



Terrace and Buccleuch Gardens Management Plan

January 2022 – December 2023

Terrace and Buccleuch Gardens Management Plan 2022-23: Foreword

Terrace and Buccleuch Gardens are important assets for local people and visitors to the borough. Therefore, the London Borough of Richmond upon Thames aspires to maintain and manage the Gardens to the highest standards.

Terrace Gardens are on the English Heritage Register of Parks and are designated as of Grade II importance. The Council is committed to maintaining the heritage of the site.

Between November 2007 and April 2009 the Council invested £1m in the refurbishment of Terrace Gardens. Terrace Gardens, located in Richmond town centre, was originally formed from three separate eighteenth century estates and was opened as a public park in 1887. The main aims of the project were to:

- carry out garden-wide repairs to the infrastructure of the Gardens;
- increase step-free access;
- install new signage
- provide a high standard of horticultural interest;
- develop a range of sustainable planting that could be implemented for aesthetic and wildlife value;
- improve the biodiversity value of the Gardens; and
- manage the spectacular views to the River Thames from within the Gardens.

The project is described in more detail on page 18.

This management plan is based on the use of an audit of the Gardens following central government guidance known as PPG 17. This is explained within this document but the approach is based on common sense. We believe that it is important to get the simple things right. Is the green space clean and tidy? Is the grass cut? Are the trees and shrubs well maintained? Is the graffiti removed effectively and quickly?

Working with local communities to deliver the highest quality of service is our top priority and it is hoped that this document will provide a framework for continuing and improving dialogue. The site will be maintained appropriately and the local community in the form of the Terrace Advisory Group was consulted on any proposed changes or improvements to facilities or infrastructure. We actively encourage suggestions about all aspects of the park.

While the Council is open to the changing needs of the local community with regards to facilities within any of the borough's parks, the Gardens are a long established local green space that is well maintained. When the renovation is completed major changes to the Gardens or its facilities are not envisaged. The action plan at the end of this document reflects this perspective.

Parks Officers, working closely with colleagues in Continental Landscapes and using a partnership approach, regularly monitor the management of the Terrace Gardens. Members of the local community are encouraged to let us know their impressions about the level of maintenance as well as their ideas for improving the facilities. It is hoped that the resulting observations and ideas will result in continually improving management and maintenance practises.

The current financial situation will inevitably have a detrimental affect on the resources available to improve and maintain the borough's parks and open spaces. The tightening

of available budgets seems likely for the foreseeable future. The borough will continue to work closely with its partners, in this case Continental Landscapes, to maintain standards. In addition, we will need to look for additional ways of funding to maintain and improve the boroughs parks, one of our most valuable assets.

Section	Contents	Page
1.0	Introduction	2
2.0	National Context	2
3.0	Relationship to Council Aims & Objectives	3
4.0	Site Description	6
5.0	Audit of Facilities	13
6.0	Vision and Objectives for the Park	17
7.0	Management of the Park	18
8.0	Achievements and Action Plan	24

1. Introduction

1.1 This Management Plan for Terrace and Buccleuch Gardens provides guidance for the management and any relevant development of the Gardens. It utilises the methodology outlined in the Government’s Planning Policy Guidance note 17 (PPG 17) in order to audit the state of provision of features and facilities in the gardens.

The Plan includes an Action Plan, which should be achievable within the remit of current budgets. The Plan has been drafted for a broad audience interested in the development of the Gardens namely:

- Borough residents;
- The Parks and Open Spaces Service;
- Other services and departments within the London Borough of Richmond;
- Elected members, Ward Councillors and portfolio holders;
- National agencies;
- Local businesses; and
- Partners and contractors.

1.2 The Plan will run from January 2022 to December 2023. An interim progress update will be undertaken in January 2023.

2. National Context

2.1 Parks are managed areas of the green environment which provide opportunities for a range of formal and informal leisure, passive and active sport, recreation and play.

2.2 The significance of parks, open space and countryside provision is clear:

- There are an estimated 27,000 public parks in Britain, visited an estimated 2.6bn times each year (Common Select Committee, 2016).
- There is an estimated 85,847 hectares of Publicly accessible green space in Great Britain, 73,400 in England. (*Natural capital accounts containing information about green spaces in urban areas*, Office for National Statistics, August 2019)
- 17.99% of Greater London is designated Public Open Space; with 3.5% Local Parks and Open Spaces & 5.2% Metropolitan Parks (GiGL, 2019).

2.3 It is widely recognised that the provision of high quality ‘public realm’ facilities such as parks can assist in making an area as an attractive place to live and work, and can result in a number of benefits in terms of economic development and regeneration. A local park can also play a part in promoting healthy living as a place for people to exercise.

2.4 The benefits of safe and accessible parks can be summarised as follows:

Social

- providing safe outdoor areas that are available to all the local population
- providing opportunities for community events, voluntary activities and charitable fund raising

- providing easily accessible recreation as an alternative to other more chargeable leisure pursuits
- providing opportunities to improve health and take part in a range of outdoor sports and activities
- providing an educational resource or outdoor classroom

Economic

- adding value to surrounding property, both commercial and residential, thus increasing local tax revenues for public services
- contributing to attracting visitors, including using parks as venues for events
- encouraging tourism into the area
- helping to create an attractive local image
- helping to reduce social exclusion and its associated costs to society

Environmental

- providing habitats for wildlife as an aid to local biodiversity
- helping to stabilise urban temperatures and humidity
- absorbing pollutants in the air and ground water
- providing opportunities for the recycling of organic materials
- providing opportunities to reduce transport use through the provision of local facilities, and by providing walking and cycling routes through urban areas

3. Relationship to Council’s Aims and Objectives

The London Borough of Richmond recognises that its parks and open spaces contribute to the:

- overall vision and priorities of the Council
- quality of life of local people
- physical, social and economic regeneration of the borough
- greening, attractiveness and biodiversity of the area

Accordingly this Management Plan and the Parks and Open Spaces Service are guided by and are in agreement with the aims, objectives and principles of the following plans and strategies. These can be found at www.richmond.gov.uk.

