeydew is caused by greenfly (aphids) feeding on the sap from the leaves and excreting their sugary, sticky waste. Often more likely to be colonised by a mould which causes it to go black. Unfortunately there is little that can be done to remove the aphid which causes the problem and pruning the tree may only offer temporary relief and any re-growth is often more likely to be colonised by greenfly thereby potentially increasing the problem. Some trees, such as limes, are more prone to attack by greenfly and in some years greenfly are more common especially following a mild winter. Honeydew is a natural and seasonal problem. Where new trees are planted we try to choose trees that are less likely to have this problem. Where honeydew affects cars, warm soapy water will remove the substance, particularly if you wash the car as soon as possible.</p> <p>2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees – www.lancaster.gov.uk/abatetreenuisance</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site</p>
<p>Tree and blossom</p> <p>A council tree shedding blossom over private property</p> <p>Or a problem of</p>	<p>Policy: Tree and Blossom</p> <p>We will not prune or fell a council owned/managed tree to remove or reduce blossom from trees or remove fallen blossom from private land.</p> <p>Customer Advice:</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of</p>

<p>blossom on public footpath / other public space</p>	<ol style="list-style-type: none"> 1. Tree blossom usually heralds the start of Spring. Blossom is a natural occurrence, which cannot be avoided by pruning. 2. Roads, streets or the highway are swept of excessive blossom as necessary. Similarly paths through parks and green spaces will be swept of blossom as part of normal cleaning cycles. 3. If you would like to report a road, street or highway that needs to be act cleaned; or if you would like to report a parks or green spaces that needs to be cleaned contact Customer Services. 4. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees – www.lancaster.gov.uk/abatetreenuisance 	<p>the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site</p>
<p>Tree and bird droppings</p> <p>Council tree harbouring birds leading to nuisance from bird droppings</p>	<p>Policy: Tree and bird droppings</p> <p>We will not prune or fell a council owned/managed tree to remove or reduce bird droppings from trees, or to remove bird droppings from private land.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. Bird droppings may be a nuisance but the problem is not considered a sufficient reason to prune or remove a tree. Nesting birds are protected under the Wildlife and Countryside Act 1981 (and other related wildlife law). Warm soapy water will usually be sufficient to remove the bird droppings. 2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees – www.lancaster.gov.uk/abatetreenuisance 	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site.</p>
<p>Tree and fruit/berries/nuts</p> <p>A council tree shedding fruit / berries / nuts on private land</p> <p>Or a problem of fruit / berries/ nuts</p>	<p>Policy: Tree and fruit/berries/nuts</p> <p>We will not prune or fell a council owned/managed tree to remove or reduce the nuisance of fruit / berries or nuts, or remove such fallen fruit from private land. However, where fallen fruit is leading to a significant anti-social behaviour problems we will consider measures to reduce the problem including whether a phased removal and replacement with alternative species is reasonable.</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry.</p>

<p>on private land</p>	<p>Customer Advice:</p> <ol style="list-style-type: none"> 1. Fruit trees such as apple, cherry and pear are welcomed in many locations with the added benefit of providing free food. But, there are some locations where fruit trees are less desirable, for example where soft fruit would make the pavement slippery or where anti-social behaviour could encourage fruit being thrown at houses or cars. When considering what tree to plant we do take account of the likelihood of such problems. Equally, where fruit trees are established but there is a significant anti- social behaviour problem we may consider phased removal and replacement. 2. If you would like to report a road, street or highway, a public park or green space that needs to be cleaned or if fallen blossom is causing a problem in a public park or other council land contact Customer Services. 3. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees – For further information www.lancaster.gov.uk/abatetreenuisance 	<p>Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site</p>
<p>Tree and poisonous berries</p> <p>A council tree known to contain poisonous berries or foliage on public land</p> <p>Or a council tree known to contain poisonous berries or foliage overhanging private land</p>	<p>Policy: Tree and poisonous berries</p> <p>We have no general policy to remove trees bearing poisonous fruit / foliage (such as yew trees), however where it is claimed or known that unsupervised young children are likely to be exposed to poisonous berries or foliage, such cases will be investigated and appropriate action considered.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees - www.lancaster.gov.uk/abatetreenuisance 2. If you have concerns where it is claimed or known that unsupervised young children are likely to be exposed to poisonous berries or foliage contact Environmental Services. 	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site</p>
<p>Tree and wild animal – insect pest</p>	<p>Policy: Tree and wild animal – insect pest</p>	<p>Tree enquiry not requiring a site inspection</p>

<p>Council tree harbouring bees or wasps or other nuisance animals</p>	<p>We will not prune or fell a council owned/managed tree to remove or reduce incidence of bees, wasps or wild animal.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. Bees are protected species and advice should be taken before considering their removal. 2. You may be able to dispose of individual wasps using an aerosol insect-repellent spray, but this will not control or eliminate the nest itself. Ideally the whole nest should be destroyed. This can be achieved with great caution but it is far safer to use pest control experts. The council provides a charged service for removing certain pest species. You can contact Health and Housing Services. 	<p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's website.</p>
<p>Tree and TV / satellite reception</p> <p>Council tree interfering with TV/satellite reception</p>	<p>Policy: Tree and TV / satellite reception</p> <p>We will not prune or fell a council owned/managed tree to prevent interference with TV / satellite installation / reception</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. It maybe that your satellite or TV provider will be able to suggest an alternative solution to the problem, for example relocating the aerial/dish or means to boost the signal. 2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees – www.lancaster.gov.uk/abatetreenuisance 	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site</p>
<p>Tree and telephone wire</p> <p>Council tree interfering with telephone wires</p>	<p>Policy: Tree and telephone wire</p> <p>We will not fell a council owned/managed tree to remove or reduce interference with telephone wires. There may be instances where the Council will undertake works to prune trees and reduce interference where pruning will be an effective measure.</p>	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of</p>

