



Twickenham Green Management Plan

January 2022 – December 2023

Twickenham Green Management Plan 2022-23: Foreword

Twickenham Green is a vitally important asset for local people and visitors. The London Borough of Richmond upon Thames aspires to maintain and manage the Green to the highest standards.

The management plan is based on an audit of the park 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 any 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 will be consulted on any proposed changes or improvements to facilities or infrastructure. In particular, the borough works closely with the Friends of Twickenham Green. We actively encourage suggestions about all aspects of the park.

The Council is open to the changing needs of the local community with regards to facilities within any of the borough’s parks; the Green is a long established local green space that is well maintained. Major changes to the Green 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 Twickenham Green. Members of the local community are also 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 practices.

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 borough will continue to work closely with its partners, in this case Continental Landscapes and the Friends of Twickenham Green, 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.

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1.0 Introduction

1.1 This Management Plan for Twickenham Green provides guidance for the management and any relevant development of the park. 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 on the Green.

The Plan includes an Action Plan, which we aim to achieve within the remit of current budgets. The Plan has been drafted for a broad audience interested in the development of the park namely:

- The Friends of Twickenham Green and 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.

2.0 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 and open spaces 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 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 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

Richmond borough has the largest area of public open space per head of population of any London borough. The Council 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, following public consultation, we developed a series of strategic principles by which the parks will be managed:

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 open 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

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

4.0 **Site Description**

4.1 **Outline History of Twickenham Green**

Twickenham Green, known in the past as Twickenham Common or Little Common, is a surviving fragment of the eastern section of Hounslow Heath.

Hounslow Heath was once part of the extensive Forest of Middlesex. Between the 17th and early 19th centuries it was one of the most dangerous places in Britain. Highwaymen, lurking in trees by the lonely tracks, robbed wealthy travellers. In the early 19th century, much of the common lands and countryside were fenced and passed into private ownership. Some parcels of land were retained for common use and Twickenham Common was one of these.

At that time the Workhouse was on the north side of the Common. Half of the Common was used as the Workhouse Allotment for growing vegetables. The remainder of the land was allocated to the 'Twickenham Poor'. It was set aside in 1818 as part compensation for the loss of fuel rights on the Common.

The apex of the triangle may have been marked by a gate to the town and there was possibly a pest house in the area (Pest House: a place of isolation for the holding of victims of infectious diseases such as smallpox or bubonic plague, particularly during epidemics). In 1894, it was marked by a water pump given for the use of the poor by Countess Waldegrave. The pump was also probably used to draw water for the horse trough nearby.

The Twickenham Cricket Club, which was formed in 1833, did not start using the Green until after 1850 when Dr W.G. Grace became a regular visitor to play in charity matches. The cricket pavilion was extensively refurbished in 2005.

The trees fringing the Green were planted in 1872.

4.2 **General Information**

4.2.1 Land Tenure

The site is owned by the London Borough of Richmond 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

Bordered on the north side by the road out to Hanworth and Sunbury and on the south side by the road to Hampton, its triangular shape was completed by the road later named First Cross Road, to the west.

4.2.3 Access

As a free and open facility, Twickenham Green 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:

Twickenham Railway Station (approximately 15-20 minutes' walk from the Green) provides services to London (Waterloo), Staines, Reading, Wimbledon and Windsor and Eton Riverside.

Strawberry Hill Railway Station. (approximately 10-15 minutes' walk from the Green) provides services to London (Waterloo), Teddington and Kingston

Bus:

Twickenham Green is well served by buses including; 281, 267, 290, R70, N22, H22, 110, 490 and a school bus service 681.

4.2.5 Landscape & Topography

The Green's layout is triangular in terms of overall shape laid to grass with predominantly Lime and Horse Chestnut trees planted around the perimeter.

4.2.6 Ecology

Twickenham Green is part of Twickenham Green conservation area. Enhancing the biodiversity of the Green is contingent on encouraging biodiversity within the surrounding conservation area. LBRUT has a statutory obligation to consider the ecological impact of developments within the conservation area and to carry out wildlife assessment checks as part of the planning process.