3.1 Richmond’s Community Plan

The Community Plan describes the Council’s vision for the borough and outlines the steps that will be taken, through partnership working, to achieve this vision. The vision is for a borough where:

- local people are engaged and involved in their communities.
- a vibrant and sustainable community and voluntary sector helps residents play a full role in community life.

- the local character of the environment is protected and development is high quality and compatible with local character.
- our towns and local centres are attractive, viable for businesses and contribute positively to the quality of life of residents and visitors.
- people can live as independently as possible in the local community with good health and wellbeing.

For further details of the Community Plan please visit: www.richmond.gov.uk

3.2 Parks and Open Spaces Strategy 2011

Our borough has the largest area of public open space per head of population of any London borough. We have a local and national reputation for quality and leadership in the delivery of excellent parks. To ensure the quality of our parks and open spaces remains at a high level we have developed a series of strategic principles by which the parks will be managed. The principles were devised following a public consultation.

The strategic principles are as follows:

1. Parks and Open Spaces will be a sustainable legacy for future generations.
2. Parks and Open Spaces will continue to define our borough.
3. Parks and Opens Spaces will enrich the life, health and wellbeing of residents and visitors.
4. The Council will lead in the delivery of excellent Parks and Open Spaces services.
5. Parks and Open Spaces will offer positive experiences to all visitors.
6. Through innovation, the future development of Parks and Open Spaces services will be ensured.
7. Increased community participation in Parks and Open Spaces will be encouraged and supported.
8. Parks and Open Spaces will be celebrated as centres of excellence.

3.3 Local Biodiversity Action Plan for Richmond

The main aims of the plan are:

- To conserve and where possible enhance Richmond’s variety of habitats and species, in particular those which are of international or national importance, are in decline locally, are characteristic to Richmond or have particular public appeal, which can raise the profile of biodiversity
- To ensure that Richmond residents become aware of, and are given the opportunity to become involved in conserving and enhancing the biodiversity around them

- To raise awareness and increase stakeholder involvement in maintaining and where possible, enhancing species and habitats of importance

The Local Biodiversity Action Plan can be found online here: https://habitatsandheritage.org.uk/wp-content/uploads/2020/10/Biodiversity-Action-Plan-Richmond_compressed.pdf

3.4 Parks Improvements

The Council have a commitment to continued improvement in our Parks and Open Spaces by improving existing infrastructure and developing and installing new facilities. The Council continues to have a cyclical investment programme to ensure that parks and playgrounds are up to standards, this includes £300k a year for park improvements and £150k for play. One aim of the management plan is to maintain the gains that we have achieved in previous years.

The Council list all major improvement projects on our webpage, which can be found here:

https://www.richmond.gov.uk/services/parks_and_open_spaces/parks_improvements_and_conservation/latest_parks_updates

4. Site Description

4.1 Outline History of Terrace and Buccleuch Gardens

Pre-1600s

The land, which is now known as Terrace and Buccleuch Gardens, was in the Middle Ages common land, known as Hill Common

From the early 1600s brickworks, a wharf and workers’ houses occupied parts of the riverside and clay digging occurred on the lower slopes of Richmond Hill.

Richmond Wells opened in 1696 where there was a spring of iron impregnated water. This land later became Cardigan House.

Houses were being built on Richmond Hill from the 16th century to take advantage of the extensive and attractive views, looking southwest, along the Thames River Valley.

1700s

Three separate residential estates were developed on the land, which later became Terrace and Buccleuch Gardens:

- Buccleuch House (1760’s), beside the river,
- Lansdowne House (c.1765), high up on the terrace,
- Cardigan House (c.1791), on the gentler slopes, closer to the centre of Richmond town.

In 1769 the Vestry of Richmond granted part of the common pasture to the owners of Buccleuch House, the Duke of Montagu, because the steep gradient made it too dangerous for grazing cattle. Between 1769 and 1771 the Duke and Duchess of Montagu laid out the land-slipped lower slopes as a classic 18th century pleasure ground.

The Terrace was also a popular subject of paintings, with both the view and the people promenading on the terrace being captured; notable artists include Turner and Reynolds. Whilst the poet Alexander Pope waxed lyrical about it and novelist Sir Walter Scott described it in his great novel *The Heart of Midlothian* (1918).

1800s

In 1863, the Duke of Buccleuch acquired neighbouring Lansdowne House, demolished the house and incorporated the gardens into his own.

Terrace and Buccleuch Gardens originated when the combined gardens of Buccleuch and Lansdowne Houses were about to be put up for sale in May 1886, for £30,000. The Richmond Vestry acted swiftly to buy them, principally to prevent the hill being developed for speculative housing. Although the local newspapers, London journals and several artists supported the purchase, many local taxpayers did not, resulting in a public enquiry which supported the purchase.