	<p>Customer Advice:</p> <ol style="list-style-type: none"> 1. Your telephone service provider may be able to suggest an alternative solution to the problem. 2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees – www.lancaster.gov.uk/abatetreenuisance 	<p>the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site.</p>
<p>Tree considered too big/too tall</p> <p>Council tree considered to be excessive in size</p>	<p>Policy: Tree considered too big / too tall</p> <p>We will not prune or fell a council owned/managed tree because it is considered to be 'too big' or 'too tall'.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. A tree is not dangerous just because it may be considered too big for its surroundings. Other problems would need to be shown such, as those described for "trees - dangerous" for the Council to consider it to be dangerous. 	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site</p>
<p>Tree and personal medical complaint</p> <p>Council owned tree on public land</p> <p>Or council owned tree overhanging private property</p>	<p>Policy: Tree and personal medical complaint</p> <p>We will not prune or fell a council owned/managed tree where a request has been made to do so because of a personal medical condition.</p> <p>Note: some exposure to a claim of Statutory Nuisance but no case law to require tree owners to consider personal health impacts.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees – 	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant</p>

	www.lancaster.gov.uk/abatetreenissance	stated policy on the council's web site
<p>Tree and vandalism</p> <p>Any act of vandalism to a council-owned/maintained tree</p>	<p>Policy: Tree and vandalism</p> <p>We will look into any reports of vandalism to a council owned/managed tree and try to repair any damage where we can.</p> <p>Customer Advice:</p> <p>1. We will generally plant larger trees that are more difficult to vandalise. In addition, we protect the tree with metal guarding which is removed once the tree has become established usually three years after planting. We actively promote tree planting and encourage local residents including young people to take part and care for the trees in their neighbourhood. These combined measures have reduced problems of vandalism to generally low levels albeit with a few persistent and rather sad sites. We encourage local communities to report incidence of vandalism and we have taken legal action where witness have been prepared to come forward.</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p>
<p>Tree and crime / anti-social behaviour</p> <p>Council tree implicated in providing cover / conditions to encourage criminal activity / anti-social behaviour</p>	<p>Policy: Tree and crime/anti-social behaviour</p> <p>Where a council owned/managed tree is associated with criminal activity and / or anti-social behaviour, measures to reduce the problem will be considered on a site by site basis.</p> <p>Customer Advice:</p> <p>1. Where a tree is associated with criminal activity and/or anti-social behaviour, steps to reduce the problem will typically require the coordination of a number of agencies including the police. Just pruning or felling a tree is not always the answer to the problem. Some research shows that areas with lots of trees actually help to make places safer. But, neglected spaces with overgrown trees and untidy areas can encourage criminal activity and/or anti-social behaviour. The Council's tree and grounds maintenance programme tries to improve these areas by</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered</p>

	<p>making the local environment cleaner, greener and safer.</p> <p>2. You are not allowed to remove wood (or other parts of a tree) from parks or green spaces without consent. Generally, we either remove cut timber from site to be used in one of the council's wood fuelled boilers or it is left in place as a wildlife habitat. Un-authorized persons are not allowed to use a chainsaw of any type in parks or green spaces. If you see someone who may be removing wood without consent (person not associated with a relevant sign written vehicle and / or without clothing that clearly identifies who they are) or they are using a chainsaw contact Development Advice Team.</p>	<p>appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described.</p>
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5.0 Specific Advice, Policies and Standards – Highways and Footpaths

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Tree and carriageway obstruction</p> <p>a. Council tree causing an obstruction to a roadway (height/width restriction) due to the growth of branches</p> <p>b. Private tree causing an obstruction to a roadway (height/width restriction) due to the growth of branches</p>	<p>Policy: Tree and carriageway obstruction</p> <p>We will undertake work to a tree in council ownership/management to maintain a minimum 5.5 metres height clearance over the carriageway (associated with a street, road or highway).</p> <p>Customer Advice:</p> <p>1. If a privately owned tree is causing an obstruction to a road, powers exist under the Highways Act to make the owner of the tree remove the obstruction. If they do not, the council will do this work and recharge the owner.</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described.</p>
<p>Tree and road – sight lines obstruction</p> <p>A council tree causing an obstruction to a sight line/junction in the highway</p> <p>Or private tree</p>	<p>Policy: Tree and road - sight lines obstruction</p> <p>We will undertake work to a tree in council ownership/management to maintain clear site lines at junctions and access points (associated with a street, road or highway).</p> <p>Customer Advice:</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is</p>

