

North Norfolk District Council

Tree Management Policy – Draft Version 4

Including Appendix A: Equality Impact Assessment

Document Information	Details
Document Name	Tree Management Policy
Lead Officer	Leisure and Locality Services Manager
Sponsor	Assistant Director – Environmental & Leisure Services
Relevant Services	Countryside; Property Services; Conservation; Health & Safety; Contractors
Approval	Cabinet / Senior Management Team
Equality Impact Assessment	Required – Appendix A
Review Interval	5 years, with annual compliance review
Next Review Date	TBC
Status	Draft v4.0 – updated following officer review and meeting discussion to strengthen inspection wording, land responsibility, British Standard reference, woodland zoning, public tree-work position, ancient and veteran tree management, emergency awareness wording and review considerations

Version	Date	Summary of Changes
v0.1	March 2026	Draft created using internal evidence, inspection arrangements and external sector guidance.
v3.0	July 2026	Expanded to include risk appetite, inspection competence, response times, incidents and near misses, ownership checks, record retention, contractor controls, annual compliance review, KPIs and strengthened equality/biodiversity provisions.
v4.0	August 2026	Updated following officer review and meeting discussion. Changes include strengthened wording on inspection frequencies and site zoning, clarification of Countryside and Property Services roles, reference to BS3998, public-facing tree-work decision principles, woodland management, ancient and veteran trees, emergency response from awareness, contractor records, system wording and annual review considerations.

1. Foreword

North Norfolk District Council (NNDC) manages a wide variety of trees across parks, open spaces, coastal sites, heritage landscapes, car parks, play areas, corporate properties and other public assets. Trees provide significant ecological, landscape, amenity and climate benefits for the district. This policy sets out NNDC's

approach to tree safety, inspection, conservation, risk management, statutory compliance and auditable decision-making.

2. Executive Summary

This policy provides a consistent, auditable and risk-based framework for the management of trees owned, managed or maintained by NNDC. It formalises inspection cycles, roles and responsibilities, decision-making, recording processes, emergency response and contractor management.

- Proportionate and common-sense tree risk management.
- Recognition that tree risk cannot be eliminated entirely, but must be managed to a tolerable level.
- Clear inspection categories, competence expectations and record requirements.
- Risk-based response times for emergency, high, medium and low priority cases.
- Consistent recording of inspections, photographs, decisions, works orders, completion and review.
- Protection of biodiversity, veteran trees, heritage value and public access wherever reasonably practicable.
- Annual compliance monitoring supported by measurable indicators.

3. Scope

This policy applies to:

- All trees located on NNDC-owned, NNDC-managed or NNDC-maintained land, including countryside parks, public open space, coastal assets, car parks, play areas, corporate buildings and public conveniences.
- Council-managed heritage or conservation areas where trees may be subject to additional controls under planning legislation.
- Trees inspected, maintained or worked on by contractors acting on NNDC's behalf.
- Tree-related reports, inspections, works, incidents, near misses, public enquiries and complaints concerning NNDC-managed tree assets.

This policy does not apply to privately owned trees, except where NNDC exercises statutory duties or powers, for example in relation to dangerous trees, protected trees or other statutory functions. The policy does not apply to trees that had been given away as part of Council tree planting campaigns.

3.1 Determining Responsibility

Where ownership or responsibility is unclear, NNDC will undertake reasonable land ownership and asset responsibility checks before accepting, declining or transferring responsibility for inspection or works. Responsibility will not be assumed solely because a tree is adjacent to Council land. Any ownership investigation and decision should be recorded so the Council can evidence the basis for its response.

4. Policy Statement

NNDC will manage its tree stock in a way that:

- Prioritises public safety while recognising that risk cannot be eliminated entirely.
- Balances public safety, environmental value, biodiversity, heritage significance, accessibility, operational need and financial considerations.
- Meets relevant legal obligations under occupiers' liability, health and safety, planning, wildlife and heritage legislation.
- Ensures proportionate, risk-based inspections, consistent decision-making and accurate records.
- Protects important landscape and heritage character, including trees in conservation areas and those of special historic significance.
- Sets out clear processes for consent, works recording, emergency response, complaints, incident management and contractor oversight.