On 21st May 1887, the Gardens were opened to the public. The ceremony was performed by Princess Mary, attended by her husband the Duke of Teck and daughter Princess May who later became the Queen Consort of King George V.

1900s

Cardigan House was bought, in 1925, by the British Legion Poppy Factory Ltd. and was used as the clubhouse until it was demolished in 1970. In 1926 Richmond Council bought one and a half acres of the Cardigan House gardens, for £5,500, to link with the grounds of the demolished Lansdowne House and Buccleuch House, as Terrace Gardens.

During 1920 and the 1930's heavy rains caused landslips on the steeper slopes requiring the drainage system to be modernised and damaged paths and steps repaired.

Buccleuch House was bought back by Richmond Council in 1937, following a compulsory purchase order for £8,200. The house was demolished, and a footpath was laid linking Petersham Meadows to Richmond Bridge. The area was named Buccleugh Gardens, a misspelling of the name.

Although Terrace and Buccleuch Gardens had been extended in 1926 with the purchase of part of Cardigan House grounds, the space was not developed until much later in the 1960s. A major advantage of the extension was that it allowed a gentler climb up to the upper terrace level. Ornamental trees and rhododendrons from famous collections at Exbury and Ascot, Buckinghamshire were planted. Named the Woodland Garden, the area was officially opened in 1962.

The statue of Old Father Thames (or the River God) was restored in a workshop in Camberwell and relocated in 1992 to a position below the café. The Mayor of Richmond placed an historical record in his base. It tells how research located the original receipt, dated 1 Sept 1781, when the Duke of Montagu purchased one River God, for a hundred guineas. Another coadstone river god resides in the garden of Ham House, less than a mile upstream.

2000s

Between November 2007 and April 2009 The London Borough of Richmond upon Thames invested £1m in the refurbishment of Terrace Gardens. The main aims of the project were to carry out garden-wide repairs to the infrastructure of the Gardens, to increase step-free access, to install new signage, to provide a high standard of horticultural interest, to develop a range of sustainable planting that could be implemented for aesthetic and wildlife value, to improve the biodiversity value of the Gardens and to manage the spectacular views to the River Thames from within the Gardens.

The project, which took around 17 months on site to complete, included major upgrading of paths, seating areas, railings and drainage, and reconstruction of steps and walls. New signage was commissioned that reflected the historical, ecological and educational aspects of the Gardens, and repairs to furniture, features and artefacts were also carried out. In addition, large areas of the Gardens were re-planted with a mixture of sustainable planting designed to look attractive but also be valuable to wildlife, as well as more traditional planting such as the Rose Garden and Herbaceous Border. We were inspired by biodiversity features carried out by Kew Gardens and the Royal Horticultural Society and have installed our own range of wildlife features such as Stag Beetle Loggeries, Dead Hedges, Bee Homes and a Leaf Litter Sculpture in the Woodland Garden. We have also opened up spectacular views to the River Thames from within the Gardens which had become obscured over the years by vegetation.

4.2 General Information

4.2.1 Land Tenure

The site is owned by the London Borough of Richmond upon Thames and is managed by the Parks and Open Spaces Service.

The enabling acts which confer the specified powers to the Council to administer and maintain the land are listed below:

- Open Spaces Act 1906;
- Local Government Act 1972; and
- Local Government, Planning & Land Act 1980

4.2.2 Location

Terrace and Buccleuch Gardens are situated within fifteen minutes’ walk of the centre of Richmond. The two cover a stretch from the Thames river towpath almost up to the top of Richmond Hill.

4.2.3 Access

As a free and open facility Terrace and Buccleuch Gardens provides fully inclusive access to local residents and visitors to the area. Pedestrians and those arriving by train and bus and car can currently access the site.

4.2.4 Local Transport

Train:

Terrace and Buccleuch Gardens are approximately fifteen minutes' walk from Richmond train station which is on the over ground Waterloo line and the underground District line.

Bus:

Terrace and Buccleuch Gardens are within 10 minutes' walk of the centre of Richmond which is well served by buses. The 65 bus stops directly beside the two gardens.

4.2.5 Landscape & Topography

Terrace and Buccleuch Gardens are laid out on a steep hill which stretches down to the River Thames. Unfortunately, the topography means step-free access is not possible towards the upper sections of Terrace Gardens by Richmond Hill.

Terrace and Buccleuch Gardens are separated by the Petersham Road however there is a small tunnel connecting the sites under the road. This is not suitable for wheelchairs or buggies. Within Terrace Gardens there are brick boundaries on two of the four sides of the park. On the east side of the park the site joins with Terrace Field. There is fencing with several entrances onto Terrace Field. The western boundary of the gardens is marked by railings.

Buccleuch Gardens has a boundary with the River Thames, the Petersham Road, and Petersham Meadow (see site plan).