<p>causing an obstruction to a sight line/junction in the highway</p>	<ol style="list-style-type: none"> 1. Standards for visibility vary according to the class and speed limit in force. 2. If a privately owned tree is causing an obstruction to the visibility at a road junction (site line), powers exist under the Highways Act to make the owner of the tree remove the obstruction. If they do not, the council will do the work and recharge the owner. 3. The shoots that grow from the base of some trees in council ownership such as lime trees are removed as part of our tree maintenance programme. This is usually done once a year for trees growing in the street, but in some streets this may need to be done twice a year. There is no active programme to remove basal shoots from trees in parks and green spaces, unless these interfere with footpaths or the visibility at road junctions (site lines). Otherwise, the removal of basal shoots for aesthetic reasons is done as and when funds allow or when it is necessary to inspect the base of a tree. 	<p>required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described.</p>
<p>Tree and traffic signal obstruction</p> <p>A council tree causing an obstruction to traffic signal</p> <p>Or private tree causing an obstruction to traffic signal junction in the highway</p>	<p>Policy: Tree and traffic signal obstruction</p> <p>We will undertake work to a tree in council ownership/management to maintain clear site lines for traffic signals and street signs (associated with a street, road or highway).</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. A tree should not obstruct the vision of an approaching driver. 2. If a privately owned tree is causing an obstruction to a traffic signal or street sign, powers exist under the Highways Act to make the owner remove the obstruction. If they do not, the council will do the work and recharge the owner. 	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to</p>

		the level of risk described.
<p>Tree and street light – obstruction</p> <p>A council tree causing an obstruction to traffic signal</p> <p>Or private tree causing an obstruction to traffic signal junction in the highway</p>	<p>Policy: Tree and street light – obstruction</p> <p>We will undertake work to a tree in council ownership/management to ensure that the street light is not unduly blocked by the presence of the tree.</p> <p>Customer Advice:</p> <p>1. If a privately owned tree is causing an obstruction to street light, powers exist under the Highways Act to make them remove the obstruction. If they do not, the council will do the work and recharge the owner.</p> <p>2. When the council puts in new street lighting or wishes to move a lighting column, consideration is made of the impact on existing trees. Similarly, when new trees are being planted, these are placed so they do not cause problems to existing street lights.</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described</p>
<p>Tree and pavement – obstruction</p> <p>A council tree causing an obstruction to a public footpath associated with a street, road, or highway (height/width restriction) due to the growth of branches</p>	<p>Policy: Tree and pavement obstruction</p> <p>We will undertake work to council owned/managed trees to maintain a minimum 2.5 metres height clearance over a footpath associated with a street, road or highway (3 metres where there are cycling rights). Any works necessary to prevent an obstruction in the width of a footpath associated with the highway due to the presence of a council owned tree will be considered on a case-by-case basis.</p> <p>Customer Advice:</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-</p>

<p>Or private tree causing an obstruction to a public footpath associated with a street, road, or highway (height/width restriction) due to the growth of branches</p>	<p>1. If a privately owned tree is causing an obstruction to a footpath associated with the highway, powers exist under the Highways Act to make the owner of the tree remove the obstruction. If they do not, the council will do this work and re-charge the owner.</p>	<p>weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described</p>
<p>Tree and trip hazard</p> <p>A council tree causing a trip hazard to a public footpath due to the action of roots</p> <p>Or private tree causing a trip hazard to a public footpath due to the action of roots</p>	<p>Policy: Tree and trip hazard</p> <p>We will undertake measures to make safe an unacceptable trip hazard in street, road or highway caused by the growth of a council owned tree.</p> <p>Customer Advice:</p> <p>1. Pavements (associated with a street, road or highway) are inspected a minimum of once a year and trip hazards repaired once they are dangerous.</p> <p>2. If a privately owned tree is causing damage to the pavement leading to a trip-hazard, powers exist under the Highways Act to make the owner remove the obstruction. If they do not, the council will do the work and recharge the owner.</p> <p>3. There are a number of ways the council can repair a pavement damaged by tree roots. Simply, the pavement surface can be 'built-up', or isolated roots can be pruned (if these do not affect the stability of the tree) and the pavement surface repaired. For higher value trees it may be appropriate to consider the installation of a root barrier which, although more expensive, does prevent the problem re-occurring. Removal of the tree is usually the last resort (accepting that in some circumstances where the tree is low value or easily replaced removal may be the most appropriate solution).</p>	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described.</p>
<p>Tree and installation of a drop kerb</p>	<p>Policy: Tree and installation of a drop kerb</p>	<p>Tree enquiry not requiring a site inspection</p>

<p>A council tree affecting the proposed installation of a dropped kerb</p>	<p>The Council is not required to allow the felling or pruning of the roots of a council owned/managed tree to allow the installation of a drop kerb.</p> <p>Customer Advice:</p> <p>1. If you want to provide off road parking at your property that requires the installation of a drop kerb off the highway you will need to make a request to Lancashire Highways who will provide an estimate and carry out the work at your expense. If the installation of a drop kerb is likely to adversely affect a council owned/managed tree, this will be considered before your request is granted or refused. Contact: Lancashire County Council – Highway Department.</p>	<p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. An Application for an Excavation Licence will be responded to within corporate time scales.</p>
<p>Tree (private) – danger to highway</p> <p>Tree in private ownership causing a danger to a highway</p>	<p>Policy: Tree (Private) – Danger to highway</p> <p>If a tree in private ownership is shown to be a danger to the highway it will be identified for work to make it reasonably safe. The land owner will be contacted and instructed to make the tree safe under the Highways Act 1980. If it is necessary that the council undertakes this work then the owner will be charged in full for the council's costs.</p>	<p>Response rate depends on the degree of risk described.</p>