The trees around the periphery of the site provide a habitat for birds, bats, invertebrates and fungi. These trees have been managed on a reactive basis since they were planted in 1872.

Bird boxes have been installed to provide additional nesting opportunities for birds. Bat Boxes have also been provided partly funded by the Friends of Twickenham Green

4.2.7 Listed Historic Buildings

There are no listed buildings on the site, but the Cattle Trough in the north east corner of the Green is a listed structure.

4.2.8 Facilities

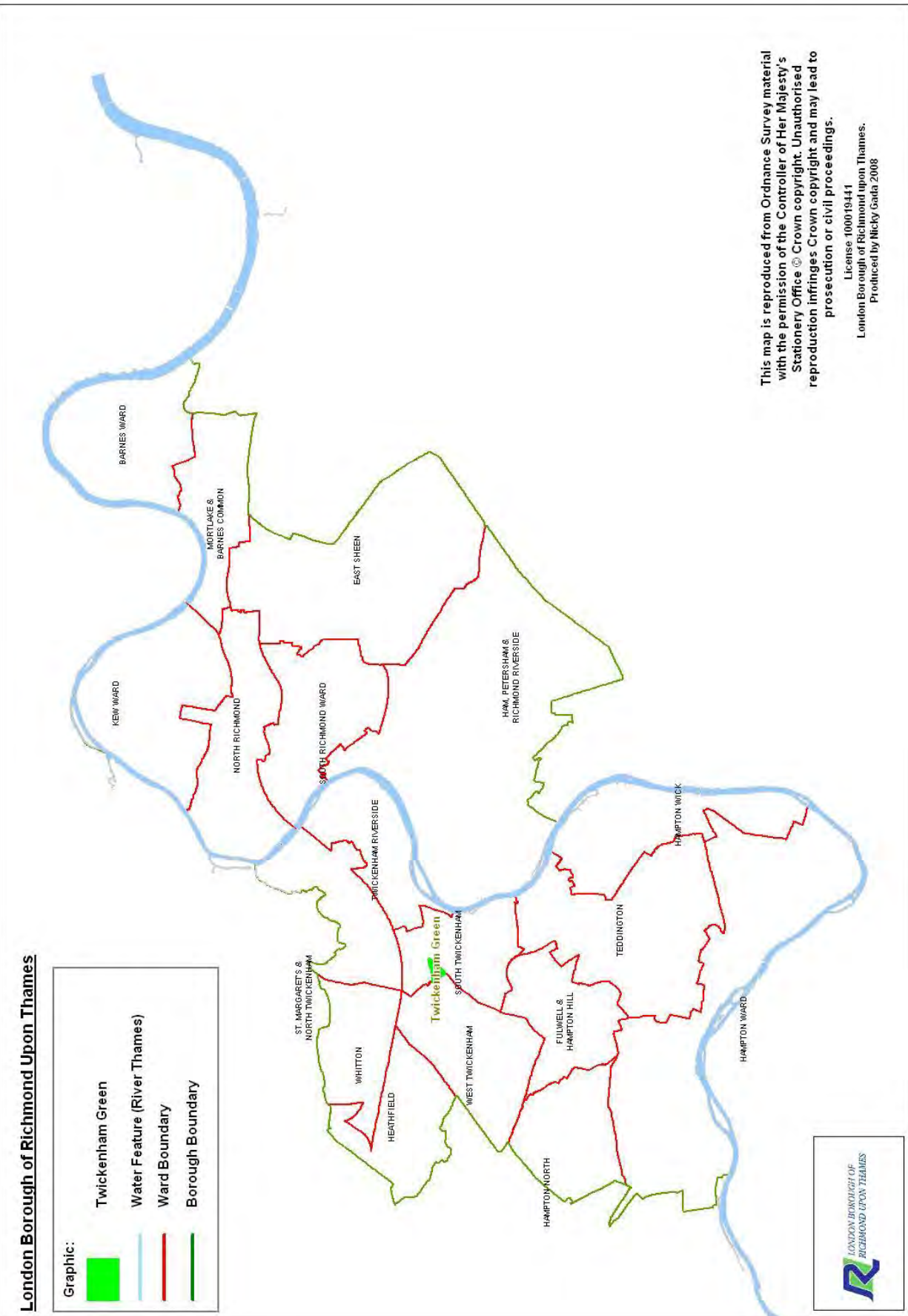
Twickenham Green contains the following facilities within or adjacent to the Green:

- A cricket pavilion is home to Twickenham Cricket Club and includes the social facilities for Thamesians RUFC.
- Cricket square and outfield
 - Public toilets – only available when the cricket pavilion is in use;
 - A restaurant (which is a member of the Community Toilet Scheme);
 - Public Telephone boxes;
 - Recycling Station in south west corner.

4.2.9 Maps and Plans

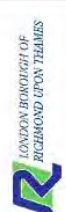
On the following pages, please find:

- Location map of Twickenham Green within the borough
- Plan map of Twickenham Green
- Aerial photo of Twickenham Green



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Twickenham Green aerial photograph



5.0 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 types of parks and open spaces provided;
- 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 green.

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, cycleways 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

There is no main entrance on to the Green. The Green is ringed with low tubular post and double rail fencing. There are entrances on the Green at each corner and at either end of the path that bisects the Green. The majority of people entering or passing across the Green appear to use this path. (See site map in section 4.2.9). These main entrance points are kept clean, tidy, well-maintained and inviting. The signage is clear and well positioned so as to be obvious but unobtrusive.

5.3.2 Boundaries

As mentioned above, the boundary to the Green is marked by metal tubular fencing inserted into concrete posts. As identified in last year’s management plan, the post and tubular rail fencing was in need of repair and repainting. The fencing was repaired and repainted in 2009. Inside the boundary, the Green is ringed by mature trees and is as a result clearly defined.

5.3.3 Roads, paths, cycleways and access

The pathway that bisects the Green is in good condition having been resurfaced approximately four years ago. However, a section was damaged during the departure of the circus in 2008. Some repairs have taken place, but warmer weather was required to complete the work with resin bonded gravel. This work was completed in 2009. Edges are well-defined and the adjacent lawn areas are kept appropriately cut.

5.3.4 **Parking**

Twickenham Green does not have a car park. It would not be practicable or desirable to create a car park in a green space of this nature. There is public parking around the perimeter of the Green and in some of the neighbouring roads.

5.3.5 **Information**

Information relating to Twickenham Green is available on the parks section 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**

Every effort is made to keep the Green clear of litter. However, it is understood that with the heavy usage of the Green this is an issue that has been a problem. There is some evidence of dog fouling.

5.3.7 **Planted Areas**

There are shrub beds at both ends of Green. One is situated behind the cricket pavilion separating it from the public pavement and the other behind the restaurant. The shrubs are appropriately pruned and maintained.

5.3.8 **Scenic Quality**

The Green is very attractive; its simplicity is very much part of its visual appeal. It is obviously an important asset to local people and with the many visitors to the town. Both the cricket pavilion and restaurant sit well in the landscape. The mature tree-scape is an important part of the scenic appeal of the Green.

5.3.9 **Grass Areas**

The grass is in a reasonable condition given the number of pedestrians that use and walk across the Green, particularly during weekends and holiday periods. Sections of the Green have been re-turfed following compaction concerns, with the remaining areas undergoing verti-drain to allow for surface water to drain more freely.

The cricket pitch is in reasonable condition and well maintained by the Club.

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 no deficiencies in terms of either the quality of the seating or the number of seats provided. The seats are solidly designed and mainly in good condition and are well-used. Some are in need of maintenance. Over the years the Friends of Twickenham Green have been responsible for donating several benches for use on the Green.