4.2.6 Listed Historic Buildings

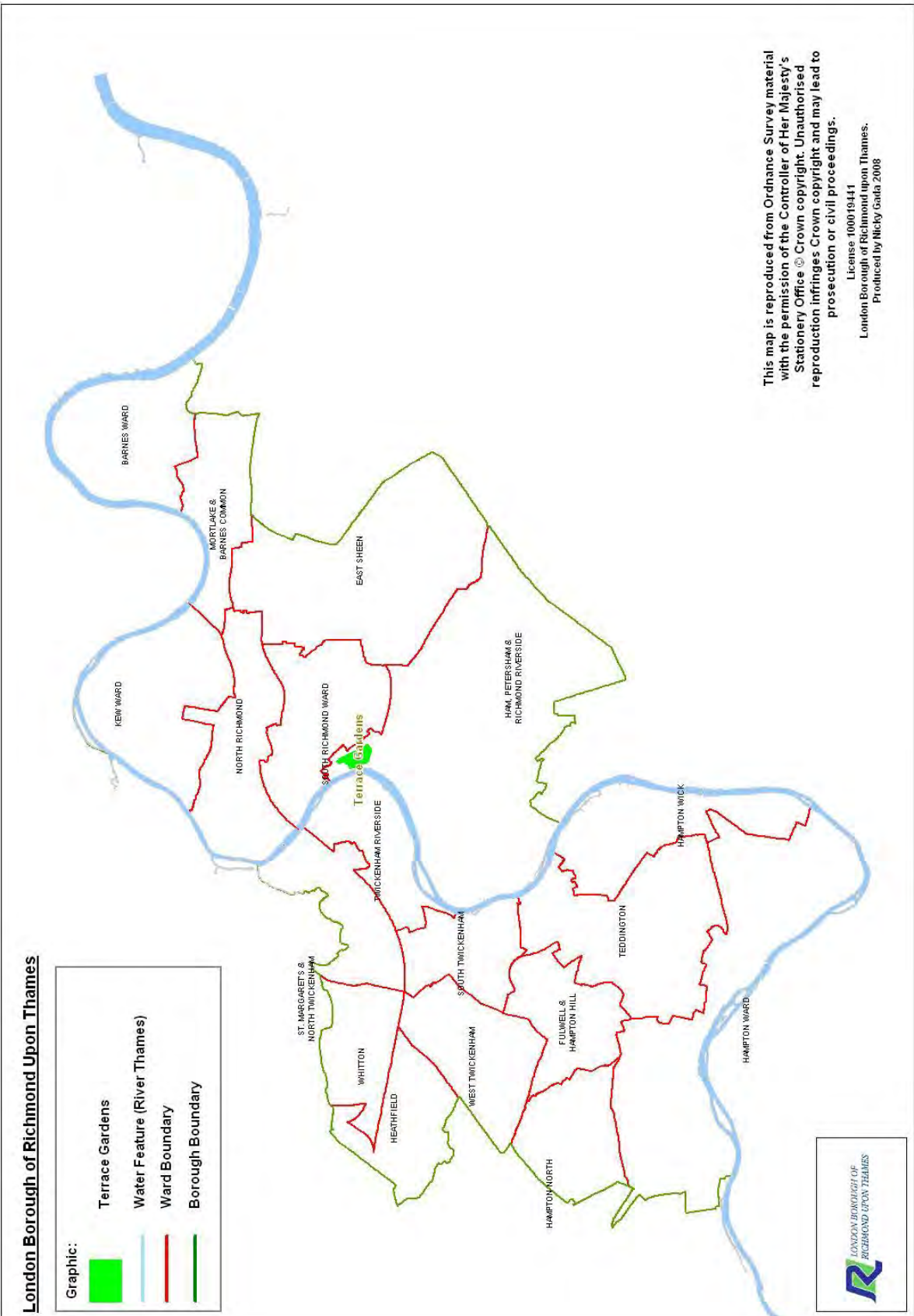
The following structures are listed in the Gardens:

- The Night Watchman's Hut (situated at the top of the Terrace Gardens);
- The Statue of Old Father Thames (aka The River God) on the lower lawns of Terrace Gardens; and
- The Subway between Terrace and Buccleuch Gardens (these are Grade 2 listed structures).

4.2.7 Maps and Plans

On the following pages, please find:

- Location map of Terrace and Buccleuch Gardens within the borough
- Plan map of Terrace and Buccleuch Gardens
- Aerial photo of Terrace and Buccleuch Gardens





Terrace & Buccleuch Gardens aerial photograph



5. Audit of facilities

5.1 The main reasons for undertaking a Local Assessment are:

- to plan positively, creatively and effectively in identifying priority areas for improvement and to ensure, as much as possible, that there are appropriate and diverse types of parks and open spaces required
- to work towards ensuring an adequate provision of high quality, accessible green space to meet the needs of community
- to identify the gap between current and desired levels of need and demand, quality and quantity of provision
- to assist in achieving standards such as the Green Flag Award and London in Bloom

5.2. Desirable Outcomes of the Local Assessment

A local assessment of green space will enable planning to be effective and achieve key outcomes required by the National Planning Policy Framework.

These are:

- provision of accessible, high quality park space for sport and recreation that meet the identified needs of residents and visitors;
- provision of a park that is ‘fit for purpose’ – the right type in the right place;
- to provide an appropriate balance between new provision and enhancement of existing provision;
- setting locally derived provision standards.

5.2.1 It is intended that this management plan helps to achieve these outcomes in terms of providing an analysis of existing provision and a plan to effectively maintain and, where appropriate, develop the facilities and infrastructure of the Gardens.

5.2.2 In addition, it produces a series of actions which will help to achieve the standards laid down for Green Flag Award parks:

- A welcoming place;
- Healthy, safe and secure;
- Clean and well-maintained;
- Sustainability;
- Conservation and heritage;
- Community involvement;
- Marketing; and
- Management.