6.0 Specific Advice, Policies and Standards – Dangerous Trees

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Tree dangerous requiring immediate action</p> <p>Council tree that is dead, dying or dangerous</p>	<p>Policy: Tree dangerous requiring immediate action</p> <p>If a council owned tree is in such a condition that it poses a very high risk to people or property and is considered to be an emergency situation, instruction will be given to our tree contractor to make the tree safe within 1 hour.</p> <p>Customer Advice:</p> <p>1. If a tree poses an immediate and present danger it will be made safe within 1 hour (Very High risk - emergency situation). If the level of risk is lower the tree will be made safe within 6 months (High risk) or 18 months (Medium risk).</p> <p>2. Signs to look for which may mean that a tree is in such condition to warrant immediate action include:</p> <p><i>a) tree is snapped or blown over</i> <i>b) tree is rocking - roots are damaged</i> <i>c) tree uprooted but held up by another tree or building</i> <i>d) a large branch has broken off or is hanging off the tree</i> <i>e) tree or branch is blocking the road or footpath</i> <i>f) tree or branch is blocking access to property</i> <i>g) tree has fallen on to house or car</i></p> <p>3. Signs to look out for which may mean that a tree is a risk to people or property but the risk does not require an emergency response:</p> <p><i>a) tree is dead</i> <i>b) the tree is dying - few leaves in summer or dieback in the crown</i> <i>c) bark is loose and falling off</i> <i>d) mushrooms or fungi growing on or near the tree</i> <i>e) old splits and cracks in the trunk or large branches</i> <i>f) smaller branches or twigs falling from the tree</i></p> <p>4. Trees can be made safe via pruning or felling. Typically we would employ the most cost effective approach. But, for certain High Value trees we would consider other options to</p>	<p>Emergency tree-related issue</p> <p>The Council will attend site within 1 hour to make the situation safe. An emergency is defined as a tree that is in immediate danger of collapse or a tree that is causing an obstruction requiring urgent attention.</p>

	<p>reduce risk to an acceptable level including options to reduce the likelihood of the tree failing or the likelihood of persons being close to the tree if it did fail.</p>	
<p>Tree dangerous requiring action but not imminent danger</p> <p>Council tree may be dangerous but concern that tree may be dangerous (part or whole tree)</p>	<p>Policy: Tree dangerous requiring action but not imminent danger</p> <p>If a tree is identified as dangerous, but the risk to the public is not immediate then the tree will be made safe depending on the degree of risk identified at the time of inspection. Our standards are 'within 6 months if High Risk, or within 18 months if 'Medium Risk'.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. If the tree is so dangerous to the public or property to pose an emergency it will be made safe within 1 hour, otherwise works to the tree will be prioritised according to the level of risk identified. 2. Signs to look out for which may mean that a tree is a risk to people or property but the risk does not require an emergency response: <ul style="list-style-type: none"> <i>a) the tree is dead</i> <i>b) the tree is dying - few leaves in summer or dieback in the crown</i> <i>c) bark is loose and falling off</i> <i>d) mushrooms or fungi growing on or near the tree</i> <i>e) old splits and cracks in the trunk or large branches</i> <i>f) smaller branches or twigs falling from the tree</i> 3. Signs to look for which may mean that a tree is in such condition to warrant immediate action include: <ul style="list-style-type: none"> <i>a) tree is snapped or blown over</i> <i>b) tree is rocking - roots are damaged</i> <i>c) tree uprooted but held up by another tree or building</i> <i>d) a large branch has broken off or is hanging off the tree</i> <i>e) tree or branch is blocking the road or pavement</i> <i>f) tree or branch is blocking access to property</i> <i>g) tree has fallen on to house or car</i> 4. Trees can be made safe via pruning or felling. Typically we would employ the most cost effective approach. But, for certain High Value trees we would consider other options to reduce risk to an acceptable level including options to reduce the likelihood of the tree failing or the likelihood of 	<p>Tree enquiry requiring a site inspection</p> <p>The customer will be informed within 12 days of receipt that a site inspection is required and that such a site inspection will be undertaken within 12-weeks or receipt and the customer notified of what action is considered appropriate.</p> <p>NOTE: we will endeavour to respond more quickly according to the level of risk described.</p>

	persons being close to the tree if it did fail.	
Tree (private) – danger to land other than highway	<p>Policy: Tree (private) – danger to land other than highway</p> <p>The danger posed by trees between private parties is principally a matter for such parties to resolve. The Local Authority has powers to require a private individual to make safe a tree via Local Government Miscellaneous Provisions Act 1976. It is expected that private parties will take care of their own responsibilities and hence the council should not be considered as the first point of contact in attempting to resolve concerns about the danger posed by trees in private ownership. However, the council will intervene according to the powers given in the Act if an owner of such trees fails to act in a reasonable timescale.</p>	Response rate depends on the degree of risk described.

7.0 Specific Advice, Policies and Standards – Legislation and Development

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Council tree and adjacent building site</p> <p>A council owned tree established outside the identified private development site</p> <p>Or a council owned tree overhanging the privately owned development site</p>	<p>Policy: Council tree and adjacent building site</p> <p>The Council is not required to prune or fell a council owned/managed tree to allow your building works to proceed, whether planning consent was necessary or via permitted development.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees –www.lancaster.gov.uk/planning/tree-protection/tree-policy 2. Before exercising your Common Law right you should check if there are any legal constraints affecting council owned trees. Contact Development Advice Team. 	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site.</p>
<p>Tree and development</p> <p>A council owned tree adjacent to or overhanging the boundary of a private development site</p> <p>Or a privately owned tree established within or overhanging the boundary of a development site</p> <p>Or a third party tree adjacent to or</p>	<p>Policy: Tree and development</p> <p>Trees are a material consideration in relation to a development proposal and must be assessed in accordance to BS 5837 (20) Trees in relation to construction.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. If there are trees established within a site proposed for development they are required to be considered within an Arboriculture Implications Assessment inline with BS 5837. 2. Trees established outside the proposed development site and within 10m of the boundary may also be required to be considered within an Arboriculture Implications Assessment in line with BS 5837 (2012) - recommendations. 	<p>Tree enquiry not requiring a site inspection</p> <p>The customer will be informed of council policy within 12 days of receipt of the enquiry. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web</p>