5.3.12 **Children's Play Space**

There is no playground on Twickenham Green. It is unlikely to be provided, as it is felt that a playground would not be appropriate for the site. Nonetheless the Green provides a space for informal play and sports for children of all ages. The nearest

playgrounds are Kneller Gardens and Westerly Ware, both within fifteen minutes' walk of the Green.

5.3.13 Buildings, including toilets

There are two buildings on the Green. Arthurs Restaurant is a privately-run business situated at the apex of the green. The building is leased on a long-term basis from the council. It is well maintained.

The cricket pavilion is home to Twickenham Cricket Club and includes the social facilities for Thamesians RUFC.

5.3.14 Health and Safety

Health and safety is not a major problem on Twickenham Green. The footpath is well maintained and presents no obvious trip hazards.

5.3.15 Nature Conservation Value

The mature trees on the periphery of the Green provide habitat, shelter and food for insects, bats and birds and together and with the adjoining conservation area also providing scope for enhancing biodiversity opportunities.

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. Access to the Green and buildings is good. Surfaces are generally safe and level.

6.0 Vision and Objectives for the Green

6.1 The overall vision for the Green is to:

“Maintain and improve the Green 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 Green

- To ensure that the Green is a place that is secure, safe to use and is clean and well maintained.
- To ensure that the management of the landscape maintains the character of the Green.
- To ensure that the Green is promoted and managed in order to provide a high-quality service
- To continue to encourage and promote community involvement in the management of the Green.
- To ensure that the management of the Green protects and enhances the biodiversity of the site.

- To ensure that the Green is managed sustainably.

7. Management of the Green

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 The Council’s Parks and Open Spaces 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

The Council works and consults with the Friends of Twickenham Green. This assists the Council to work in harmony with users’ and residents’ views regarding the facilities and any impact that is made on their lives. Continued working with the Friends of Twickenham Green has a very high priority in relation to the continued management of the park. The Council also works with a number of external companies who offer fitness classes in Palewell and other parks. For more information, please visit:

http://www.richmond.gov.uk/home/services/parks_and_open_spaces/organise_park_event/fitness_activities_in_parks/fitness_training_in_parks.htm

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 Twickenham Green

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 Twickenham Green continues to be a welcoming area.

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

Signage will be kept clean and will be regularly inspected. Any necessary repairs will be carried out as 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. Any mess should be picked up and disposed of by those walking their pets.

7.3 Healthy, Safe and Secure

The following management regimes all play a part in ensuring that Twickenham Green continues to be a healthy, safe and secure place.

7.3.1 Community Safety

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

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.

7.3 Clean and Well Maintained

The following regimes are designed to ensure that the Green is clean well maintained.

7.4.1 Grass Maintenance

Grass surfaces within the Green 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.

Twickenham Cricket Club has a licence agreement with the London Borough of Richmond upon Thames to maintain the cricket square.

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 the Friends of Twickenham Green 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 decision has been agreed with the Friends that any of the failing Horse Chestnut trees should be replaced by London Plane trees. The Lime trees on the Western side are not as prone to failure, with fewer reported incidents. The basal/epicormic growth is removed from these trees on an annual basis to maintain sightlines for users of the site.

7.4.3 Cleansing

The collection of litter is extremely important in maintaining the appearance of the park 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.

The park cleansing contractors carry out litter picking, emptying of litterbins and the sweeping/blowing of paths. This applies to all surfaces, paths, lawns and beds.

When the park has high numbers of visitors and large amounts of litter is expected the parks cleansing contractors 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 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 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 ground’s maintenance contractor.

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 and all paths being inspected annually and any repairs ordered to be carried out between March and November.

Drains and gulleys are inspected regularly.

7.4.6 Sports Facility Maintenance

All sports surfaces are maintained in accordance with the needs of each sport. The cricket square, which is the only formal sporting facility on the green, is maintained by a groundsman employed by the cricket club. There is regular discussion between the club and the parks section in relation to the maintenance of the pitch.