5.3 Methodology

The methodology used was prescribed in the Government’s Planning Policy Guideline note 17 (PPG17) for the provision of public open space. This consisted of a review of the following key areas of provision.

- Main entrance;
- Boundaries;
- Roads, paths, cycleway and access;
- Parking;
- Information available;
- Planted areas;
- Grass areas;
- Cleanliness;
- Provision of litter bins;
- Seating;
- Children’s play space;
- Buildings including toilets;
- Health and safety;
- Nature conservation value; and
- Access for people with disabilities.

5.3.1 Main Entrance

The main entrance into both Terrace and Buccleuch Gardens is from the Petersham Road. The entrance areas are in very good condition with the tarmac pathway throughout both Gardens having been recently resurfaced. The wall around the attractively planted border to the right of the entrance way into Terrace Gardens has been completely renovated. Attractive corporate signage is appropriately positioned.

5.3.2 Boundaries

The boundaries of the Gardens are well defined, and the walls and fencing are in good condition.

5.3.3 Roads, Paths, Cycleways and Access

The newly laid paths throughout the Gardens are in a very good condition. There are no roads or cycleways through the Gardens.

5.3.4 Parking

Terrace and Buccleuch Gardens do not have a public car park. It would not be practicable or desirable to create a public car park in a green space of this nature.

Available car parking in the immediate area is limited to the main car parks in Richmond, the nearest being approximately fifteen minutes' walk from the park or pay and display bays on Richmond Hill.

5.3.5 Information

Information relating to Terrace and Buccleuch Gardens is available on the parks section of the Council website: www.richmond.gov.uk

The parks signage is attractive and durable giving appropriate contact details. It uses easily understandable symbols to deter users from inappropriate and anti-social behaviour.

5.3.6 Cleanliness

The parks contractors supply a dedicated team on site to maintain the Gardens. This is done effectively.

5.3.7 Planted Areas

Between 2007 and 2009 the Council invested £1m in the refurbishment of Terrace Gardens. After many years of limited funds available for the management of the Gardens, we viewed this capital investment as a unique opportunity to substantially upgrade both the infrastructure and the planting of Terrace Gardens and to present it as a showcase for restored public parks, while preserving and enhancing the Gardens' unique character.

The two main aims of the new planting were that it had to be of a high horticultural standard (a standard more usually associated with private gardens than public parks) and it had to be sustainable to maintain and manage in the future with the resources likely to be available. Sustainable planting in public parks should:

- provide aesthetic value;
- be relatively low in cost and other resources to maintain;
- provide value to wildlife;
- be sufficiently robust to withstand the fluctuations of climate change; and
- be valued by park users and the local community.

Sustainable planting works with nature rather than against it, so it was essential that the plants selected were suitable to the intrinsic site conditions. Parts of Terrace Gardens have hostile growing conditions such as heavy clay, steep slopes and dry shade cast by large trees; some areas share all three characteristics. Several areas were extensively re-planted including:

- The Rockery, with drought tolerant Mediterranean and steppe-style perennials, grasses, bulbs and shrubs
- Herbaceous border, with traditional perennials
- Rose Garden
- Woodland Garden with extensive ground cover plants
- Shrub Beds
- Lily Pond, with drought tolerant shrubs, sub shrubs and herbs
- Beds with a more contemporary style of perennials and grasses

The criteria for plant selection was based on the overall attractiveness of the plant (colour, form, shape, texture), the length of flowering period or seasons of interest, the relative ease of maintenance, the value the plant provides to wildlife (nectar, pollen, seed heads, berries, structure etc) as well as suitability to site.

In each instance, the above areas were merely replanted. They already existed in the contract as measured and priced areas and the character was kept the same, so the maintenance regimes previously in place for the old Rockery, Herbaceous Border, and Rose Garden etc will be sufficient. The new planting will therefore not become an additional financial or maintenance burden. Furthermore, the gardeners carried out all the planting themselves and now take great pride in the Gardens and have a strong sense of ownership.

5.3.8 Scenic Quality

As part of the recent restoration project, we opened up spectacular views to the River Thames from within the Gardens. The views had become obscured over the years by vegetation. In 1902 an Act of Parliament was made to protect and preserve the view from the Terrace. This was the first time in English history that a view was protected.

5.3.9 Grass Areas

The grass throughout the site is in good condition and suitably cut.

5.3.10 Provision of Litter Bins

There are enough litter bins for the area, and these are in good condition.

5.3.11 Seating

There are enough seats for the Gardens. Benches are sensibly placed throughout the site.

5.3.12 Children’s Play Space

There is no formal children’s playground in the Gardens. Following extensive consultation prior to the current renovation it was decided that a designated play area would not be suitable for this heritage site. However, the Gardens are a wonderful area for informal play.

5.3.13 Buildings, including toilets

The greenhouse situated near the entrance of Terrace Gardens from Petersham Road has been renovated and is an attractive building in good condition. The café known as Hollyhocks is operated privately under tender and is in a good condition. When the café is open, toilets are available for use by the public under Richmond’s Community Toilet Scheme. There is also a public toilet block in Buccleuch Gardens. A new mess yard for the gardeners was created as part of the development agreement with the neighbouring new residential build a few years ago.

5.3.14 Health and Safety

Health and safety relating to the infrastructure of the Gardens is not a major concern. The newly renovated footpaths are a great improvement and present no obvious trip hazards.

There are however concerns over what could be described as community safety issues, see section 7.3.1.