<p>overhanging the boundary of a development site</p>	<p>3. An Arboriculture Implications Assessment must be undertaken by an individual qualified and experienced in arboriculture and development.</p> <p>4. Where trees are agreed to be removed in order to accommodate an approved development the applicant will be required to submit for approval a new landscape scheme that will provide a minimal replacement ratio of 3:1 (3x new trees for each mature tree removed). All new landscape schemes must also include an appropriate maintenance programme to include: weed control, watering regime, checking, adjustment and removal of support systems, mulching and replacement of any trees/plants that fail to establish during the initial 5 or 10-year period post planting.</p> <p>5. All new tree planting schemes must refer to the Council's 'Policy: Tree Planting – guiding principles' for guidance on selection of appropriate species, genus and family.</p>	<p>site.</p>
<p>Trees and determination of commuted sums in relation to the council assuming the responsibility of the management of new tree planting scheme in relation to development</p> <p>New trees planted as part of a landscape scheme undertaken and completed in relation to an approved development for which the council assume responsibility</p>	<p>Policy: Determination of commuted sums in relation to development</p> <p>The council will determine commuted sums for the care and management of trees for which it assumes responsibility.</p> <p>Customer Advice:</p> <p>1. A commuted sum is generally calculated for a 10 year period:</p> <p style="padding-left: 40px;"><i>Mature trees – cost to prune one third of the trees during 10 year period;</i></p> <p style="padding-left: 40px;"><i>Standard trees (new) – costs to replace 10% of ties/supports, undertake 1x watering, replacement of 5% of trees likely to fail/disease/vandalism.</i></p> <p>2. Commuted sums may be provided by developers under</p>	<p>Clarification of council policy about trees/ general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer</p>

	<p>the terms of planning obligations, which are a form of legal agreement made under section 106 of key planning legislation. For this reason they are often referred to as s106 sums or s106 agreements.</p> <p>3. Our aim is for as many new trees as possible to be planted within the development site. Where the required number of trees cannot be provided within the development site we want them to be provided within the local area. Developers should pay us a ‘commuted sum’ so that we, or partners such as Parish Councils, can plant them.</p>	<p>requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>
<p>Tree and tree protection- Tree Preservation Order Conservation Area, Felling licence</p> <p>Council owned trees or trees established on private land</p>	<p>Policy: Tree and tree preservation – Tree Preservation Order, Conservation Area, Felling License</p> <p>Customer Advice:</p> <p>1. The Council’s web site provides information about Felling Licence, Tree Preservation Orders and the protection of trees in a Conservation Area including details about how to find out if a tree is protected and how to apply for consent: http://www.lancaster.gov.uk/planning/tree-protection/tree-preservation-orders www.forestry.gov/forestry/inf-d-6dfk86 for further information on felling license.</p> <p>2. The Council is currently reviewing all its existing Tree Preservation Orders. It is anticipated that members of the public will be able to access electronic data identifying the location of tree preservation orders across the district via the council’s own website by the end of 2011.</p> <p>3. The Council is as of 2010 reviewing all 37 of its existing conservation areas and their associated boundaries as part of a district wide Conservation Area Appraisal. The appraisal process began in 2008 and is anticipated to take 5 years to complete, which will be followed by an ongoing 5 yearly review thereafter.</p>	<p>Different Scale of Response Times</p> <p>Within 5 days if an exemption is submitted because the trees are dead, dying or dangerous</p> <p>Within 6 weeks for notices to do works within a Conservation Area</p> <p>Within 8 weeks for applications to do works to trees subject to a Tree Preservation Order.</p>
<p>Tree (private) – nuisance to third parties</p> <p>Trees established on privately owned</p>	<p>Policy: Tree (private) – Nuisance to third parties</p> <p>The council has no authority to intervene in a dispute between neighbours. However, if the problem is due to a</p>	<p>Response rate depends on the degree of risk described.</p>

<p>land and affecting a private third party neighbour</p>	<p>'high hedge' information can be found on the Planning web page for guidance.</p> <p>Customer Advice:</p> <p>1. You may benefit from approaching a mediation service if you cannot amicably resolve a dispute between yourself and your neighbour. To find your nearest community mediation service search www.mediationuk.org.uk</p> <p>2. If you wish to exercise your Common Law Right to remove (abate) the nuisance associated with encroaching trees – www.lancaster.gov.uk/planning/tree-protection/high-hedge</p>	
<p>High Hedge</p> <p>A council owned evergreen hedge affecting a third party neighbour</p> <p>Or a privately owned evergreen hedge affecting a third party neighbour</p>	<p>Policy: High Hedge</p> <p>The Council has powers under the Anti-social Behaviour Act 2003 to consider unresolved complaints relating to third party, evergreen high hedges.</p> <p>Customer Advice:</p> <p>1. This is a chargeable service.</p> <p>2. For further information refer to guidance at; http://www.lancaster.gov.uk/planning/tree-protection/tree-policy</p> <p>3. Government leaflet 'Complaining to the Council - High Hedges' can be requested contact: Development Advice Team.</p>	<p>Refer to Government guidance about nuisance high hedges.</p>