4.1 Risk Appetite Statement

Trees are living organisms and may fail without warning, including where no visible defect has previously been identified. NNDC's objective is therefore to manage tree risk to a tolerable and proportionate level, rather than to eliminate all risk. Inspection, intervention and resource decisions will be based on foreseeable risk, site usage, condition, conservation value, biodiversity value and the level of evidence available at the time.

5. Legal and Policy Context

This policy is intended to align with the following legal and policy considerations:

- National Tree Safety Group principles of common-sense risk management of trees.
- Historic England guidance on tree management, consents and controls where trees are within historic or designated settings.
- Town and Country Planning Act 1990, including Tree Preservation Orders and Conservation Area protections.
- Wildlife and Countryside Act 1981, including protections during bird nesting season.
- Relevant biodiversity and protected species legislation, including requirements relating to bats and other protected species where applicable.
- Occupiers' liability and health and safety duties relevant to public land, staff, contractors and visitors.
- NNDC Constitution, Policy Management Framework, Equality, Diversity and Inclusion requirements, retention requirements and corporate risk-management arrangements.
- British Standard BS3998:2010 Tree work – Recommendations, or any successor standard, where relevant to the specification and delivery of tree works.

Ancient and Veteran tree management guidance [[Guidance on managing ancient and other veteran trees](#)]

6. Roles and Responsibilities

6.1 Lead Services

- Countryside Team: operational coordination of tree surveys, inspections, tree-work recommendations and works instructions for countryside and open space assets, and for other NNDC assets where agreed. The team will maintain inspection and work records, support prioritisation and provide tree-management advice to other services.
- Property Services: budgetary responsibility for trees associated with corporate buildings, car parks, play areas and other property assets where these fall within Property Services arrangements. Property Services will work with the Countryside Team where surveys, specialist advice or tree works are coordinated by the Countryside Team on its behalf.
- Grounds Maintenance Contractors: routine vegetation clearance and relevant contracted grounds maintenance activities within the scope of their contract.
- Conservation and Planning Teams: advice and oversight relating to protected trees, Tree Preservation Orders, Conservation Areas and statutory consultation processes.
- Health and Safety: advice and oversight in relation to significant incidents, near misses, contractor safety and corporate safety processes.
- Senior Management: oversight of policy compliance and escalation of significant risks, incidents, resource issues and governance matters.

6.2 Specialist Arboricultural Support

NNDC will use appropriately competent arboricultural contractors or consultants for formal surveys, detailed inspections, specialist diagnosis and remedial works where the level of risk, complexity or statutory sensitivity requires specialist input.

6.3 Contractor Controls

Before undertaking tree works on NNDC's behalf, contractors must provide or make available appropriate evidence of:

- Relevant competence, qualifications and experience for the task.
- Adequate insurance cover.
- Risk assessments and method statements proportionate to the work.
- Relevant chainsaw, climbing, aerial rescue, traffic management or other operational qualifications where required.
- Arrangements for ecological, heritage, public safety and access considerations where relevant.

Evidence of contractor appointment, procurement checks, instruction, risk controls and completion should be retained in the appropriate corporate record. Where risk assessments and method statements are held by the contractor rather than issued automatically to NNDC, they must be available on request and proportionate checks should be undertaken for higher-risk or sensitive works.

7. Tree Inspection Framework

7.1 Risk-Based Site Categories

Category	Typical examples	Minimum inspection approach
High occupancy / higher risk	Offices, busy car parks, play areas, high-use paths, high footfall areas, well-used visitor facilities, strategic access routes and locations with known significant defects.	High occupancy / higher risk sites will be subject to formal inspection on a risk-based cycle, typically between 18 months and 3 years depending on occupancy, tree condition, site history and site specific risk assessment.
Medium occupancy	Moderate-use open space, public facilities, informal recreation areas, secondary paths and sites with periodic public use.	Formal or recorded inspection at least every 5 years, or more frequently where condition, use, local practice or site history requires, supported by reactive reporting and operational monitoring.
Low occupancy / informal sites	Low-use or remote informal sites, woodland compartments away from formal routes and areas where public exposure is limited.	Informal monitoring and operational observations, with identified concerns recorded and escalated. Reactive inspections will follow credible reports, significant weather events or changes in use.

Inspection frequencies may be shortened where specific risks are identified, where there has been storm damage, where usage changes, where a site history indicates increased risk, or following a significant incident or near miss.