5.3.15 Nature Conservation Value

Although a busy park, there are several secluded areas with mature shrub beds which combined with its situation next to a conservation site (Terrace Fields) means that there is a lot of resident wildlife already, including badgers and significant numbers of bats. However, there is great potential for nature conservation in Terrace and Buccleuch Gardens, through the more appropriate recent planting schemes and the creation of specialised habitats. To this purpose there were biodiversity projects installed as part of the renovation that will further develop this aspect of the Gardens.

Large areas of the Gardens were replanted with sustainable planting designed to provide aesthetic and wildlife value. Plants were selected for their ability to supply nectar, pollen, seed heads and berries throughout the seasons. Shrubs and ground cover were also planted to provide structure to nesting, foraging and perching birds. In addition to the Wildlife friendly planting discussed we have installed a range of biodiversity features such as Loggeries, a Leaf Litter Sculpture, Dead Hedges and Bee Homes in the woodland garden.

5.3.16 Access for people with disabilities

This factor has been included not only to ensure maximum accessibility for those in wheelchairs and for the elderly and the less able-bodied, but also to ensure compliance with the Disability Discrimination Act (DDA). At the beginning of the restoration project we sought specialist advice from a DDA consultant who advised that step-free access was not possible all the way to the top of the Gardens without enormous change to the infrastructure of the Gardens. Even if the enormous change had been affordable, the heavy clay soil, which is characteristic of the site, gave us serious concerns about large-scale earthworks and soil stability. We have, however, installed ramps at the rockery and Buccleuch shelter and handrails throughout the park.

6. Vision and Objectives for the Gardens

6.1 The Vision for the gardens is to:

“Maintain and improve the Gardens so as to continue to provide opportunities for outdoor contemplation, recreation and education in keeping with its urban location, its heritage and history.”

6.2 Aims and Objectives for the Management of the Gardens

- To protect the Gardens as Grade II listed
- To ensure that the Gardens are secure, safe to use and are clean and well maintained

- To ensure that the management of the landscape maintains the character of the Gardens
- To ensure that the Gardens are promoted and managed in order to provide a high quality service for the people using it
- To continue to encourage and promote community involvement in the management of the Gardens
- To ensure that the management of the Gardens protects and enhances the biodiversity of the site
- To ensure that the Gardens are managed sustainably

7. Management of the Terrace Gardens

7.1 Introduction

This section sets out guidelines and general principles to be followed in delivering the vision and objectives outlined above.

7.1.1 Parks Service

The Parks Service is overseen by the Head of Culture, assisted by the Parks Service Manager. It is made up of three teams:

- The Operations team is responsible for liaising with contractors and monitoring the parks. The team includes a parks operations manager, a parks officer, an ecology officer and a support officer.
- The Development team which is responsible for consultation and the planning and initiation of projects. The team consists of a group of local expert consultants coordinated by the Service Manager and assisted by the parks officer.
- The Arboricultural team is responsible for all street trees and arboricultural work in council-managed parks and open spaces, as well as assisting with planning issues. The team consists of a manager, four tree officers and a support officer.

We value diversity and are committed to delivering a service that puts equality of opportunity as a priority.

Management of the park needs to deliver high standards of maintenance of all aspects of the soft and hard landscaping of the park within existing revenue budgets. Developments have been funded by major borough-wide capital investment Parks Improvement Programmes between 2005 and 2010 and 2012 and 2017.

7.1.2 Delivery partners

Throughout the refurbishment of the Gardens the Council consulted and worked with the Terrace Advisory Group (TAG). This group fulfilled its function with completion of the works.

For parks maintenance, a new approach was introduced from April 2013, with services split into eleven separate lots and being delivered through a framework contract. In broad terms maintenance will be carried out by the contractors' operatives who have the necessary skills to achieve high and consistent standards. As a framework, the contracts will also be available for other authorities and organisations in London and the south-east of England.

Parks Framework contract: February 2018 – February 2021 (renewed March 2021 – 2025)

Following an open and thorough procurement process that began in spring 2017, contractors were appointed to seven service areas to start 36 month contracts in February 2018 (now renewed to 2025). Evaluation was on an 80% cost and 20% quality basis.

- | | |
|-------------------------------------|---------------------|
| 1 Amenity Landscape Management | 5 Parks Patrol |
| 2 Arboriculture Management | 6 Events Management |
| 3 Oak Processionary Moth management | 7 External Planting |
| 4 Play Inspection & Maintenance | |

Procurement was written in an output style with built-in quality measures and performance indicators and asking qualifying contractors to design excellent services using their knowledge and experience.

Relevance to Terrace and Buccleuch Gardens

Continental Landscapes are the main grounds contractor, undertaking amenity management (grass cutting, shrubs, hedges, sports bookings and pitch maintenance), small works (hard landscaping, infrastructure and furniture installation, etc.) gate locking operations, plus undertaking play inspection and maintenance. They also undertake parks cleansing alongside existing street cleansing and graffiti removal to create a joined-up operation.

KPS are the arboricultural contractor, working closely with the Council's tree team who undertake inspections and specify works, with Bartlett Tree Experts undertaking Oak Processionary Moth management.

Events in parks are managed by The Event Umbrella, a company who specialise in managing outdoor events in the public sector.

Park patrols are undertaken by Parkguard, a company specialising in education, support services and enforcement in parks and open spaces.