8.0 Specific Advice, Policies and Standards – Maintenance of Council Trees

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Tree maintenance regimes</p> <p>A council owned tree on public land</p> <p>Or a council owned tree overhanging a private property</p>	<p>Policy: Tree Maintenance Regimes</p> <p>The council intends to manage its trees so that they make a positive contribution to their locality and are reasonably safe and do not cause excessive nuisance. Equally we wish to see more people benefit from the presence of trees by ensuring a more equal distribution of tree cover across the city and wider district.</p> <p>Customer Guidance:</p> <p>1. The council is progressively bringing all its trees into an active programme of management. The way that trees are managed very much reflects where they are and ultimately the amount of space they have to grow:</p> <p>2. Street trees across the district include a number of large 'forest' type trees such as lime and sycamore, in some instances these trees are growing in areas with restricted space. Given this, many street trees need to be regularly pruned to stop them getting too big and causing nuisance to residents and the general population. Some street trees are managed as pollarded trees and re-pollarded on a three to five year cycle when re-growth is taken back to a pre-formed framework at a fixed height. This work is expensive and can appear visually quite harsh, but necessary to keep trees at a maximum size. Basal growth is removed from some types of tree annually. Many of our street trees are mature with few new street trees planted in recent years. We are losing around 35-40 street trees annually largely because of poor condition, old age, but also due to highway improvement schemes. Typically only 6 new street trees are replaced each year, equivalent to 15-17% of those street trees removed. Currently, tree planting is planned according to available resources that do fluctuate on an annual basis.</p> <p>Benchmark project: Redrose Forest 'Green Street' project:</p>	<p>Clarification of council policy about trees/ general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>

	<p>http://www.redroseforest.co.uk/web/content/view/43/143/</p> <p>3. Trees in Parks and Green Spaces are managed to reflect the circumstances of any one site and the type, age and condition of the trees. Trees in parks generally have more room to grow compared to the street and hence typically they can grow to their full height and spread. Ongoing maintenance includes the removal of dead wood, formative pruning (to remove problems in tree form when the tree is young so avoiding expensive problems later), removing low branches from pathways and the removal of trees when they come to the end of their safe and useful life. Available resources will be used to plant new trees where a need is identified; trees will be selected and sited to compliment and enhance the park or green space.</p> <p>4. Trees in Public Open Space are managed according to their location which includes both streets (grass verges) and parks. The management programme is based on a cyclical programme of around 5-yearly maintenance.</p> <p>5. Other council trees are managed via more informal arrangements largely outside an active programme.</p> <p>6. Trees on Council Housing land are managed by the Housing department. Tenants can report concerns with regard to trees directly to a Housing Officer or Housing Customer Service. Work is undertaken according to the level of risk identified, and the availability of funds.</p>	
<p>Tree safety inspections</p> <p>A council owned tree established on public land</p> <p>Or a council owned tree overhanging a private property</p>	<p>Policy: Tree safety inspections</p> <p>Trees in council ownership are inspected for safety on a cycle between one and five years according to the level of public use in the area immediately surrounding the tree.</p> <p>Customer Advice:</p> <p>1. Trees are periodically inspected by one of the council's technical officers (Environmental Services) to check on their condition and to identify whether any works are necessary to make them reasonably safe which may include pruning or if whole tree removal depending on the problem and the relative value of the tree. The cycle of re-inspection is determined by the location of the tree. For very high use areas such trees are inspected annually, whereas in little</p>	<p>Clarification of council policy about trees/ general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web</p>

	used areas trees are inspected every 5 years.	site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.
<p>Publicising tree felling / pruning</p> <p>Works to a council owned tree</p>	<p>Policy: Publicising tree felling/pruning</p> <p>Where works are minor such as pruning (include repeat cyclical pruning of street trees) or the removal of trees that are less than 15 cm diameter (6 inches) measured 1.3 metres from the ground this will be done without recourse to publicity.</p> <p>Where works are more impacting including the felling of larger trees or works to a veteran trees we will erect a site notice on or very close to the affected tree – where several trees are affected in the same site it may be more appropriate to erect a site notice including a map / schedule. In addition (if appropriate), we will tell 10 houses opposite and either side by letter and copy in the relevant residents association / community groups as they are known to us. In addition we will inform the ward councillors and local Tree Warden.</p> <p>When a tree scheme (felling, pruning or planting) is judged to be more impacting on the local area we will consider more publicity as appropriate.</p> <p>Customer Advice:</p> <p>1. It is the council's intention to publish its annual street tree maintenance programme via the council's web page.</p>	<p>Clarification of council policy about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>
<p>Information request – Will a</p>	<p>Policy: Will a newly planted tree be maintained?</p>	<p>Clarification of council policy</p>

<p>newly planted tree be maintained (watered)?</p>	<p>All newly planted council owned trees are subject to a three-year maintenance programme to ensure that they become established. This includes watering which is done anytime between early April and late summer according to climate conditions in any one year. In dry summers trees may need to be watered ten or more times. Trees planted as part of a woodland establishment programme are not usually watered because being small (typically 60-90 cm tall) they are more drought resistant.</p> <p>Customer Advice:</p> <p>1. We try to keep every newly planted tree watered (for the first three years after planting), but some trees may be missed or some trees, because of local conditions, need more water than others. If you see a tree suffering clear signs of drought, for example the leaves look wilted, then contact us and provide details of the location of the tree. Residents can help water newly planted trees by pouring a bucket of water around a newly planted tree's roots, 'grey' water from the washing up or the bath will be fine.</p>	<p>about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>
<p>Information request – Why is/was a tree felled?</p>	<p>Policy: Why is/was a tree felled?</p> <p>A response to the reasons why any one tree was felled will be given within 12 working days of receipt.</p> <p>Customer Advice:</p> <p>1. Tree removal is regrettable but under a number of circumstances necessary. The decision to remove a tree is not taken lightly and, apart from when a dangerous tree needs urgent attention, we will inform local residents when we believe that tree felling is necessary (except trees less than 15 cm diameter - see Policy on Tree Removals).</p>	<p>Clarification of council policy about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant</p>