7.2 Site-Specific Regimes

Some assets may be subject to more frequent or specific inspection regimes through existing operational processes. These may include planned preventative maintenance inspections, play area inspections, car park inspections, public convenience checks, storm response checks and other site-specific arrangements. Where these regimes identify tree-related issues, the issue must be escalated to the responsible service and recorded.

7.3 Inspection Competence

Inspection type	Purpose	Minimum competence expectation
Informal observation	General operational awareness during patrols, site visits or routine duties.	Relevant staff briefing or operational instruction on what to report and how to escalate.
Basic tree inspection	Identifying obvious defects requiring further assessment or works.	Lantra Basic Tree Inspection or demonstrably equivalent training/experience.
Formal tree inspection	Structured site or tree inspection with recorded assessment and	Competent arboricultural inspector with suitable qualification, training or

	recommendations.	experience.
Detailed / specialist inspection	Diagnosis of complex defects, decay, veteran tree issues, subsidence concerns, protected species constraints or significant risk.	Qualified arboricultural consultant or specialist contractor appropriate to the issue.

Informal observation and basic tree inspection are not intended to replace specialist arboricultural inspection where one is required. Informal observation includes identifying obvious concerns such as fallen branches, hanging limbs, uprooting, sudden lean, split stems, major fungal fruiting bodies, impact damage, obstruction of formal routes or public safety concerns. Basic tree inspection records should capture the location, concern observed, level of urgency, photographs where appropriate and escalation route. Complex defects, veteran tree issues, protected species constraints or significant risk should be referred for competent arboricultural advice.

7.4 Inspection Records

Every formal inspection record should, as a minimum, include:

- Date of inspection.
- Location and tree identifier where available.
- Inspector name, provider and/or competence level where available or reasonably obtainable.
- Site category or occupancy/risk context.
- Observations and condition findings.
- Photographs where appropriate.
- Risk or priority rating where applicable.
- Recommended action or decision to take no action.
- Target timescale and responsible party.
- Date completed, reviewed or closed.

8. Emergency, Reactive and Priority Response

NNDC will undertake reactive or emergency assessment where it becomes aware of a report or indication of storm damage, structural failure, uprooting, fallen timber, a defect presenting an immediate or potentially urgent safety concern, or a credible report of danger from the public, staff, contractors or partner organisations. Response times run from the point at which NNDC is made aware of the issue, not from the point at which the defect or failure may first have occurred.

Priority	Definition	Target response / action
Emergency	Immediate or apparent risk to life, serious injury, critical infrastructure, highway safety or significant property damage.	Same day assessment or control measures where reasonably practicable. Make safe, isolate, close or escalate as needed.
High	Significant defect or situation likely to create near-term risk if not addressed.	Assessment and works instruction as soon as practicable, normally within 28 days where resources and access permit.

Medium	Defect or management issue requiring planned intervention but not presenting immediate danger.	Include in planned programme, normally within 12 months or by the next appropriate works window.
Low / monitor	No immediate works required or minor issue suitable for monitoring.	Record decision and review at next inspection cycle or sooner if circumstances change.

Target timescales are intended to support prioritisation and auditability. They may be varied where access, consent, protected species, weather, contractor availability, emergency resource pressures or other constraints apply. Any significant variation should be recorded with reasons.

8.1 Severe Weather Events

Following significant weather events, NNDC may prioritise inspection and response activity at high-use sites, public buildings, car parks, play areas, strategic access routes, coastal sites, critical infrastructure and locations where previous defects are known. The level of response will be proportionate to reported impact, site usage, available resources and wider emergency priorities.

8.2 Incidents and Near Misses

Tree-related incidents and near misses must be recorded through the relevant corporate incident, health and safety, insurance or risk-management process. Where injury, significant property damage, repeated failure or high public interest occurs, the incident should be reviewed to consider root causes, inspection history, records, contractor involvement, communication, remedial action and whether the inspection regime or policy requires amendment.

9. Tree Works and Prioritisation

Where an inspection, report or assessment identifies the need for action, NNDC will decide whether the case is 'Emergency' immediate risk work, 'High' urgent safety work, 'Medium' priority remedial work, 'Low' routine remedial work, planned maintenance or monitoring only. The decision must be proportionate and recorded with sufficient reasoning to show why the action was, or was not, considered necessary at that time.