7.2 A Welcoming Place

The following management regimes all play a part in ensuring that Terrace and Buccleuch Gardens continue to be a welcoming place.

7.2.1 Graffiti removal

As a part of the Council’s aim to make the Borough safe, green and clean we are committed to reducing and removing graffiti. The park will be inspected daily for graffiti. The full details of the borough’s commitment to the prompt removal of graffiti can be viewed at: www.richmond.gov.uk

There is an agreement with the Council’s street cleansing contractor, Continental Landscapes Ltd, to manage the removal of all graffiti within five working days. Where the graffiti is offensive it will be removed within one working day of notification.

7.2.2 Signage

Any installed signage will be kept clean and will be regularly inspected. Any necessary repairs will be carried out promptly.

7.2.3 Pathways

All paths will be inspected annually with regular monitoring throughout the year. Any necessary repairs will be carried out as promptly as possible.

7.3 Healthy, Safe and Secure

The following management regimes all play a part in ensuring that Terrace and Buccleuch Gardens continue to be a healthy, safe and secure place.

7.3.1 Community Safety

All contractors working in the Gardens undertake an important role in terms of a visible staff presence and structure their maintenance work accordingly. All contractors are uniformed and wear highly visible clothing.

In addition, the local Police Safer Neighbourhood team regularly patrols the Gardens on foot.

7.3.2 Dog fouling

The Council and their contractors make efforts to educate dog owners to be responsible for their dog’s waste as the dangers of humans coming into contact with dog faeces are well known.

Signage clearly indicates that dog mess should be picked up and disposed of by those walking their pets.

Dog waste can now be disposed of in normal litter bins and these bins are emptied daily by the Council’s grounds maintenance contractor.

The Council has adopted dog control orders.

7.4 Clean and Well Maintained

The following regimes are designed to ensure that the Gardens are clean and well maintained.

7.4.1 Flower beds and borders

Terrace Gardens has more planted borders than any other park in the borough and every effort is being made to maintain these borders to a high standard.

All new planting (where appropriate) is heavily mulched after planting to minimise weed growth. As the new plantings mature, they will smooth out any annual weeds. Perennial weeds are removed by hand.

Agreement has also been reached with the contractor to bring in extra staff as and when required should weed growth in the newly planted areas be a problem. This is particularly a problem on newly planted beds, which are on a steep slope, as they prevent heavy mulch being applied.

7.4.2 Grass Maintenance

Grassed areas in the Gardens are mainly classed as amenity grass.

Amenity turf is those areas used for general recreation and formal and informal sports and can include wide-open spaces or those areas planted with trees and shrubs. The height of this grass is kept between 15 and 25mm throughout the year.

The level of maintenance will depend on the level of use, with increased repairs, fertilising, and scarifying of those areas subject to heavy wear. Most repair works to turf will be carried out in the autumn or spring, with areas either re-turfed or seeded.

Grass edges, whether they are against paths, fences or walls will be cut at the same time as the rest of the grass using strimmers in most areas.

In addition, there are significant areas of long grass to promote biodiversity. These are cut at the correct time of year for the species mix.

7.4.2 Trees

Trees within parks are subject to inspection by suitably qualified and experienced Arboriculturalists, this is in order to identify and remedy any unacceptable risks to people using the sites, an example of this is the prophylactic treatment of oak processionary moth or the removal of trees that are extensively decayed compromising their structural integrity.

Tree pruning is only carried out where necessary for risk management purposes or where formative pruning is necessary; this approach allows Richmond's parks to retain a natural landscape with well-formed specimens. Where there is a particular characteristic by way of species composition, size or natural distribution the Council seeks to maintain this through selecting appropriate replacement and new trees. All tree works are in accordance with our Tree Management Policy.

Richmond Council encourages local groups to consider the tree population within parks and to communicate with the parks and open spaces team in order to make improvements and ensure that there is continuity in the way that the trees are managed.

A report on Terrace Gardens and Buccleuch Gardens is attached to this plan as an Appendix.

7.4.3 Cleansing

The collection of litter is extremely important in maintaining the appearance of the Green and has a direct effect upon how people treat and respect the site. Litter is collected on a daily basis before 10.30am each day by the park cleansing contractors.

Site based staff carry out litter picking, emptying of litterbins and the sweeping/blowing of paths. The zone applies to all surfaces, paths lawns and beds.

When the Gardens have high numbers of visitors and large amounts of litter is expected, the parks cleansing contractors and site-based staff will carry out additional visits to empty the bins. The full litter bags will be collected and removed from the site on the same day. In addition, the bins are cleaned and disinfected quarterly to avoid an unsightly accumulation of dirt.

7.4.4 Park Furniture and Fittings

The site-based staff and grounds maintenance contractors ensure that all furniture is clean and will check benches, notice boards and bins on a regular basis. Items will be cleaned on a monthly basis or more frequently when heavily used. Repairs will be requested by contractors on a Defect Report and will be carried out promptly. Any single replacement or repair will match the existing furniture so that the style of the seat remains consistent.

7.4.5 Hard Surfaces

Hard surfaces will be kept clean, with litter swept from surfaces regularly by the site-based staff.

Hard surfaces will be maintained in a weed free state with spot treatment weed spraying between March and November. Paths will be kept in a good state of repair; all paths being inspected annually and any repairs will be carried out as promptly as possible.

Drains and gulleys will be inspected regularly by the site-based staff. Kerb edges are swept twice a week and cleared of all litter.