	<p>2. Most trees that need to be felled have become unsafe and there is no cost effective solution to otherwise retain the tree. Other reasons why trees need to be removed include where a tree is completely out of scale with its surroundings, where its removal would benefit the surrounding trees, where planning approval has been granted.</p>	<p>stated policy on the council's web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>
<p>Information request – Why is/was a tree pruned?</p>	<p>Policy: Why is/was a tree pruned?</p> <p>A response to reasons why a tree was pruned will be given within 12 working days of receipt.</p> <p>Customer Advice:</p> <p>1. Trees are pruned for a variety of reasons including the removal of damaged or poorly formed branches, to reduce the likelihood of failure by taking 'weight' out of the tree, to reduce a nuisance, re-balance or re-shape a canopy, issues of encroachment. Many street trees are maintained on a cyclical programme every three to four years as we attempt to restrict the growth of large type trees such as lime by regular re-pollarding.</p> <p>2. It is the council's intention to publish its annual street tree maintenance programme via the council's web page.</p>	<p>Clarification of council policy about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>

<p>Information request – Why are tree stumps left in the pavement?</p>	<p>Policy: Why are tree stumps left in the pavement?</p> <p>When a tree growing in the pavement is felled it is not always possible to replant at the same time. Under these circumstances a short tree stump is left as a temporary measure to mark the position of the planting site. Tree stumps are then removed later as part of one operation to be coordinated with tree planting.</p> <p>Customer Advice:</p> <p>1. Stumps are typically around a metre or so tall, the tops are chamfered to remove any rough edges and only stumps greater than 20 cm diameter are retained otherwise the tree is felled to ground level. Currently, the council has a backlog of stumps that need to be removed and the site replanted. This is being done on a prioritised basis as funds allow. The intention is that every stump will be replaced unless local factors mean that it is not possible to replant in the same place.</p>	<p>Clarification of council policy about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>
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9.0 Specific Advice, Policies and Standards – Tree Planting

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Tree planting programme</p> <p>New tree planting on council owned land</p>	<p>Policy: Tree planting programme</p> <p>The council is committed to maintaining and increasing the tree cover across the district, budget restrictions may mean that we cannot commit to replacing every council tree that is felled. Currently we plan our annual tree planting in accordance to available budget resources. Implementation of the council’s ‘Tree Sponsorship Scheme’ will contribute to improvements in overall tree cover and greening across the district. New trees planted are where appropriate standard sized trees some 2-4 metre tall which make an immediate impact and are more resilient to vandalism.</p> <p>Customer Advice:</p> <ol style="list-style-type: none"> 1. We invite residents and business to help us plant more trees across the city via our Tree Sponsorship Scheme. See: www.lancaster.gov.uk/planning/tree-protection/tree-sponsorship-scheme or ‘Tree Sponsorship’ leaflet. 2. When the decision is taken to remove a council owned tree, Technical Officer will determine whether it is appropriate to replant a tree in the same place (for example a street tree) or very close by (for example in a park or green space). The decision to replace the tree will then be recorded on the council's tree record system. 3. If it is not possible to replant a street tree either because of an immediate lack of resources or because circumstances have changed then we will make a commitment to replace this tree later or find a similar location to plant a new street tree, preferably close to the site of the felled tree and ideally part of a street tree restoration programme or entirely new street tree planting programme. 4. Many parks and green spaces have been planted with trees over succeeding generations but without the benefit of 	<p>Clarification of council policy about trees/ general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>

	<p>a clear design. Sometimes this works well, but in some sites the trees actually detract from the overall enjoyment of the site because there are too many trees, they are the wrong species or in the wrong place. Given this, we do not believe that it is always appropriate to simply replace a tree in the same place. Our preferred approach is to prepare a tree planting plan for the site reflecting its character, scale, use and local interests.</p> <p>5. Where a tree is felled in a park or green space and it is clear that the original tree should be replaced then we would endeavour to do this during the first tree planting season (November - March) following the removal of the tree. If resources are insufficient to allow us to do this during the first season, then we will make a commitment to replace the tree as resources allow.</p> <p>6. Where trees are planted in hard landscaped areas there will be a minimum distance of 0.5m (measured from the main trunk) of soft ground maintained around the tree; wood chip or bark mulch may be used and will not exceed a maximum depth of 10cm; or a purpose designed tree grid installed; or a specialist flexible /technical ground material incorporated into the design where new trees are planted - these products will be installed in compliance to the manufacturers guidelines and current best practice in order to ensure maximum performance.</p>	
<p>Tree planting guiding principles</p> <p>New tree planting on council owned land</p>	<p>Policy: Tree planting – guiding principles</p> <p>The council follows the 'Right Place - Right Tree' policy as advocated by the Greater London Authority, see http://www.right-trees.org.uk/members/Search.aspx</p> <p>The principle of this approach is that by considering the constraints and opportunities of the proposed planting site and the desired features (or not) of the proposed trees a list of best-matched tree species is generated.</p> <p>Customer Advice:</p> <p>1. It is generally recognised that large trees in a city/town/village bring considerably more benefits than smaller trees. But finding room for large trees is a problem in many locations especially streets. The 'Right Place, Right Tree' approach will tend to 'filter out' trees that would</p>	<p>Clarification of council policy about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer</p>