The standard workflow for tree management should be:

1. Inspection or report received.
2. Assessment and prioritisation.
3. Works instruction or decision to monitor/no action.
4. Completion or verification of works.
5. Record closure, review or further action.

Works must be monitored to confirm satisfactory completion where proportionate, and completion status should be captured in the corporate record.

9.1 Public Requests and Tree-Work Decision Principles

NNDC will consider public requests for tree works on a case-by-case basis, using a proportionate assessment of safety, legal duties, tree condition, biodiversity, landscape value, access, amenity, heritage, cost and

operational need. The Council will not normally undertake tree works where the primary reason is inconvenience rather than safety or statutory necessity.

Issue raised	Usual policy position
Safety concern, structural defect or storm damage	Assess and prioritise according to risk, occupancy, evidence and urgency.
Branches overhanging private land	The Council will assess where there is a safety concern or significant management issue. Private landowners may have common law rights to cut back overhanging branches to the boundary, subject to legal controls such as Tree Preservation Orders, Conservation Area requirements, protected species and avoiding trespass or damage.
Excessive shade, perceived loss of light or view	Tree works will not normally be undertaken solely to improve light, outlook or private view unless there is a wider safety, access, statutory or management reason.
Leaves, blossom, seeds, fruit, sap, honeydew or bird droppings	These are generally natural seasonal effects of trees and will not normally justify pruning or removal.
Television, satellite, solar panel or broadband signal interference	Tree works will not normally be undertaken solely to improve reception, signal or solar gain.
Roots, drains, walls, paths or structures	Evidence will be required to show the tree is causing or materially contributing to damage. Specialist advice may be needed before works are agreed.

Decisions should be recorded where requests are refused, escalated, deferred or departed from standard practice, particularly where there is likely to be complaint, insurance interest or significant public concern.

9.2 Woodland and Country Park Tree Management

Trees within woodland blocks, country parks and semi-natural areas will be managed using a risk-based and conservation-led approach. The Council will distinguish between high-use public routes and facilities, where inspection and intervention may be more frequent, and lower-use woodland compartments where standing deadwood, fallen timber, natural decay and habitat features may be retained where safe and appropriate.

- Woodland management may include zoning sites according to public use, access routes, known defects and occupancy.
- Retaining standing deadwood, fallen timber and habitat features where they do not present an unacceptable risk.
- Using path diversions, exclusion zones, temporary closures or route management as alternatives to tree removal where proportionate.
- Managing ancient, veteran and notable trees with a retention-first approach.
- Supporting woodland resilience, biodiversity, natural regeneration and climate adaptation.

- Undertaking felling only where justified by safety, statutory requirement, approved management plan, disease control, access management, habitat management or wider public interest.

10. Recording, Data and Systems

10.1 Central Tree Records

NNDC will maintain centralised and consistent digital records of tree inspections, decisions, works orders, photographs and related information wherever practicable. The Council's approach is to avoid unnecessary duplication across parallel spreadsheets or disconnected records and to ensure officers can identify the current position, supporting evidence and status of tree-related actions.

Tree management systems should support, where practicable:

- A comprehensive tree inventory or site-based tree record.
- Structured inspection forms.
- Photographs, notes and supporting information.
- Urgent and high-risk case identification.
- Workflow tracking from identification through to completion.
- Mapping or location-based information.
- Field-based working.
- Reports for compliance, work programming and risk management.
- Audit logs of decisions and actions.

10.2 Record Retention

Tree inspection records, photographs, risk assessments, works orders, contractor instructions, completion evidence, incident records and related correspondence must be retained in accordance with NNDC's retention requirements. As a minimum audit expectation, records relating to inspections and works should normally be retained for at least 7 years, and longer where litigation, insurance claims, incidents, complaints, protected trees or significant public interest may arise.

10.3 Data Quality

Records should be accurate, dated, attributable and sufficiently detailed to evidence the decision made at the time. Where information is incomplete, this should be clear from the record rather than retrospectively assumed. Records should distinguish observation, professional judgement, customer report, contractor recommendation and completed action.

11. Heritage, Conservation and Consents

NNDC will apply appropriate statutory controls and specialist advice where trees are located in Conservation Areas, are subject to Tree Preservation Orders, are ancient, veteran or notable trees, contribute to historic

landscapes, are associated with listed structures or otherwise require heritage, planning or ecological consideration.