7.5 Environmental Sustainability

The following regimes are designed to ensure that the Gardens are managed in a sustainable way.

7.5.1 Recycling

We have recycling bins available in the Gardens for visitors to use.

7.5.2 Recycling green waste

The Council’s ground maintenance contractor takes all green waste to Townsmead recycling centre.

7.5.3 Pesticides

Pesticides are used as and when necessary, however this is kept to a minimum in the interest of nature conservation and ecology. An Integrated Weed Management policy has been developed to assist decision-making.

7.5.3 Conservation and Heritage

Terrace Gardens is Grade II listed and together with Buccleuch Gardens is of great beauty and heritage value. The council is committed to keeping and maintaining them as public open space into the foreseeable future.

The Nature Conservation of the site is dealt with above under 5.3.15.

7.6 Community Involvement

This is crucial to the management of the Gardens. Throughout the refurbishment of the Gardens the Council consulted and worked with the Terrace Advisory Group. This group fulfilled its function with the completion of the works. The Council is committed to continue to work with the local community and is also working with the Richmond Society.

7.6.1 Parks Events

The Council’s Policy in relation to Terrace and Buccleuch is to encourage the hire of parts of the Gardens to appropriate organisations.

Events are held in accordance with the Parks and Open Spaces Events Policy which can be found at: www.richmond.gov.uk.

7.7 Marketing

Promotion and marketing of Terrace and Buccleuch Gardens is carried out using a range of measures, including the Council’s website and publicity literature, to ensure that local people and visitors to the borough are aware of the facility.

7.7.1 Entrance Signage

A corporate style of signage for Richmond’s parks and open spaces was launched in 2007. This was installed in Terrace and Buccleuch Gardens as part of the restoration project. There are also two historical information boards with 3D maps, one on upper terrace and one on the lower lawn, these we installed in 2009.

7.7.2 Internet

Information about Terrace and Buccleuch Gardens is available on the council’s website and can be accessed from the Parks and Open Spaces link: www.richmond.gov.uk

There is a virtual tour available on our website, allowing users to see images of the Gardens prior to their visit:

<http://www2.richmond.gov.uk/Media/terracegardens2/index.html>

7.7.3 General Promotion

In order to create community awareness for all of its facilities, the Parks Service regularly and systematically produces articles and press releases about activities and facility development.

8. Achievements and Action Plan

8.1 Achievements

Changes and improvements made to the Terrace and Buccleuch Gardens in 2020-21 were:

- Replace damaged and missing furniture as required through memorial bench programme.
- Complete the redevelopment of the old toilet block in Buccleuch Gardens to be a new toilet and café facility
- Install fencing on top of old toilet block to prevent unauthorised access from youths. Increase enforcement patrols to also help to tackle this issue
- Improved the planting vista outside of the new café.

8.2 Action Plan

The following action plan is divided into three sections:

Item of work and location	Year		Timing	Resources
	2022	2023		
Improve the large rockery bed in Buccleuch Gardens with Vinka		Y	Spring 2021	Continental Landscapes & Parks Team
Maintain and manage tree stock in accordance to Council policy	Y	Y	Ongoing	Parks Team
Consult on the removal of the kissing gate and to carry out repairs to the lawn	Y		Winter 2021	Parks Team
Install an electric kiosk to supply the ice cream van located on site	Y	Y	Spring/Summer 2022	Richmond Council
Explore upgrading the hedge or fence around the statue of 'Old Father Thames' to provide better protection	Y		Spring 2022	Parks Team

8.2.1 Development and renewal

The major challenge is to maintain high standards of maintenance and in the long term to plan for effective repair and renewal of the major elements of the park’s hard landscaping or infrastructure e.g. path system.

8.2.2 Community Engagement

The Council is committed to working with community groups and currently liaises with the Richmond Society and ward councillors on any relevant projects.

8.3 Operational Commitments

This is presented in tabular form and includes the most important elements of the day to day maintenance of the Gardens, grass cutting, trees and shrubs, litter collection and maintenance of parks furniture. Monitoring and inspection duties are included. Biodiversity management and initiatives are also included in this section.

Element	Action	Frequency
Grass Maintenance	Kept to a height of between 15mm & 25mm	Cut approximately every 10 days during the growing season
Tree maintenance	Inspection Replacing and expanding variety and stock	Annual As required
Shrub and border Maintenance	Kept weed free Mulching Pruning	As required Annual As required, dependent on species
Litter collection	Litter picking Emptying of bins	Daily Daily
Graffiti	Removal of obscene/offensive Removal of other	Within 24 hours Within 5 working days
Parks furniture	Clean and paint Repair/replace	Annual As required
Monitoring of contract	Monitoring	Weekly inspection with contractors
Infrastructure inspection	Inspection	Annual
Biodiversity opportunities and actions	Creation of dead hedges Invertebrate friendly planting schemes Managing trees for biodiversity	Completed. Repairs when necessary Annually Annually We will work to the guidelines as set out in our Nature Conservation Policy Statement.

--	--	--

8.4 Conclusion

This Management Plan is not 'set in stone'. It provides a framework and guidelines that enable the London Borough of Richmond upon Thames to manage the site to a high standard in a sustainable way. The Council is open to the changing needs of local communities and will continue to work closely with users of Terrace and Buccleuch Gardens. The Plan will run from January 2022 to December 2023. An interim progress update will be undertaken in January 2023.