<p>otherwise grow too big for a certain location. The alternative would be to plant large type trees but commit to regular pruning to restrict their size (high cost).</p> <p>2. Having too many of the same type of tree in a city/town/village is a concern because of the increased risk of a devastating loss of one or more species of tree to disease or other environmental factors. The relatively recent devastation of elms being a case in point. A high proportion of our street trees are maple and lime. As climate change becomes a reality we will become increasingly threatened by tree diseases that have yet to establish in the UK. We can increase the resilience of our trees by keeping them as healthy and hence as robust as possible. In addition, we can increase the variety of new trees planted and to this end the council has adopted a 'rule of thumb' guide to plant no more than 10% of same tree species, no more than 20% from the same genus and no more than 30% from the same family. Clearly other factors should be taken into account such as site character and design considerations and planting schemes favouring native trees will generally include a higher proportion of one type of tree.</p> <p>3. Planting native trees is generally preferred especially if the intent is primarily to attract wildlife. But, non-native trees such as cedar, London plane, and horse chestnut can make a major contribution. In some locations, especially streets, exotics species generally outperform native trees.</p> <p>4. Where native trees are selected we will endeavour to purchase trees that are of local provenance - this being especially important if replanting trees in ancient woodland.</p> <p>5. As climate change increasingly becomes a reality, planting and caring for trees across the district will become even more important. But, we will also need to consider which types of trees will themselves be able to cope with a changed climate which is projected to be a trend towards hotter, drier summers and warmer, wetter and windier winters. There is still uncertainty about the degree and timing of such climate changes and as such more research is needed to determine which trees should be planted and when. The council will select more drought resistant trees in some locations. Large canopy, large leafed species have the potential to provide the greatest level of shade and cooling effect in and around our communities and make a significant contribution to our adaptation to the predicted climate changes. The potential and opportunities for planting such trees will be carefully assessed and undertaken where appropriate.</p>	<p>requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>
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10.0 Specific Advice, Policies and Standards – Amenity Value of Trees

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Information request – How does the council value its trees?</p>	<p>Policy: How does the council value its trees?</p> <p>The council is reviewing the most appropriate tree-valuation system to adopt. The council is considering the adoption of CAVAT (Capital Asset Valuation of Amenity Trees) on a trial basis when responding to alleged tree-related subsidence claims as part of the Joint Mitigation Protocol. For more information about CAVAT or the Joint Mitigation Protocol, please refer to the London Tree Officer's Association web site:</p> <p>http://www.ltoa.org.uk/cavat.htm or http://www.ltoa.org.uk/jmp.htm</p> <p>Customer Advice:</p> <p>1. A review of tree valuation systems is currently (2010) being undertaken by the Forestry Commission the results of which will help inform the most appropriate system (or combination of systems) appropriate for the council to adopt.</p>	<p>Clarification of council policy about trees/ general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>

11.0 Specific Advice, Policies and Standards – Historic Sites

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Trees and historic sites</p> <p>Council owned trees established in and around council owned historic sites</p>	<p>Policy: Trees and Historic Sites</p> <p>The council will develop an individual site management plan where a site is deemed to have significant historic importance. The management plan will be developed in relation to trees their potential impact on the site and the contribution that the trees make to the site and its use. Proposals for individual site management plans will be developed through consultation with relevant council officers, services, and external bodies before consideration by Committee.</p>	<p>Clarification of council policy about trees/ general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>

12.0 Specific Advice, Policies and Standards – Private Funding – Tree Works/Planting

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Trees and private funding for tree removal works</p> <p>Private request received for the removal or pruning of council owned trees established on council land where the private individual or organisation offers to make a financial contribution either wholly or in part towards the undertaking of the work</p>	<p>Policy: Trees and private funding for tree removal works</p> <p>The council will not accept funding from private sources for tree works where there is no clear public benefit.</p> <p>Customer Advice:</p> <p>1. New tree planting projects can be supported through private donations, refer to council’s Policy: Tree Planting Programme.</p>	<p>Clarification of council policy about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council’s web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>

13.0 Specific Advice, Policies and Standards – Solar Panels and Trees

Category of Tree-Related Enquiry	Policy/Standard	Response Timescale
<p>Tree and solar panels</p> <p>Council tree restricting light to a solar panel</p>	<p>Policy: Tree and solar panel</p> <p>We will not prune or fell a council owned/managed tree to improve natural light to a solar panel.</p> <p>Customer Advice:</p> <p>1. Whilst the Council appreciates that there is a need to provide renewable energy resources. Trees have an important role in maintaining and improving local amenity, in addition to contributing to local and national targets in tackling climate change. The presence of trees must be fully appreciated when considering a suitable location for the placement of solar panels.</p> <p>2. If you wish to exercise your Common Law right to remove (abate) the nuisance associated with encroaching trees - www.lancaster.gov.uk/planning/trees-protection/tree-policy</p>	<p>Clarification of council policy about trees / general enquiries</p> <p>The enquiry will be answered within 12 working days of receipt. Customers can receive an immediate response by searching for the relevant stated policy on the council's web site. If the enquirer requires further research we will inform the customer within 12 working days and indicate a timescale for any response as appropriate.</p>