Works to protected trees must follow the relevant planning, conservation and delegation processes. The need for urgent safety works does not remove the requirement to record the reason for action and the statutory basis relied upon.

12. Biodiversity and Environmental Considerations

NNDC is committed to retaining and managing trees for biodiversity, landscape, climate and amenity value wherever reasonably practicable. Tree works should avoid unnecessary felling and seek proportionate alternatives such as pruning, monitoring, path diversions, exclusion zones, habitat retention, veteranisation, deadwood retention or phased works where safe and appropriate. In woodland and semi-natural areas, the Council may actively retain sections of deadwood, natural decay, veteran features and low-intervention habitat where this supports biodiversity and does not create an unacceptable risk.

12.1 Protected Species

Before works are undertaken, reasonable consideration must be given to nesting birds, bats and other protected species. Where protected species or habitats may be affected, ecological advice, surveys, timing restrictions, method statements or mitigation may be required before works proceed, except where urgent action is necessary to address immediate danger.

12.2 Ancient, Veteran and Notable Trees

Ancient, veteran and notable trees should be identified, recorded and managed using a retention-first approach wherever reasonably practicable. These trees are irreplaceable habitats and can have significant ecological, heritage, landscape and cultural value. Where safety works are required, the preferred approach should be to retain habitat value while reducing risk to a tolerable level, including through pruning, exclusion zones, path diversions, staged works or specialist arboricultural advice where appropriate.

13. Public Engagement, Enquiries and Complaints

NNDC will provide clear public information about tree safety, inspection cycles and works programmes where appropriate. Enquiries and complaints will be responded to through standard customer pathways and should be recorded so the Council can evidence the request, assessment, decision and response.

Where significant landscape change is proposed, or where works may affect public access, NNDC will consider proportionate communication with residents, site users, elected members, parish councils or other stakeholders. This does not prevent urgent works where required for public safety.

14. Training and Competency

NNDC staff and contractors involved in tree management must have training, competence or supervision appropriate to their role. Staff who are not arboricultural specialists should not be expected to diagnose complex defects, but should be able to identify obvious concerns and escalate them through the agreed route.

- Operational staff should understand what constitutes an urgent tree concern and how to report it.
- Inspectors should be competent for the level of inspection undertaken.
- Managers should understand the workflow, prioritisation and recordkeeping requirements.
- Contractors should be competent, insured and instructed through controlled processes.
- Training should be refreshed where systems, guidance, roles or risk arrangements change.

15. Monitoring, Review and Governance

The policy will be reviewed every 5 years, or sooner where national guidance changes, significant incidents occur, systems introduce improved workflows, audit findings indicate the need for change, or service arrangements materially change.

15.1 Annual Compliance Review

The lead service will undertake an annual compliance review to provide assurance on implementation. The review should consider:

- Inspection completion rates.
- Overdue inspections.
- Overdue works and reasons.
- Emergency and high-priority cases.
- Tree-related incidents and near misses.
- Complaints and themes.
- Contractor performance and completion evidence.
- System/data quality issues.
- Seasonal constraints affecting works delivery, including bird nesting season, protected species requirements, weather, contractor availability and limited works windows.
- Training needs and resource pressures.

15.2 Suggested Key Performance Indicators

KPI	Purpose
Percentage of scheduled inspections completed on time	Shows whether the inspection regime is being delivered.
Number of overdue inspections by site category	Identifies risk exposure and resource issues.
Percentage of emergency/high-priority works completed within target	Tests responsiveness to higher-risk cases.
Number of tree-related incidents and near misses	Supports learning and risk review.
Number of complaints/enquiries and themes	Identifies communication or service issues.
Number of works delayed due to seasonal, ecological, access or contractor constraints	Provides context for overdue works and supports proportionate review of whether delays were reasonable and recorded.
Percentage of works records closed with completion evidence	Provides audit assurance that instructed works have been completed.

Appendix A: Equality Impact Assessment (EqIA)

1. Directorate / Service

Environmental & Leisure Services – Countryside, Parks & Environmental Services

2. Officer Responsible

Leisure and Locality Services Manager

3. Date Assessment Completed

March 2026; strengthened in Draft v3.0 July 2026 and Draft v4.0 August 2026

4. Title of Policy / Project / Decision

NNDC Tree Management Policy

5. Purpose of the Policy / Project

The policy sets out how NNDC manages its trees safely and responsibly, including inspection cycles, risk-based zoning, woodland management, public tree-work decision principles, biodiversity protection, equality considerations, contractor controls, incident management and recordkeeping.