There is an agreement with the Thamesian Rugby Club to permit them to play 3 matches annually on a marked pitch on days when their normal facilities are not available due to international matches at Twickenham, this is subject to the terms and conditions laid out in the agreement.

7.5 Environmental Sustainability

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

7.5.1 Recycling

A domestic recycling station is located in the South West corner of the Green.

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 interests of nature conservation and ecology. An Integrated Weed Management policy has been developed to assist decision-making.

7.6 Community Involvement

Engagement with the local community is carried out by working together with the long-established Friends of Twickenham Green. The Friends Group meets regularly, and Parks and Open Spaces Officers attend on two occasions per year. consultation is also carried out with local Councillors.

7.6.1 Parks Events

The Council’s Policy in relation to Twickenham Green is to encourage the hire of parts/all of the Green to appropriate organisations or groups and to promote and hold its own events and activities.

Various community events take place on the Green through the year. These include: the HANDS Community Fair, Twickenham May Fair, Zippos Circus, Twickenham Festival Fun Day, and Churches Together Services.

The Friends of Twickenham Green and local ward councillors are consulted before permission is granted for any new event.

An evaluation process is held during / after each event. The events programme on the Green is currently being reviewed with the Friends of Twickenham Green and local ward councillors.

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 Twickenham Green is carried out using a range of measures, such as 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.

7.7.2 Internet

Twickenham Green on the council’s website and can be accessed from the Parks and Open Spaces section on the Richmond Council website: www.richmond.gov.uk

The Friends of Twickenham Green have a web site. This can be accessed at <https://e-voice.org.uk/twickenhamgreen/>

7.7.3 General Promotion

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

8.0 Achievements and Action Plan

8.1 Achievements

Changes and improvements made to Twickenham Green in 2020-21 were:

- Carried out decompaction of areas under all trees on the Green.
- Winter renovations works completed to improve aeration of the soil
- Upgraded the bed behind ‘Arthurs Pizzeria’ with new roses. Plus upgraded the bed behind the cricket pavilion
- Provided temporary toilets for users during the pandemic.

8.2 Action Plan

The following action plan is divided into three sections:

Item of work and location	Year		Timing	Resources
	2022	2023		
Continuous upgrade of seating through the memorial bench programme	Y	Y	Ongoing	Parks Team
Review the provision of litter bins with a view to increase due to high footfall in summer months		Y	Spring 2021	Parks Team & Continental Landscapes
Review condition of the grass with a view to carry out reinstatement works accordingly	Y			Parks Team & Continental Landscapes

8.2.1 Development and renewal

As indicated previously, while the Council is open to changing demands from the local community with regards to facilities within any of the borough’s parks, major changes to or developments of the green’s facilities are not envisaged. Twickenham Green is a site of great heritage value. The major challenge is to maintain high standards of maintenance and to plan for effective repair and renewal of the major elements of a park’s hard landscaping or infrastructure e.g. path system.

8.3 Community Engagement

The Parks team intends to continue to work with the Friends of Twickenham Green. The Council has and will continue to consult with the Friends and local ward councillors in relation to any applications hold events on the green. We are committed to being receptive to concerns and suggestions voiced individually or through community groups.

People using Twickenham Green along with other park users across the borough are being surveyed on an annual basis about their opinions in relation to a number of parks across the borough.

8.4 Operational Commitments

This is presented in tabular form and includes the most important elements of the day to day maintenance of the Green, 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 Performance mown 15-25mm rotary and cylinder mowers

Tree maintenance	Inspection Replacing and expanding variety and stock	Annual As required
Shrub 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
Infrastructure inspection	Inspection	Annual
Biodiversity opportunities and actions	Inspect bird boxes and replace if necessary	Annual We will work to the guidelines as set out in our Nature Conservation Policy Statement.

8.3 Conclusion

This Management Plan is not ‘set in stone’. It provides a framework and guidelines that enable the Council 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 the Friends of Twickenham Green. The Plan will run from January 2022 to December 2023, with an interim progress update in January 2023.