6. Alignment with Council Objectives

Supports environment and climate change objectives, safe and healthy communities, well-managed public spaces, biodiversity, accessibility and accountable service delivery.

7. Who Will Be Affected?

Residents, visitors, NNDC staff, contractors, volunteers, communities near NNDC-managed trees, access users, service users and people affected by temporary restrictions, diversions or closures during tree works.

8. Data and Evidence Used

Internal operational data, tree inspection arrangements, officer and contractor experience, public enquiries, contractor information, national tree safety principles, British Standard tree-work recommendations, heritage controls, biodiversity considerations, NNDC EDI requirements and general demographic considerations for North Norfolk.

9. Stakeholders Consulted

Countryside Team, Property Services, Conservation & Planning, Health & Safety, contractors, public enquiries, community groups, parish councils and relevant service managers as appropriate. Draft v4.0 also reflects officer comments and meeting discussion on inspection frequency, land responsibility, woodland zoning, ancient and veteran trees, public tree-work requests and delivery constraints.

10. Equality Impact Assessment – Protected Characteristics

Characteristic	Potential impact	Mitigation / controls
Age	Older and younger people may be affected by access restrictions, uneven surfaces, diversion routes or temporary closures during works.	Clear signage, safe diversions, timing routine works to minimise disruption, and prompt removal of hazards where practicable.
Disability	Disabled people, wheelchair users, mobility scooter users, visually impaired users and people with limited mobility may be affected by barriers, diversions or narrowed routes.	Accessible diversions where reasonably practicable, clear signage, maintaining safe routes, considering surface/access issues and communicating significant restrictions.
Gender reassignment	No specific differential impact identified.	Continue to monitor complaints or feedback for any equality issues.
Marriage and civil partnership	No specific differential impact identified.	Continue to monitor complaints or feedback for any equality issues.
Pregnancy and maternity	Pregnant people, parents or carers with prams and people carrying young children may be affected by diversions, uneven routes or temporary closures.	Accessible diversions where reasonably practicable, clear signage and avoiding unnecessary disruption during routine works.
Race and ethnicity	No specific differential impact identified from the policy itself.	Use clear and accessible public information. Consider plain English wording for public-facing communications.
Religion or belief	Trees within burial grounds, memorial landscapes or heritage settings may have cultural or spiritual significance.	Consult or communicate proportionately where significant works affect sensitive locations.
Sex	No specific differential impact identified.	Continue to monitor complaints or feedback for any equality issues.
Sexual orientation	No specific differential impact identified.	Continue to monitor complaints or feedback for any equality issues.

11. Wider Access and Rural Impact Considerations

Although not a protected characteristic, the policy may affect rural access, countryside users, public rights of way, coastal access and communities where alternative routes are limited. Routine works should consider access impacts and communication needs where closures or diversions affect rural or isolated locations.

12. Mitigation Measures

- Clear advance or on-site signage where appropriate.
- Accessible diversions where reasonably practicable.
- Scheduling routine works to minimise avoidable disruption.
- Ranger or staff support at affected sites where needed and practicable.
- Plain English public information for significant works.

- Recording equality/access considerations where decisions are likely to affect access for a material period.
- Reviewing complaints, incidents or feedback for equality and access trends.

13. Decision and Sign-Off

Completed by	Signed	Date
Elisa Pendered, EDI champion	E Pendered	March 2026 / updated July 2026

Appendix B: Audit-Safe Decision Checklist

The following checklist may be used when recording significant tree decisions, complaints, urgent works or departures from standard timescales.

Prompt	Record evidence
What was reported or inspected?	Source of report, inspection date, location and basic facts.
What risk was identified?	Observed defect, occupancy/exposure, photographs and level of urgency.
What decision was made?	Works, monitoring, no action, escalation, closure or further inspection.
Why was that decision proportionate?	Brief reasoning balancing safety, biodiversity, heritage, access and resources.
What timescale was set?	Target response/completion date and priority category.
Who was responsible?	Officer, contractor or service area.
Was the action completed?	Completion date, evidence and any follow-up required.
Were equality/access impacts considered?	Signage, diversion, closure, accessibility issue or communication need.